

Texas Woman's University

Library Policy Manual

Policy Name:	Animals in the Library
Policy Number:	URP: IV.11.e (Service Animals)
Next Review TWU:	
Last Library Review:	July 2018
Next Library Review:	July 2019

Purpose: The purpose of this policy is to provide direction to library users with disabilities who rely on service animals for support while in the TWU Libraries. The Libraries will adhere to the University's policy. However, additional guidelines specific to the TWU Libraries are also included in this document.

Definitions: For the purpose of this policy

Disability – Any actual, past, or perceived physical or mental impairment that substantially limits one or more major life activities or major bodily functions. A person with a disability is defined as having a record of such impairment; or is regarded as having such impairment.

The definition also includes persons who have an impairment that is episodic or in remission, if the impairment would substantially limit a major life activity when active.

Service Animals – Dogs and miniature horses are the two animals that are recognized by the federal government, which are individually trained to do work or perform tasks for an individual with a disability.

Per ADA, service animals are working animals, not pets. Animals whose sole function is to provide comfort or emotional support do not qualify as services animals. Emotional support, therapy, comfort, or companion animals are not considered to be service animals.

“These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA”.

See: https://www.ada.gov/regs2010/service_animal_ga.html

Policy:

The TWU Libraries will follow TWU's Animal Services Policy.

Library Guidelines:

1. Service animals are allowed to accompany people with disabilities in all public areas of the TWU Libraries.
2. All 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.
3. Those who have service animals are required to maintain control of them.
4. The user is responsible for clean up of all animal waste.
5. Service animals must be properly trained to be in the control of the owner.
6. An animal may be removed if its behavior is unruly or disruptive such as excessive barking, growling, running around, and displaying aggressive behavior.
7. Owners of service animals are solely responsible for any damage to persons or property caused by their animals.
8. Comfort animals are not permitted in the TWU Libraries.
9. Generally, staff will not make inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability.
10. When it is not readily apparent that an animal is a service animal users may be asked to answer the following questions by library staff:
 - a. Is the animal required because of a disability?
 - b. What work or task has the animal been trained to perform?
11. If the animal is not a service animal, users will be asked to remove it from the building.
12. Library users who fear or are allergic to dogs will be accommodated by moving one of the users to a different location.
13. Staff are not required to provide care for a service animal.

This policy does not pertain to the TWU *Pets at Work* Policy (URP: V.13.i)

Review:

The Library's Policy Work Group will review this policy with recommendations forwarded through normal administrative channels to the Dean of Libraries.

Approved by Library Administrative Team 07-25-2018;

Approved by TWU General Council 07-26-2018