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Service Animals and Support Animals in SFPL Facilities Questions and Answers for Staff (3/2011)

What do I do if someone brings an animal into the library?

Determine whether the animal is a pet or a service or support animal. SFPL *Guidelines for Library Use* states: "Animals, other than service animals assisting persons with disabilities, are not permitted inside Library facilities or within 10 feet of any door."

SFPL staff can and should remind library users that no pets are allowed in Library facilities. Say something like, "We don't allow pets in the library" or ask, "Is this your pet?" This gives the person a chance to leave or to explain the role of their animal without providing them a useful legal term.

If a library user says an animal is a service animal or a support animal, they must be permitted to bring their animal in with them.

San Francisco Service and Support Animal Policy

It is the policy of the City and County of San Francisco that all people with service and support animals be afforded equal access to city facilities, programs, services, and activities.

The San Francisco policy is based upon the legal obligations of public entities under the Americans with Disabilities Act (ADA) as well as the requirement for reasonable modification to policies found in Section 504 of the Rehabilitation Act of 1973. Though the ADA definition of service animals has changed, local policy remains unchanged.

What is a service animal?

Effective 3/15/2011, ADA regulations from the Department of Justice include the following definition: "Service animal means any dog that is 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. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the

presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition."

What is a Support Animal?

As defined in the San Francisco Service and Support Animal Policy, *"Support animals are animals that primarily provide assistance for people with psychological disabilities. For example, a person diagnosed with depression may take a cat to the doctor's office in order to make it to an appointment on time, a person may use a snake to keep calm and treat an anxiety disorder, or a person with agoraphobia may use a dog to access public places with greater ease. The Fair Housing Act and case law consider allowing the presence of support animals to be a type of reasonable accommodation under disability rights laws. Support animals are not always trained to perform tasks or may have only limited training. Support animals can, however, help alleviate symptoms of depression, anxiety, stress, and difficulties regarding social interactions, allowing people to live independently and fully use and enjoy their living environment. People with support animals have the same rights as people with service animals."*

Is it possible to identify a "service animal" without asking?

Some service animals are easy to recognize. "Dog guides" or "Seeing Eye" dogs and miniature horses (assisting people who are blind or vision impaired) wear distinctive leather harnesses. Many "signal dogs" or "hearing dogs" (assisting people who are deaf or hard of hearing) wear bright orange collars, leashes or vests. Dogs trained by Canine Companions for Independence wear blue and yellow backpacks. Some dogs may have a special tag issued by San Francisco Animal Care and Control or a similar agency.

Even if an animal is not wearing a distinctive leash, harness, vest, backpack or tag, it may still be a legitimate service animal. Take the person at their word.

Don't service animals have to have a special license or tag?

No. The Americans with Disabilities Act specifically states that service animals do not have to have a special license or tag.

Residents of San Francisco can get tags identifying their dogs as assistance animals if: they have a regular dog license; and, a letter from their physician stating that they need the dog. We can refer people to Animal Care & Control (phone 554-6364) to ask questions about this process. It is important to remember that people cannot be forced to get such a tag. These tags are given only to dogs.

What should I do if a service or support animal barks or growls at other people, bothers other people, or acts out of control?

Within reason, service and support animals are held to the standards of behavior spelled out in SFPL *Guidelines for Library Use*. For example, they may not: eat or drink in the library; abuse (damage) Library materials, equipment, or facilities; or, interfere with Library user or staff comfort - due to strong, pervasive odors or making loud or unreasonable noise or other disturbance. Obviously, they don't have to wear shirts or footwear and they can sleep and lie on the floor.

Ask a person to remove from the library any animal, including a service or support animal, when that animal's behavior poses a direct threat to the health or safety of others. For example, any animal that displays vicious behavior towards other users may be excluded. You also may ask a person to remove their dog if it is barking uncontrollably or if its behavior is disturbing other users. Do not make assumptions about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Staff may call San Francisco Animal Care & Control to pick up dogs tied outside the library if they display vicious or threatening behavior that frightens people entering or leaving the building. Staff also may call to have dogs that are tied up outside the library for an excessive amount of time picked up.

