

## Appendix E

### **Pets and Service Animals in the Library Policy**

Other than animals that serve as a service animal, and animals that are participating in a library event, no animals are allowed in the library building. Occasionally, the library will sponsor an event or program that may involve the presence of animals. In these cases, the animals will be at the library only as long as they are required to be for the event/program and they will be kept under the direct control of their owner or institution.

By definition, a service animal is a dog that is individually trained to do work or perform tasks for people with disabilities. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

A service animal is NOT a pet.

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

A customer with a disability may also be charged for damage caused by himself or his service animal in accordance with law.

Staff are not required to provide food or care for a service animal.

Miniature horses will also be allowed on the premises as service animals, provided the miniature horse's size, type, and weight can be accommodated by the library building.

For more reference:

<http://disability.mo.gov/files/ServiceAnimalsAllowed.pdf>

[http://www.ada.gov/reas2010/factsheets/title2\\_factsheet.html](http://www.ada.gov/reas2010/factsheets/title2_factsheet.html)