



Service Animals in the Library Policy

Purpose

The Isabelle Hunt Memorial Public Library recognizes that some patrons with disabilities may have service animals, which are trained to assist or accommodate a person with a physical, sensory, psychiatric, intellectual, or other mental disability. The Isabelle Hunt Memorial Public Library recognizes legal rights under federal and state laws regarding use of service animals. Isabelle Hunt Memorial Public Library also considers the safety and health of all of its patrons, the public and library staff to be of utmost priority.

Policy

No pets or animals other than service animals or service animals in training are allowed inside the library. Owners will be asked to remove their pet.

ADA definition of a service animal

A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not considered to be service animals. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks and as such do not meet the definition of a service animal.

A public entity or private business shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse as a service animal by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability subject to an assessment of the type, size, and weight of the miniature horse and whether the facility can accommodate these features. The same provisions that apply to service dogs also apply to miniature horses.

Individuals with disabilities may bring their service animals into all areas of the library where members of the public are normally allowed to go. The library may ask an individual with a disability to remove a service animal from the premises if the animal is not housebroken or if the animal is out of control and the individual does not take effective action to control it. An individual shall use a harness, leash or other tether with their service animal unless either the individual is unable to do so because of a disability or unless the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks. In these cases, the service animal must be under the individual's control through voice control, signals, or other effective means. If a service animal is excluded, the individual with a disability will be offered the opportunity to obtain library services without having the service animal on the premises.

To determine if an animal is a service animal, the library may ask two questions:

1. Is this animal required because of a disability?
2. What work or task has this animal been trained to perform?

These inquiries may not be made if the need for the service animal is obvious (e.g., the dog is guiding an individual who is blind or is pulling a person's wheelchair.) The library may not ask about the nature or extent of an individual's disability. It also may not require documentation, such as proof that the animal has been certified, trained or licensed as a service animal, or require the animal to wear an identifying vest.

References: ADA Title III Revised Regulations
A.R.S. §11-1024 and A.R.S. §11-1025

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