What should I do if someone says they are afraid of an animal or allergic to the animal?

Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals. Suggest that the person who is afraid or has allergies move away from the animal.

Do service dogs have to be on a leash?

All animals must be with their owners and under their control at all times. San Francisco has a leash law for dogs. San Francisco Animal Care & Control has confirmed that we can tell users that their dog must be on a leash in the library. However, some animals must be able to move away from their handlers to do their jobs. For example, a hearing assistance dog must be free to move between their handler and the source of a sound to which they are alerting them.

Sources consulted:

COMMONLY ASKED QUESTIONS ABOUT SERVICE ANIMALS IN PLACES OF BUSINESS.

U.S. Department of Justice, Civil Rights Division, Disability Rights Section, 7/96.

ADA Business BRIEF: Services Animals.

U.S. Department of Justice, Civil Rights Division, Disability Rights Section, April 2002.

Revised Final Title II Regulation with integrated text. Part 35 Nondiscrimination on the Basis of Disability in State and Local Government Services (as amended by the final rule published on September 15, 2010)

Authority: 5 U.S.C. 301; 28 U.S.C. 509, 510; 42 U.S.C. 12134.

New ADA Definition on Service Animals Effective March 15. CCSF Policy Remains Unchanged.

<http://www.sfgov2.org/Modules/ShowDocument.aspx?documentid=349> Downloaded 3/24/2011

San Francisco Animal Care & Control: 554-6364

1/28/12

War vets find solace in four-legged friends - CNN.com

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War vets find solace in four-legged friends

By Elliott C. McLaughlin, CNN

updated 8:36 AM EST, Mon November 12, 2012

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Veterans and their service dogs

INDICARTION

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STORY HIGHLIGHTS

Many Iraq and Afghanistan war veterans are suffering from post-traumatic stress disorder

Some are finding it easier to cope with their symptoms thanks to service dogs

The dogs help them with their anxiety and give them the confidence to socialize again

Top 10 CNN Hero Mary Cortani helps veterans in California train their own service dogs

(CNN) -- He was antisocial and difficult to work with at first. He'd clearly been abused by his father as evidenced by the deep, round scar near his shoulder. He hadn't been eating well.

And he was so skittish that the slightest noise or motion set him off. But Army veteran Jeff Wilson needed a new dog, and this pound puppy -- a border collie-German shepherd mix -- was it.

He named him Lobo, and it wasn't long before Wilson, 44, realized they had the same issues.

"We were kind of kindred spirits," he said. "I think it really helped deepen our connection because he wasn't just helping me; I was helping him. I was helping him get past the same obstacles that I had. I had to recognize it in myself and get past that to help him."

Wilson is a former tank commander and flight engineer who isn't at liberty to speak about his time in Iraq other than to say he manned a machine gun while hanging out of the door of a helicopter. He can also say that he was often "exposed to very dangerous situations" during his 14 years in the service.

He has been diagnosed with depression and anxiety from post-traumatic stress disorder, and he's not alone. According to the Department of Veterans Affairs, 11% to 20% of Iraq and Afghanistan war veterans are suffering from PTSD.

Part of complete coverage on
CNN Heroes 2012

Meet the top 10 Heroes of 2012

updated 1:05 PM EDT, Thu September 20, 2012



For their extraordinary efforts to help change the world and better the lives of others, 10 everyday people will receive \$50,000 to continue their work.

Vote now: Hero of the Year



Choose your favorite Hero and then cast your vote for CNN Hero of the Year. You can vote up to 10 times a day!

Join a Hero, help change the world

updated 3:15 PM EST, Wed November 28, 2012



This year's top 10 Heroes are working hard to make a difference, and you can help by donating to their causes through Google.

An awards show for the selfless

updated 10:47 AM EST, Wed November 28, 2012



For the past six years, CNN has been honoring everyday people who are changing the world.

