

# La Crosse Public Library

## Service Animals Policy

In compliance with Federal and State Law, service animals (including those in training) are welcome at the La Crosse Public Library. Service animal refers to any animal that has been trained to perform specific tasks to benefit an individual with a disability.

Animals that are not designated as service animals are not permitted in any library facility, unless they are included in an approved library program.

In order to assess whether or not an animal is a valid service animal, library staff will ask the following two questions, only if the answers are not readily apparent:

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

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

- The animal does not meet the legal definition of a valid service animal as defined above.
- The animal is unruly, disruptive, destructive, or exhibits aggressive behavior.
- The animal is not house-broken.
- The animal is out of the control of the handler.

The service animal must be harnessed, leashed, or tethered while in the library unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.

If the service animal is removed, the handler shall be allowed to return to the library without the service animal or a reasonable accommodation of services may be provided. Any interaction regarding a service animal is to be documented on the library's incident reporting system.

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In order to assess whether or not an animal is a valid service animal, library staff **may** ask the following two questions, only if the answers are not readily apparent:

1. Is the animal a service animal that is required because of a disability?
2. **Is the animal being trained to be a service animal?**
  - a. **If the animal is reported to be in training, the trainer may be asked to provide certification validating that the animal is being trained to be a service animal.**

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

- The animal is unruly, disruptive, destructive, or exhibits aggressive behavior.
- The animal is not house-broken.
- The animal is out of the control of the handler.
- **The animal is ill or unclean.**

The service animal must be harnessed, leashed, or tethered **to their handler** while in the library unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.

If the service animal is removed, the handler shall be allowed to return to the library without the service animal. **Any removal of an animal is to be documented on the library's incident reporting system. Any altercation involving animals in the library will also be documented and will be reported to law enforcement.**