



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

**Number: 5**  
**Category: Customer Relations**

**Policy Title: SERVICE ANIMALS**  
**Date adopted: 08/20/09**  
**Date amended: 04/19/2012; 3/15/18**  
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In conformance with the federal Americans with Disabilities Act (ADA), 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.

Service Animal definition per the U.S. Department of Justice: "Service animal means any dog or miniature horse that is individually trained (including those in training per Wisconsin's Equal Rights Statute) to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability."

Library staff may ask the handler to remove his or her 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 owner does not clean up after his or her animal.
- The animal's vaccination record is not up to date. (All animals 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.