

Service Animal Policy

For the safety and comfort of all patrons, pets, therapy animals, and emotional support or companion animals are not permitted in the library except as part of authorized library programs. Service animals are permitted. Under the Americans with Disabilities Act (ADA), a service animal is defined as a dog that is individually trained to perform work or tasks for a person with a disability. In limited circumstances, miniature horses may also qualify as service animals.

When it is not obvious that an animal is a service animal, staff may ask two questions:

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

Staff may not ask about the nature of a person's disability or require documentation for the service animal.

Emotional support, comfort, or companion animals are not considered service animals under the ADA and are not permitted in the library except as part of authorized library programs. Service animals in training are permitted in accordance with Oregon state law and must remain under the control of the trainer at all times.

Service Animal Expectations

The handler is responsible for the care and supervision of the service animal. The service animal must be under the control of their handler at all times. Under the ADA, service animals must be harnessed, leashed, or tethered unless these devices interfere with the animal's work or the handler's disability prevents their use. In those cases, the handler must maintain control of the animal through voice, signal, or other effective means.

Library staff may ask the handler to remove a service animal from the library if:

- The animal is out of control and the handler does not take effective action to control it
- The animal is not housebroken
- The animal poses a direct threat to the health or safety of others

Disruptive behavior may include repeated barking, lunging, growling, roaming freely, or interfering with patrons or staff.

If a service animal is removed, the individual with a disability will still be offered the opportunity to obtain library services without the animal present.

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