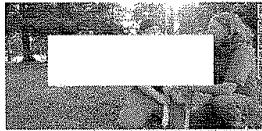
The top 10: In their own words

updated 2:56 PM EST, Tue November 27, 2012

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Wilson said his depression turned him into a hermit. He would "curl up and not talk to anybody," and his anxiety made it difficult to go into public.

If he did leave the house, he was hypervigilant. If someone walked up behind him or dropped something that emitted a clatter, it triggered the "fight or flight" mechanism he'd groomed in the military.



Inside the mind of a four-legged friend



Top 10 CNN Hero, Mary Cortani



The top 10 CNN Heroes in their own words

The anxiety was so bad that before he was diagnosed with PTSD, he went to the emergency room four times because he thought he was having a heart attack. He "self-medicated" so heavily with booze that it strained the relationship between him and his now-wife of two years.

"I was having to drink to numb all my senses and be quasi-normal," he said.

But today, with Lobo by his side, Wilson is finding it easier to cope.

The two have been working with Operation Freedom Paws, a nonprofit in Gilroy, California, that helps veterans train their own service dogs. It is run by Mary Cortani, a veteran and one of the top 10 CNN Heroes of 2012.

Veterans in Focus: Celebrating, honoring veterans

When veterans train "their own service dog, there are immediate benefits right off the bat," Cortani said. "They have a mission and a purpose again. It gives them something to focus on and to complete. It gives them a sense of security and safety. ... They know they're not alone. They've always got their buddy at the end of the leash."

Now Wilson tells Lobo, "Watch my back," and his four-legged friend stands behind him and gives him a nudge if anyone approaches. When something stokes Wilson's anxiety, Lobo senses it, jumps up and puts his paws on Wilson's chest so he can redirect his focus.

"Knowing he's there makes me comfortable," Wilson said. "I'm not worried about the attacks. I still think about them, but I'm not hampered by them. I can go to the movies."

A study on hold

The Veterans Affairs Department recently put a study on hold that would determine the effectiveness of canine therapy for troops suffering from PTSD. Until that study is complete, the VA will continue providing dogs for a variety of ailments, but not PTSD.

Sen. Johnny Isakson, R-Georgia, co-sponsored the 2009 legislation that kicked off the study. He was inspired by the strides that dogs helped his mother make from 1995 to 1998 after she was stricken with Alzheimer's.

"She wasn't very fond of dogs at all, but when she developed Alzheimer's, they became a key part of her therapy," the senator said. "She was unable to really communicate at that time, but you could easily tell, emotionally, the calming effect the service dogs had."



The hidden wounds of combat

Dogs: A medicine for mental health problems?

Isakson said the VA is rewriting the parameters of the study to take into account the dogs' temperaments and the importance of matching the trainers, not just the dogs, with the patients.

Yet not everyone is convinced "the VA has the right stuff"



This year's top 10 describe what the honor means to them and the causes they are so passionate about.

Afghan girls take brave first step

updated 11:15 AM EDT, Wed September 26, 2012



For many girls in Afghanistan, the simple act of walking to school can be a life-threatening journey.

Young caregivers put life on hold

updated 8:09 AM EDT, Wed October 3, 2012



Thousands of American children are responsible for taking care of a loved one, such as an ailing parent or sibling.

Living in fear 'under the tent'

updated 9:02 AM EDT, Thu October 18, 2012



Haiti's terror didn't end when the ground stopped shaking. Reports of rape have been all too common after the 2010 earthquake.

4 paws, 2 feet, 1 team to fight PTSD

updated 8:36 AM EST, Mon November 12, 2012



U.S. war veterans are finding peace and stability thanks to the calming influence of service dogs.

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updated 1:16 PM EST, Tue November 13, 2012



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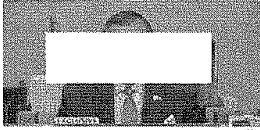
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Service dogs help war veterans recover

to conduct the necessary experiments, said Corey Hudson, CEO of Canine Companions for Independence and president of the North American chapter of the umbrella organization, Assistance Dogs International.

