



Service Animal Policy

The Library Center of the Ozarks welcomes service animals and animals invited for special programs to enter the Library building. "Service animal" is defined by the Americans with Disabilities Act (ADA) as any service 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.

A service animal is limited to the animals defined under the ADA and does not include any other species of animal, wild or domestic, trained or untrained.

A service animal does not include an animal used or relied upon for crime deterrence, emotional support, well-being, comfort, or companionship.

Library staff has the right to ask the animal's handler:

- Is this a service animal? and
- What is the animal's function for them?

The handler is not required to provide documentation about the service animal or to prove a disability.

Service animals are not required to be licensed or certified or to be identified by a special harness or collar.

Service animals must always be on a leash or harness unless the use of one interferes with the animal's effective performance of its task. If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals, or other effective means.

The animal's handler is solely responsible for supervising and caring for the service animal and must always be in full control of the animal. Owners must keep the service animal directly with them.

The Library retains the discretion to exclude or remove a service animal from Library property if:

- The service animal is out of control, and/or the service animal's handler does not effectively control the service animal's behavior.
- The service animal is not housebroken.

- The service animal poses a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications.
- Permitting the service animal would fundamentally alter the nature of the service, program, or activity (such as a program with live animals), the animal's handler will be responsible for any damage to Library or personal property and any injuries to individuals caused by the service animal.

Anyone using a service animal on Library property will hold the Library Center of the Ozarks harmless and indemnify the Library from such damages.

Approved 2.20.2024