



Milanof-Schock Library

Policy Title: Animals in the Library

Date: Updated March 25, 2019

Approved by MSL Board of Directors:

SUMMARY & PURPOSE

Milanof-Schock Library (MSL) recognizes some patrons with disabilities may have service animals, which are trained to assist or accommodate a person with a sensory, mental, or physical disability, or which performs tasks for the benefit of a disabled individual. MSL will follow the ADA guidelines to the best of its ability to ensure the rights of individuals needing a service animal's assistance are met.

STATEMENT OF POLICY

- No pets or animals other than service animals (see definition below), or service animals in training, are allowed in MSL.
 - *Sole Exception:* Animals participating in scheduled Library programs.
- Owners of pets will be asked to remove them from the Library.
- Individuals with disabilities may bring their service animals into the areas of the Library where members of the public are normally allowed to go.
- Service animals must be under the full custody and control of their handler at all times.
- Animals may not be tied up outside the Library, nor may they climb on furniture.
- Service animals must be on a leash or harness at all times unless the handler is unable to leash or harness the animal because of a disability or the use of a leash or harness would interfere with the animal's safe, effective performance of work or tasks. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).
- Owners of service animals are solely responsible for the supervision and care of their service animal. Therefore, owners must keep the service animal directly with them at all times.
- A service animal is defined as: "An animal that is trained for the purpose of assisting or accommodating a person's sensory, mental, or physical disability."
- Users of service animals are not required to show papers or to prove a disability.
- Service animals are not required to be licensed or certified by a state or local government or training program, or be identified by a special harness or collar.
- Staff may ask
 - Is this animal a pet or a service animal required because of a disability?
 - What work is this animal trained to perform?
 - Is this a guide, signal, rescue, or service dog, or other aid animal?
 - Is this animal certified by a recognized authority to assist a person because of the physical disability, the blindness, or the deafness of the user?
 - Are you training the animal for or from a recognized authority for use by a person with one of the listed disabilities?
- Owners of service animals or service animals in training will indicate that they are working animals and not pets.
- Staff may not ask about the owner's disability.
- A person with a disability cannot be asked to remove his or her service animal, or service animal in training, from the Library unless the presence, behavior or actions of the service animal constitutes an unreasonable risk of injury or harm to property or other persons. If the service animal is unruly or disruptive, the Library staff may ask the patron to remove the animal but the patron is allowed to stay.

- In these cases, Library staff should give the person with the disability the option to obtain Library services without having the service animal or service animal in training on the premises.
- Fear of allergies, annoyance on the part of other patrons or employees, or fear of animals are generally not valid reasons for denying access or refusing service to people with service animals or service animals in training.
- If another patron is allergic to animals, the Library staff will attempt to keep the animal and the allergic person separated, as much as possible.
- All service animals should be housebroken.
- If other patrons complain that they are not allowed pets, staff should state that the Library is working to comply with the ADA regulations on Service Animals.

DEFINITIONS

Service Animal

- An animal that has been individually trained to do work or perform tasks for an individual with a disability.
- The task(s) performed by the animal must be directly related to the person's disability.
- Only dogs and miniature horses are recognized as service animals by the ADA.

Disability

A physical or mental impairment that substantially limits one or more major life activities or any abnormal sensory, mental or physical condition that

- is Medically recognizable or diagnosable;
- exists as a record or history;
- is believed to exist.

AUTHORITY

The Library's Service Animal policy is designed to create a reference tool for the community and MSL staff to meet nationally recognized ADA regulations regarding Service Animals in a public library.

People with questions or concerns should be directed to the Library's Executive Director. The Executive Director may require a complaint be submitted in writing. Final Decisions rest with the Executive Director. Responses will be provided within 7 working days.