Hudson said he hopes the study will be large enough to consider the broad gamut of symptoms associated with PTSD, as well as the anecdotal evidence suggesting canine companions can help tug the disorder's sufferers from their shells.

"There's something mystical and magical about dogs and people and placing them together," said Hudson, who has "worked with and against the VA" during his 22 years of experience with assistance dogs. Canine Companions for Independence has more than 900 puppy raisers and works to pair veterans with dogs regardless of whether the VA shells out for it.

Hudson doesn't cite scientific studies, such as the one that says canine interaction increases a human's level of oxytocin, a hormone that reduces anxiety and blood pressure.

Instead, he speaks about how dogs love unconditionally and don't judge. He explains how they naturally spark social interaction -- "Cool dog; can I pet her?" -- and how ownership precludes people from locking themselves in their homes, away from society.

"You can also use them as an excuse to get out of things or leave early," Hudson said.

Case in point

Shadow is one pooch accustomed to being used for such occasions.

The 2-year-old Labrador-Bernese mountain dog mix is the inseparable pal of Jennifer Haeffner, a seven-year Army veteran who had been housebound for about five years before meeting Shadow in the summer.

"He's a very active dog. It makes me do things. I don't have the option of hiding in the house. I have to go out," said the 41-year-old Ripon, California, resident.

Share your story, honor a veteran

During Operation Desert Storm, where she served for about nine months between 1991 and 1992, she was sexually assaulted on multiple occasions by other service members, she said. It's a fairly common occurrence that befalls about one in four women in the military, according to the VA.

He's a very active dog. ... I don't have the option of hiding in the house. I have to go out.

Jennifer Haeffner, on her dog, Shadow

It left her feeling alone in the world. She wanted to disappear. She forgot how to deal with people and eventually became a recluse, considering it a "good month" if she got out just once to shop for groceries.

She didn't attend any of her large family's gatherings. Too many people and too much noise, she said. It terrified her.

"For years after that, I would go out and wander the streets late at night, just hoping someone would kill me because I wasn't brave enough to kill myself," she said.

About five months ago, her therapist recommended that she meet Cortani.



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MyDailyMoment



15 Foods You Should Never Buy Again
Reader's Digest

ADP-5517641-0117

Policy Title: Patron Conduct and Suspension Policy

Policy Statement:

In order to provide and maintain a comfortable and safe environment for all patrons and library staff, the Library Joint Powers Board has approved the Santa Cruz Public Libraries Rules of Conduct.

Violation or repetitive violation of any of the rules of conduct may warrant a suspension of library privileges. Suspension of library privileges will result in removal from and denial of access to, Santa Cruz Public Libraries services and facilities for a designated period of time.

SUSPENSION PROCEDURES

In order to be fair and equitable in the application of the Santa Cruz Public Libraries Rules of Conduct and to provide documentation of the enforcement of these rules, authorized library staff shall apply the procedures detailed in Sections A through G. Authorized staff members for the various sections are defined thus:

- enforcement of section A up to and including 30 day suspension : any regular library staff member. Greater than 30 days: Library Division Manager, Manager of System Services and Support or Library Director
- enforcement of Section B First Violation: any regular or temporary staff member
- enforcement of Section B Second Violation: any regular or temporary staff member
- enforcement of Section B Third Violation: any regular staff member
- enforcement of Section B Fourth Violation: Library Division Manager, Manager of System Services and Support or Library Director

In summary, all staff members are authorized to suspend privilege for up to and including 30 days. Longer suspensions must be approved by a Library Division Manager, the Manager of System Services and Support or the Library Director.

