Service Animals

The St. Charles City-County Library (the “Library”) recognizes that some customers with disabilities may have service animals which are trained to assist or accommodate a person’s disability and to perform tasks for the benefit of a person with a disability. The Library follows federal and state laws regarding the use of service animals.

No pets or animals other than service animals (as hereinafter defined) or animals used by the Library in conjunction with Library events or services are permitted at any Library facilities. Federal law defines “service animal” as “only a dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a physical, sensory, psychiatric, intellectual, or other mental disability.”

Individuals with disabilities may bring their service animals into all areas of the Library where members of the public are normally allowed to go. All service animals must be under the full custody and control of their handler or owner at all times. Handlers and owners of service animals are solely responsible for the supervision and care of the service animals. Therefore, handlers and owners must keep the service animal directly with them at all times.

A person may be asked to remove their service animal from a Library facility if the service animal behaves in a way that poses a direct threat to the health or safety of other customers, has a history of such behavior, or is not under the control of the handler or owner. In such a case, the individual will still have the option to access Library services without having the service animal on the premises. Fear of allergies, fear of animals, and annoyance on the part of other customers or staff are not valid reasons for denying entry of service animals.

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