



## **SERVICE ANIMAL POLICY**

### **General**

The Glencoe Public Library (Library) permits the use of service animals by persons with disabilities in compliance with the Americans with Disabilities Act (ADA). With the exception of qualified service animals as defined by the ADA, the Library prohibits bringing a pet (a domesticated animal kept for companionship) or any other animal into the building. A qualified service animal is defined primarily as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the service animal must be directly related to the person's disability.

The ADA does not consider animals whose sole function is to provide comfort or emotional support to be qualified service animals.

### **Supervision**

The owner is solely responsible for the supervision and care of the service animal. Service animals are to be harnessed, leashed or tethered, unless those devices interfere with the service animal's work or if it is prevented by the qualified individual's disability. In this instance, the individual responsible must maintain control of the service animal through voice, signal or other effective controls.

The owner of a disruptive or aggressive service animal may be asked to remove it from the library building. In this case, library staff will offer reasonable opportunity to the owner to obtain library services without having the service animal on the premises.

The service animal is required to be housebroken.

### **Staff Responsibilities for Service Animals**

Under the ADA, if the need for the service animal is not obvious, library staff are permitted to ask (1) if the dog is a service animal required due to a disability, and (2) what work or task the dog has been trained to perform.

Library staff are prohibited from asking about the qualified person's disability, requesting medical documentation, special identification, training documentation, or asking that the dog demonstrate its ability to perform the work or task.

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

**Discrimination**

Qualified persons with disabilities who use service animals will not be isolated or treated less favorably than other patrons nor will they be subject to fees that are not charged to other patrons without animals.

Normal charges incurred for damage to library property will not be waived if caused either by the person with a disability or his/her service animal.

Adopted	November 16, 2016
Reviewed	
Revised	November 20, 2019