A. IMMEDIATE SUSPENSION WITH FURTHER ACTION TO FOLLOW:

The following violent behaviors will not be tolerated:

- physical abuse or assault
- fighting or challenging to fight
- making violent or threatening statements

Authorized library staff will instruct anyone displaying these behaviors to leave the library facility immediately for a period up to and including 30 days. Police will be called and additional legal action may occur, as appropriate. **In addition, based on the severity of the situation, a suspension of library privileges for up to one year may be applied.** Library staff will notify Library Administration immediately, where a determination of the appropriate suspension period and procedures will be determined by authorized staff. The appeal process applicable to Extensive Suspension as described in Section F will be applied.

B. ALL OTHER PROHIBITED BEHAVIORS WILL BE ADDRESSED IN THE FOLLOWING MANNER:

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FIRST VIOLATION : Initial warning and given copy of Library Rules of Conduct

SECOND VIOLATION: Library privileges suspended for the day

THIRD VIOLATION: Library privileges suspended for up to and including 30 days

FOURTH VIOLATION: Library privileges suspended for 31 days to up to one year

C. FIRST VIOLATION: INITIAL WARNING:

When a patron has violated the Santa Cruz Public Libraries Rules of Conduct by displaying behavior that is prohibited but not violent or physically threatening, authorized library staff will handle these situations in the following manner:

1. Provide the patron with a copy of the Library Rules of Conduct. Explain to the patron that they are engaging in prohibited behavior, what that behavior is and the importance of abiding by the rules of conduct. The patron will be advised that further violations of the rules will not be tolerated and may result in their being asked to leave for the day.
2. The library staff member will fill out a Library Incident Report to document the incident and conversation with the patron. The Incident Report will be submitted to Library Administration.

D. SECOND VIOLATION: SUSPENSION – 1 DAY

1. If the patron continues *prohibited behavior* either the same day or another day, authorized library staff will reaffirm all previous conversations with the patron regarding the behavior and instruct the patron to leave the facility for the day. Library patrons who feel the treatment is unfair will be offered the name and telephone number of the next ranking library staff member so that they may communicate their concerns.
2. Library staff will again document the incident with a Library Incident Report submitted to Library Administration.

E. THIRD VIOLATION: SUSPENSION – UP TO AND INCLUDING 30 DAYS:

Longer than 1-day suspensions will be issued if a patron continues *to display prohibited behavior* after receiving a prior suspension.

1. If a patron has been issued a one-day suspension for prohibited behavior and if *prohibited behavior continues either during the suspension period or afterwards*, a patron will then be suspended for up to and including 30 days.
2. When a decision is made to suspend a patron for more than one day, authorized staff must complete the “Notice of Library Suspension- Up to 30 Days” document.
3. A copy of the completed document must be provided to the patron. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and provide them with a copy of the completed document.
4. Authorized library staff will also complete a Library Incident Report and submit the report to Library Administration.
5. A patron will receive only one 30 day or less suspension *for prohibited behavior*. Any further suspensions for *prohibited behavior* will be considered a Fourth Violation as described in Section F.

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6. The patron will not be offered a formal hearing process for up to 30 day suspensions; however, they will be given the name and phone number of the appropriate Library Division Manager, Manager of System Services and Support and/or Director so that they may communicate their concerns by telephone or by submitting an appeal in writing.
7. To submit a written appeal the patron must complete the "Appeal of 30 Day Suspension" document. The patron must return the completed form to the suspending library within one working day from the date the suspension is issued.
8. The appeal will be reviewed by the Library Director, Manager of System Services and Support or Library Division Manager within one working day of submittal. If by a preponderance of the evidence it is determined that the suspension is unwarranted, the suspension will be withdrawn. The patron may call the designated staff member one day after submitting a written appeal to determine the status of the suspension.

