

Orange County Library System
Service Animal Policy

The Orange County Library System has adopted the *Service Animal Policy* to ensure the continued right of individuals with disabilities to access Library materials, services, and programs, by allowing the individuals to be accompanied by their service animals, as that term is defined by Title II of the Americans with Disabilities Act (“ADA”).

Service Animal Inquiries. When an individual with a disability seeks to use a service animal in the Library’s programs or activities pursuant to the ADA, Library staff may only make two inquiries to determine whether an animal qualifies as a service animal: (1) is the dog required because of a disability; and (2) what work or task has the dog been trained to perform. Library staff will not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.

Access to Facilities. Individuals with disabilities will be permitted to be accompanied by their service animals in all areas of the Library’s facilities where members of the public, participants in services, programs, or activities, or invitees, are allowed to go. The handler may be the individual with a disability or a third party who has been appropriately trained to handle the service animal. The Library may require a service animal’s handler to remove the service animal from Library property if (1) the dog is out of control and effective action cannot be taken to control it; or (2) the dog is not housebroken.

Reasonable Modifications. The Library will make reasonable modifications to its policies, practices, and procedures, where necessary to avoid discrimination against a person with a disability who uses a service animal, unless the Library can show that making the modifications would fundamentally alter the nature of the service, program, or activity. Reasonable modifications in this context include, but are not limited to, providing assistance to a patron with a disability in tethering or untethering the service animal, or escorting a patron with a disability throughout the Library as he or she is accompanied by a service animal.

Prohibition Against Surcharges. The Library shall not require a surcharge for the use of a service animal on Library property. However, if an individual’s service animal causes damage to the Library, the Library is permitted to charge the same fee to the individual for the damages as it would charge to other guests.

If you have any questions about this *Service Animal Policy*, please contact Bethany Stone, Chief Branch Officer, by email at stone.bethany@ocls.info or by phone at 407-835-7445.