

## **Policy 6 – Service Animals**

### **6.1 GENERAL**

- (a) Library patrons are prohibited from bringing animals into the library, with the exception of "Service Animals" [as defined in section 8.3(a) below] which are accompanying a person with a disability.
- (b) A staff member may approach and question a patron bringing an animal into a library if it is not readily apparent that the animal is a trained Service Animal.

### **6.2 ANIMAL CONTROL AND BEHAVIOR**

- (a) While present at any library facility, a service animal shall be under the control of its handler. Usually this means the service animal must have a harness, leash, or other tether. Exception may be made by library administration.
- (b) Any time a service animal is behaving in a manner incompatible with the essential purposes of the library, the library will immediately require that the service animal be brought into conformity or leave the library.
- (c) Incompatible behaviors include, but are not limited to:
  - (i) Barking/loud behavior;
  - (ii) Urinating/defecating on the floor;
  - (iii) Running away or otherwise leaving the side of the owner;
  - (iv) Biting or other threatening actions such as growling, teeth bared, lunging on others besides the animal owner; or
  - (v) Damaging library property or the property of others.

### **6.3 DEFINITION OF SERVICE ANIMAL**

- (a) "Service Animal" is defined in federal law at 28 C.F.R. § 35.104 [*Order No. 1512–91, 56 FR 35716, July 26, 1991, as amended by AG Order No. 3180–2010, 75 FR 56177, Sept. 15, 2010; 76 FR 13285, Mar. 11, 2011; AG Order 3702–2016, 81 FR 53223, Aug. 11, 2016*].
- (b) As of the date of this policy revision, the federal definition is:
  - (i) Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are NOT service animals for the purposes of this definition..
  - (ii) The work or tasks performed by a service animal must be directly related to the handler's disability.

- (iii) Examples of acceptable work or tasks include, but are not limited to,
  - 1) assisting individuals who are blind or have low vision with navigation and other tasks,
  - 2) alerting individuals who are deaf or hard of hearing to the presence of people or sounds,
  - 3) providing non-violent protection or rescue work,
  - 4) pulling a wheelchair,
  - 5) assisting an individual during a seizure,
  - 6) alerting individuals to the presence of allergens,
  - 7) retrieving items such as medicine or the telephone,
  - 8) providing physical support and assistance with balance and stability to individuals with mobility disabilities, and
  - 9) helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.
- (iv) For purposes of this definition, acceptable work or tasks do NOT include:
  - 1) the crime deterrent effects of an animal's presence, or
  - 2) the provision of emotional support, well-being, comfort, or companionship.

#### 6.4 REVISION HISTORY

- (a) Reviewed by the Springville Library Director and Board of Trustees on April 14, 2016
- (b) Revised and Approved November 18, 2021 by the Springville Library Director and Board of Trustees.

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