F. FOURTH VIOLATION SUSPENSION: 31 DAYS TO 12 MONTHS

1. 31 DAYS TO 6 MONTHS

1. If a patron has been issued a 2- 30 day Suspension for *displaying prohibited behavior and prohibited behavior continues either during the suspension period or afterwards*, a decision will be made to suspend the patron for 31 days to six months. Authorized staff must complete the "Notice of 31 days - 6 Month Library Suspension" document.
2. A copy of the completed document and all accompanying forms must be provided to the patron.
3. In the case of a minor (under the age of 18), the Library will also attempt to notify the parent or guardian and also provide them with the completed document and all accompanying forms.
4. Authorized library staff will also complete a Library Incident Report and submit it to Library Administration
5. Any patron suspended for 31 days to six months has the right to a hearing with the Suspension Hearing Panel. The Suspension Hearing Panel will be comprised of the Library Director and/or Manager of System Services and Support, and/or appropriate Library Division Managers, the Assistant City Manager for Santa Cruz and a library security guard, if one is available. Appropriate library staff or patrons that were witnesses to the event may also be asked to appear.
6. To receive a hearing the patron must follow the directions on the 'Notice of 31 days – 6 Month Suspension' and "Request for Suspension Hearing" documents.
7. The patron must return the completed forms to the suspending library within seven working days from the date the suspension is issued.
8. All hearings are held at the Downtown Library or Headquarters facility. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
9. The decision of the Suspension Hearing Panel for all 31 days to six month suspensions is final.

2. 6-12 MONTHS:

1. If a decision is made to suspend a patron for longer than 6 months, a Division Manager, the Manager of System Services and Support or the Library Director will complete a "Notice of Extensive Library Suspension" document.
2. A copy of the document and accompanying forms must be provided to the patron.

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3. In the case of a minor (under the age of 18) the Library will attempt to provide the parent or guardian with a copy of the completed forms.
4. Any patron suspended for more than six months has the right to a hearing with the Extensive Suspension (ES) Hearing Panel. The ES Hearing Panel will be comprised one member of the Library Joint Powers Board, the Assistant City Manager for Santa Cruz and at least one other authorized Library staff member such as the Library Director, Manager of System Services and Support or a Library Division Manager. A library security guard will also be present if available. Appropriate library staff or patrons who were witnesses to the event may also be asked to appear.
5. To receive a hearing the patron must follow the directions on the "Notice of Extensive Suspension for 6-12 Months" and "Request for Extensive Suspension Hearing" documents. In addition, the patron must return the Request for Hearing form to the suspending library within seven days of receiving the suspension. All hearings are held at the Downtown Library or Headquarters Facility.
6. The decision of the Extensive Suspension Hearing Panel will be final.

SERVICE AND EMOTIONAL SUPPORT ANIMALS

1. Definitions:

- a. **Service Animal:** Any dog or miniature horse that is individually trained to benefit an individual with a disability and can be reasonably accommodated. (28 C.F.R. § 36.302(c)(9)(i))
- b. **Psychiatric Service Animal:** Any dog or miniature horse that is 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. (28 C.F. R. § 36.104)
- c. **Emotional Support Animal:** An animal not prohibited by Santa Cruz Municipal Code § 8.14.445 which provides comfort to a person with a psychiatric disability but are not trained to perform specific tasks to assist them. They are not covered under laws applied specifically to service animals, but may be allowed as a "reasonable accommodation" or "reasonable modification" for the individual's disability. While this "accommodation" legally only applies to housing and not for access to public entities, the Library will allow emotional support animals according to the procedures listed below.

2. Procedures:

- a. Any service or emotional support animal must be appropriately managed, controlled and trained. This includes but is not limited to: on a leash or under voice control and housebroken
- b. Any staff member may ask handler and animal to leave if said animal is not appropriately managed, controlled and trained.
- c. Upon entry to any branch library, staff must ask handler if the animal is a service or emotional support animal.
 - i. If the answer is NO then the animal will not be allowed in
 - ii. If the answer is YES it is a service animal, then staff must ask:
 1. What service is it trained to provide?
 2. They may use the library according to sections 2a and 2b.
 - iii. If the answer is YES it is an emotional support animal, then staff must ask:
 1. In what way does this animal assist you?
 2. If the provision of that need is appropriate for enabling use of the Library then they may use the library according to sections 2a and 2b.

