

NORELIUS COMMUNITY LIBRARY

SERVICE ANIMAL POLICY

DEFINITION: A service animal is defined 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 dog must be directly related to the person's disability. Examples of tasks include, but are not limited to, being trained to alert the owner when his or her blood sugar is high or low, reminding the owner to take medication, or detect the onset of seizure.

QUESTIONS STAFF MAY ASK: If a patron presents with an animal and it is not clear, through a badge or other insignia worn by the dog, that the dog is a service animal staff may ask two questions:

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

Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task or inquire about the nature of the person's disability. Service animals do NOT have to wear any special insignia.

CARE AND CONTROL OF THE ANIMAL: The library is not responsible for the care or supervision of the service animal including toileting, feeding, grooming, or veterinary care. The owner of the service animal is solely responsible for it. All service animals must be harnessed, leashed or tethered while in public places unless the device would interfere with the service animal's work or the person's disability prevents use of the devices. In this case, the handler must use voice, signal or other effective means to maintain control of the animal. Under control means that the service animal should not be allowed to bark repeatedly in the library.

REMOVAL OF SERVICE ANIMALS: Service animals must be permitted in any areas of the library in which the general public is allowed. If a service animal is out of control and the handler does not take prompt and effective action to control the animal or if the animal is not housebroken then the animal may be excluded. If staff believes that a service animal is out of control or should be excluded due to not being house broken then staff will document, in writing, the occurrence, offer the patron an opportunity to correct the problem, and if the problem still persists, insist that the patron remove the service animal voluntarily. If the patron refuses, staff may contact law enforcement for assistance.