



Service Animal Policy

The Waterloo Grant Township Public Library welcomes patrons to bring service animals into the library. Service animals are defined by the Americans with Disabilities Act (ADA) as “any dog that is individually trained 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.” The “work or tasks performed by a service animal must be directly related to the individual’s disability.” The dog is not required to wear a vest, and the library may not ask for certification of any kind. **Staff will never ask about the nature of a person’s disability.**

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

In accordance with ADA guidelines, a person with a disability will not be asked to remove their service animal from the premises unless:

- The dog is out of control and the handler does not take effective action to control it.
- The dog is not housebroken.

When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence.

Guidelines for Animals in the Library:

- Pets are not allowed in the library.
- While the library occasionally presents educational programs that feature animals, members of the public may only enter the library with an animal if it is a service animal that requires accommodation under the ADA.
- Under the ADA, a service animal is a dog that has been individually trained to do work or perform tasks for an individual with a disability. The dog must be trained to take a

specific action to assist the person with a disability, and the task(s) performed must be directly related to the disability.

- Emotional support, therapy, comfort, or companion animals which have not been trained to perform a specific job or task do not qualify as service animals under the ADA.
- If it is not obvious that a dog brought into the library is a service animal, staff are permitted to ask these two questions (and only these questions):

Is the dog a service animal required because of a disability?

What specific work or task has the dog been trained to perform?

- Service animals must be under the immediate control of their handlers at all times.
- Service animals which are not housebroken, bark excessively, are uncontrolled, or are otherwise disruptive will be required to leave the premises.
- Animals may never be left unattended on library grounds.
- Service animals are not allowed on library furniture or fixtures and must remain on the floor or be carried (as appropriate) by their handlers at all times.
- Misrepresenting a dog as a service animal may result in suspension of library privileges.