

SERVICE ANIMALS IN THE LIBRARY POLICY

Revised 6.9.2026



The Greenwood Public Library is committed to maintaining a safe and healthy environment conducive to the use and enjoyment of the Library by its patrons and in furtherance of Library's mission to enrich the lives of our community by promoting discovery and fostering personal growth. We acknowledge the necessity of trained service animals for the well-being of certain individuals and welcome those working animals to our library.

GPL follows the definition of service dogs as detailed by the 2010 Americans with Disabilities Act, in which the DOJ has strictly limited the definition of service animal to "dogs that are 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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition." 28 C.F.R. § 35.104 (2016). The DOJ additionally insists that the tasks performed by the service animal *must* be directly related to the individual's disability, which includes assisting blind or vision-impaired individuals with navigation, notifying deaf or hard of hearing of people around them, or assisting in pulling a wheelchair. *Id.* The DOJ has specifically stated that "[t]he provision of emotional support, well-being, comfort, or companionship do[es] not constitute work or tasks for the purposes of this definition." *Id.*

If it is not obvious that a dog brought into the library is a service animal, the staff of GPL may reasonably ask the following questions:

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

A staff member may not ask patrons about their particular disabilities. Patrons with trained service animals may not be asked to leave the premises unless their animal represents a threat to other patrons or is not house trained. Because emotional support animals are not included in the definition of service animal by the ADA or Indiana law, patrons who choose to bring their pets into the library as emotional support will be asked to leave their pets at home.

Appeal requests may be made in writing to the library director. Further appeals may be made in writing to the library board.


Approved by GPL Board of Trustees


Date

Document History and Version Control Table			
Version	Action	Approval Authority	Action Date
2.0	Changes accepted	GPL Board of Trustees	6.2026
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