

Service Animal Policy

The Lebanon Public Libraries recognize the legal rights under federal and state laws regarding the use of service animals. Service animals as defined in NH Law 197-D are welcome in the libraries.

According to NH Law 197-D, "Service animal" means any dog or miniature pony 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 purposes of this definition.

Pets, therapy dogs, emotional support animals are not considered service animals under the ADA and are not allowed in the Lebanon Public Libraries with the exception of animals that are included in programs or events sponsored by the library.

Library staff who question the legitimacy of a service animal's credentials may ask the animal's handler only:

- (1) is the dog/miniature pony a service animal required because of a disability, and
- (2) what work or task has the dog/miniature pony been trained to perform.

Staff may not ask a patron to provide documentation or other proof of the service animal's status. They may not ask any questions about the patron's disability.

All service animals are expected to either be on a leash or in the direct control by voice, signals or other effective means of their handler at all times. Library staff may ask someone to remove their service animal from the library if:

The service animal's handler does not have complete control of the animal;

The service animal is not housebroken;

The service animal directly threatens the health or safety of others;

The service animal barks excessively;

The service animal demonstrates aggressive behavior.

Service animals who have been deemed out of control are welcome to return to the libraries when the problem is resolved.

Fear, allergies, or annoyance on the part of other patrons or library staff are not valid reasons for denying access to the library to service animals.

Service animal trainers are afforded the same protection under NH law as people with disabilities.

Approved by the Board of Trustees, 7/26/2016