

PORTLAND PUBLIC LIBRARY

Service Animal Guide for Patrons

Enacted: 7-23-2019

PPL does not allow pets in our facilities. PPL acts in compliance with Federal ADA law and local ordinance and recognizes that the law specifies, for our purposes, that service animals are **dogs only***.

Definitions to clarify our service animal guidelines:

Service dogs are individually trained to work or perform tasks for the benefit of an individual with a disability including a physical, sensory, psychiatric, intellectual or other mental disability.

Service dogs in training - Under Maine law, an official service dog trainer, while engaged in training of service dogs, has the same rights, privileges and responsibilities to public facilities.

Assistance/Therapy/Emotional Support animal is an animal that provides a therapeutic benefit to its owner through companionship. Unlike a service animal, such animals are pets, they do not qualify as service animals under the ADA, and they are not granted access to public places.

If you come into PPL with an animal, we will clarify with you if it is a service dog. If it is a pet, we will ask you to remove the animal from the Library. If we confirm that yours is a service dog, we will accommodate you and the dog to the best of our ability.

Other expectations we have about service dogs in the Library:

- Dogs may not be on furniture and must be as close as possible to the owner's side. The dog cannot create a hazard or block a passageway. These requirements are for the safety of all.
- The Library reserves the right to require that a service dog be removed from the premises if it is a direct threat to the health or safety of others, if it would result in damage to the property of the Library or others, or if the dog substantially interferes with the enjoyment of the Library by others. A dog that barks or nips at others must immediately leave the Library.
- Owners must alert staff about any dog 'accident' and will be expected to clean up after them, unless impossible. The Library will supply cleaning materials.
- If the dog is in a location near a person with an allergy to dogs, we will seek accommodations for all parties involved.

Misrepresentation of a service dog is a violation of state law and punishable a \$1,000 fine; failure to clean up after an animal is a violation of City Ordinance.

*The only exception to animals other than service dogs being allowed in the Library is for a Library-offered and -sponsored program (e.g., reading to animals in the Children's Library). There is also a federal law which allows for miniature horses individually trained to do similar tasks as dogs.