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- d. The Library reserves the right to not allow entry to any animal not legally defined as a service animal (i.e. dog or miniature horse) that, by their judgment, would pose a direct threat to the health or safety of others or interfere with others' use of the library.

Forms related to this policy may be obtained through your supervisor.
Rules of Conduct that will be posted in every library location is attached

This policy will be reviewed every three years

Updated: December 2012

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Library Rules of Conduct

The library welcomes all members of the community, and asks that all visitors: respect other people's right to use the library; respect library staff; and respect library materials.

To this end, please:

- *Treat library materials and furniture with care.
- *Use beverages with lids only and away from computers.
- *Secure bicycles and other large items outside the library.
- *Bring service and emotional support animals only
- *Silence cell phones.
- *Keep personal belongings from obstructing access to library materials and spaces.
- *Note that children under 9 years must be accompanied by a person 14 years of age or older.
- *Refrain from using the Library for the purpose of sleeping

Violators of the Library Rules of Conduct may be asked to leave and/or photographed to assist in identification.

A copy of the complete **Patron Conduct and Suspension Policy** is available at any service desk.

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SANTA CRUZ PUBLIC LIBRARIES REQUEST FOR SUSPENSION HEARING

Procedures for Request for Suspension Hearing:

You have a right to a hearing regarding your suspension of one or more months from Santa Cruz Public Libraries. If you want to have a hearing:

1. Complete Form-*Request for Suspension Hearing* (attached).
2. Return completed form to the library that issued this suspension. Staff will sign to acknowledge receipt and will provide a copy as receipt.
3. Form must be actually received within 7 days from the date of the suspension. Postmarks will not apply.

Suspension Hearing Date:

1. Once you have returned the *Request for Suspension Hearing* form, the library will send you a notice that will provide you with the hearing date, time and location of the Suspension Hearing Panel.
2. This notice will be mailed to you within 5 days from the date the library receives your Request form.
3. If you do not have an address, you must return to the suspending library in 5 days to pick up your notice of hearing date, time and location of the Suspension Hearing Panel.

Suspension Hearing Panel Procedures:

1. The Suspension Hearing Panel will be comprised of the Library Director and /or Manager of System Services and Support, and/or the appropriate Library Division Manager. A library security guard will also be present if available.
2. Appropriate library staff or patrons that were all witnesses to the incidents(s) may also be asked to appear.
3. When you arrive for your hearing you will be provided the opportunity to present evidence or reasons why this suspension should be withdrawn.
4. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
5. The suspension will be withdrawn if the Suspension Hearing Panel determines, by a preponderance of evidence, that you did not engage in the behaviors that are cited on the Notice of 1-6 Month Suspension and that the suspension is unwarranted.

Suspension Hearing Panel Determination:

1. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
2. Within 5 days of the date of your hearing, the Panel will mail you a written determination that will include the findings in support of the decision.
3. If you do not have a mailing address, you may return to the suspending library after 5 days to pick up a copy of the hearing determination.
4. The Suspension Hearing Panel's decision is final.

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SANTA CRUZ PUBLIC LIBRARIES

APPEAL OF SUSPENSION

I want to appeal the suspension that was issued to me. I am requesting the Library Administration review this suspension.

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

Reason for the request (optional)

This form must be returned to the Library that issues the suspension within 7 days of the suspension issue date. Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt. Call 427-7706 within 5 days after you submit this form to determine the status of your suspension. If, by a preponderance of the evidence, the Library Director, Manager of System Services and Support, or Library Division Manager determines that your suspension is unwarranted, your suspension will be withdrawn. The decision of the authorized Library staff person is final.

