



**L.E. Phillips Memorial
Public Library**

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Category: Customer Relations

Policy Title: SERVICE ANIMALS
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In conformance with the federal Americans with Disabilities Act (ADA) and Section 106.52, Wisconsin Statutes, with respect to places of public accommodation, all service animals (including those in training) are welcome at the L.E. Phillips Memorial Public Library. Animals, other than service animals, are not permitted in the Library, unless as a part of a program authorized by the Library Director.

While the definition of a qualifying service animal under the federal ADA includes a dog or, in more limited cases, a miniature horse, a qualifying Service Animal under Wisconsin law is defined to include "a guide dog, signal dog, or other animal that is individually trained or is being trained to do work or perform tasks for the benefit of a person with a disability..."

Examples of work or tasks for the benefit of a person with a disability under Wisconsin law include, but are not limited to: "the work or task of guiding a person with impaired vision, alerting a person with impaired hearing to intruders or sound, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items..."

However, Wisconsin law does not protect the use of emotional support animals in places of public accommodation, and the ADA specifies that "[t]he 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 for the purposes of this definition..."

Library staff may ask the handler to remove their animal, even a service animal, from the building under circumstances that include the following:

- The animal does not meet the definition of a valid service animal as defined above.
- The animal is unruly, disruptive, or exhibits aggressive behavior. (An animal that behaves disruptively has not been trained successfully to function as a service animal in public settings. In such cases, the animal need not be treated as a service animal, even if the animal performs assistive functions for a person with special needs.)

- The animal is not harnessed, leashed or similarly tethered, unless the handler is unable to do so because of a disability or the tether interferes with the service animal's safe, effective performance of tasks, in which case the animal must still be under control (e.g., voice controls, signals, or other means). (Per City Ordinance 6.08.010, a leash no longer than 8 feet shall be used to control the animal, unless the person in question is able to successfully use a harness for the control of the animal.)
- The animal is destructive and the handler does not take effective action to control it.
- The animal is not house broken. (The Library is not responsible to care for or supervise the animal while on Library property).
- The animal is ill.
- The animal is unclean.
- The animal is a prohibited animal pursuant to City Ordinance Chapter 6.12.
- The owner does not clean up after their animal.
- The animal's vaccination record is not up to date. (All dogs and cats must be immunized against diseases common to that type of animal. Dogs must wear a current rabies vaccination tag.)

If the service animal is removed, the handler shall be allowed to return to the Library without the service animal.

Library staff may also reasonably restrict a service animal from those parts of the Library where the height/weight of the service animal might jeopardize the safety of persons or property.

Library staff should refer to the Appropriate Library Behavior: staff procedural manual for guidelines for how to assess whether an animal is a valid service animal.