



# Bentonville Public Library

Bentonville Public Library (BPL) is a welcoming place for all in our community. As a public entity visited by many users of all ages and abilities, Americans with Disabilities Act protocols are followed for everyone's comfort, health and safety. In collaboration with City of Bentonville's ADA Compliance Officer, the following rules concerning service animals at the Library are in effect.

## **Rules Concerning Service Animals at Bentonville Public Library**

- Inside the Library is a pet-free zone.
- Only service animals allowed inside BPL are those defined by the American Disabilities Act.
- Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Other animals (i.e. cats, birds, snakes or geckos) are not considered service animals.
- The Library has expectations for the patron's and service animal's conduct while on the property and inside the facility.
- Customary expectations of conduct for the service animal will be enforced and the service animal must act within the parameters of public safety.
- The service animal must be under the handler's control at all times. The animal must obey commands of its owner and should not wander away from its owner.
- If service animals are untrained, unruly or appear dangerous, staff may ask the patron to remove the animal from the premises.
- An individual's service animal is expected to provide service solely to that individual and should not interfere with library staff's performance of duties or other patrons' enjoyment of the library.
- Service animals are permitted to accompany persons with disabilities in all areas where members of the public are allowed to go. Members of the public are not allowed to go in staff work areas.
- An individual's service dog is not considered an approved therapy dog for BPL's Ruff Ruff Read program.

*From the Americans with Disabilities Act at [www.ada.gov](http://www.ada.gov)*

### **Service Animals are Defined as:**

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

### **Where Service Animals are Allowed**

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go.

### **Service Animals must be under Control**

A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.

In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### **Inquiries Related to what service the Animal provides are permissible:**

- (1) Is the dog a service animal required because of a disability?
- (2) What work or task has the dog been trained to perform?

**Miniature Horses** In addition to the provisions about service dogs, the Department's ADA regulations have a separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.