Signature of Appellant

Date

Staff Signature acknowledging receipt of request

Date

.....
FOR LIBRARY USE ONLY

Suspension is _____ is not _____ withdrawn

Library Staff (print title)

Signature and Date

SANTA CRUZ PUBLIC LIBRARIES REQUEST FOR EXTENSIVE SUSPENSION HEARING

Procedures for Request for Extensive Suspension Hearing:

You have a right to a hearing regarding your suspension of one or more months from Santa Cruz Public Libraries. If you want to have a hearing:

1. Complete Form: *Request for Extensive Suspension Hearing* (attached).
2. Return completed form to the library that issued this suspension. Staff will sign to acknowledge receipt and will provide a copy as receipt.
3. Form must be actually received within 7 days from the date of the suspension. Postmarks will not apply.

Extensive Suspension Hearing Date:

1. Once you have returned the *Request for Extensive Suspension Hearing* form, the library will send you a notice that will provide you with the hearing date, time and location of the Extensive Suspension Hearing Panel.
2. This notice will be mailed to you within 5 days from the date the library receives your Request form.
3. If you do not have an address, you must return to the suspending library in 5 days to pick up your notice of hearing date, time and location of the Extensive Suspension Hearing Panel.

Extensive Suspension Hearing Panel Procedures:

1. The Extensive Suspension Hearing Panel will be comprised of one (1) member of the Board of Library Trustees, the Assistant Santa Cruz City Manager, and at least one other authorized library staff member such as the Library Director, Manager of System Services and Support or Library Division Manager. A library security guard will also be present if available.
2. Appropriate library staff or patrons that were all witnesses to the incident(s) may also be asked to appear.
3. When you arrive for your hearing you will be provided the opportunity to present evidence or reasons why this suspension should be withdrawn.
4. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
5. The suspension will be withdrawn if the Extensive Suspension Hearing Panel determines, by a preponderance of evidence, that you did not engage in the behaviors that are cited on the *Notice of Extensive Suspension for 7 – 12 Months*, and that the suspension is unwarranted.

Extensive Suspension Hearing Panel Determination:

1. After all the evidence has been presented, the Suspension Hearing Panel may convene privately to discuss the determination.
2. Within 5 days of the date of your hearing, the Panel will mail you a written determination that will include the findings in support of the decision.
3. If you do not have a mailing address, you may return to the suspending library after 5 days to pick up a copy of the hearing determination.
4. The Extensive Suspension Hearing Panel's decision is final.

SANTA CRUZ PUBLIC LIBRARIES

APPEAL OF "EXTENSIVE" SUSPENSION

I want to appeal the suspension that was issued to me. I am requesting the Library Administration review this suspension.

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

Reason for the request (optional)

This form must be returned to the Library that issues the suspension within 7 days of the suspension issue date. Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt. Call 427-7706 within 5 days after you submit this form to determine the status of your suspension. If, by a preponderance of the evidence, the Library Director, Manager of System Services and Support, or Library Division Manager determines that your suspension is unwarranted, your suspension will be withdrawn. The decision of the authorized Library staff person is final.

Signature of Appellant

Date

Staff Signature acknowledging receipt of request

Date

.....

FOR LIBRARY USE ONLY

Suspension is _____ is not _____ withdrawn.

Library Staff (print title)

Signature and Date

SANTA CRUZ PUBLIC LIBRARIES

APPEAL OF SUSPENSION

I want to appeal the suspension that was issued to me. I am requesting the Library Administration review this suspension.

DATE: _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

Reason for the request (optional)

This form must be returned to the Library that issues the suspension within 7 days of the suspension issue date. Staff will acknowledge receipt of your request and will issue a copy of this form as a receipt. Call 427-7706 within 5 days after you submit this form to determine the status of your suspension. If, by a preponderance of the evidence, the Library Director, Manager of System Services and Support, or Library Division Manager determines that your suspension is unwarranted, your suspension will be withdrawn. The decision of the authorized Library staff person is final.

Signature of Appellant _____ Date _____

Staff Signature acknowledging receipt of request _____ Date _____

[illegible]

FOR LIBRARY USE ONLY

Suspension is _____ is not _____ withdrawn

.....

Library Staff (print title)

.....

Signature and Date

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