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Available at: http://works.bepress.com/rebecca_marrall/19/
Problem?
Many library professionals are uncertain about how best to respond to patron concerns about service animals.

Solution?
I. Competency Workshops
II. Best Practices for Public Service Points

Common Questions
Awareness
— Which species can serve as a service animal?
— Who may have a service animal?
— What behaviors can we expect?

Legality
— What laws govern the use and performance of service animals?

Practicalities
— How do library professionals address patron concerns or complaints?
— What happens if a colleague has a conflicting disability? Such as a phobia or an allergy?

Cats, Dogs, and More?
Service Animals in the Library:
How an Academic Library Developed Best Practices

Training & Best Practices

Training Components
— Types of Service Animals: Service Animal, Emotional Comfort, and Therapy.
— Small Group Exercise: Scenarios & Proposed Responses.
— Group Share/Reflections.

Out of the training came the ...

WWU Libraries Best Practices Document
— Two page document, available at all public service points.
— Overview of Relevant Legislation.
— When (and how) to approach a patron with a service animal.
— Scenarios & Responses with Suggested Language.

Patrons Impacted: Nearly 900 patrons registered with WWU Disability Office (Those with service animals are a subpopulation). Improved awareness is necessary.

Training Attendees: 60+ library professionals attended the training.
Best Practices: After legal vetting, recommendations were shared public service points.

Impact?

Next Steps?
Implemented Best Practices
Continue Trainings
Assess & Improve

Bibliography + Handout available at: http://libguides.wwu.edu/service_animals