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| SECTION: | PS 2 | OPERATIONS |
| SUBSECTION: | PS 2.1 | CUSTOMER SERVICE |
| POLICY: | PS 2.11 | SERVICE ANIMALS |
| REVISIONS: | | 5/19/21 |

The Ashtabula County District Library welcomes patrons who use service animals as determined by the Americans With Disabilities Act (ADA). A service animal (dog or miniature horse only) is an animal that has been individually trained to work or perform tasks for the benefit of a person with a disability. The work or task must be directly related to that person's disability.

Animals that are considered pets, comfort, or emotional support animals are not service animals as defined by the ADA and are not permitted in Library buildings at this time. (Exceptions may be made for animals in the building as part of Library educational and recreational programming, pending approval by the Director or his/her designee.)

Service Animals at the Library

A service animal must be under the control of its handler at all times. Service animals must be harnessed, leashed or tethered unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. The animal may leave the owner's side only to perform a designated task.

A miniature horse may be no more than 34 inches tall when measured at its shoulder and may weigh no more than 100 pounds.

A service animal that is not behaving properly in the Library will be required to leave the Library for a 24-hour period. Specific behaviors for which an animal will be required to leave include:

- The animal is barking (not as part of a designated task) or growling;
- The animal is displaying aggressive behavior toward other customers or service animals;
- The animal is displaying disruptive behavior such as running or jumping toward other people or animals, or being destructive of Library property;
- The animal is not housebroken;
- The animal is not otherwise under control of the patron/owner.

In these circumstances, every reasonable effort will be made to service a patron whose service animal is temporarily restricted from entering Library buildings.

Service Animals In-Training will be permitted in the Library as long as the trainer and animal demonstrate appropriate service animal behavior.

Patrons with service animals or service animals in-training will not be refused access to Library facilities because of staff or customer allergies or discomfort with, or fear of, dogs or miniature horses.

Americans With Disabilities Act: service animals, www.ada.gov/service_animals_2010.htm