

NH State Library Policy Concerning Service Animals in the Library

In accordance with the Americans with Disabilities Act (ADA) and NH RSA Chapter 167-D, library patrons with a disability are entitled to be accompanied by a service animal while visiting the New Hampshire State Library. The State Library abides by the guidelines set forth in the ADA that govern the behavior of a service animal and handler.

What is a Service Animal?

A service animal is not a pet. It's a dog that is individually trained to do work or perform tasks for a person with a disability. It's against the law for any person to fit an animal with a collar, leash, tag or harness that represents the animal as a service animal if, in fact, the animal is not a service animal. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Identifying a Service Animal

- The ADA does not require a service animal to wear special equipment or tags.
- State Library staff may ask you:
 - Is the dog a service animal required because of a disability?
 - What work or tasks has the dog been trained to perform?

What We Expect from a Service Animal

A service animal:

- Must be under the control of the handler at all times.
- Must be leashed unless the leash interferes with the service animal's work or person's disability.
- Must not show aggression towards people or other service animals.
- Must not urinate or defecate while inside the library.

- Must not bark, growl or whine (unless it is part of a trained task.)
- Must not solicit attention, food or other items from staff or the general public.

Reasons State Library Staff May Ask That a Service Animal Be Removed from the Library

Library staff may ask a patron to remove their service animal from the library if:

- The service animal is out of control and the handler does not take effective action to control it. Examples include, but are not limited to, repeated barking, roaming free through the library, or soliciting attention from staff or other patrons.
- The animal poses a direct threat to the health and safety of others. Examples include, but are not limited to, urinating/defecating while indoors or jumping on the general public or on furniture.
- The service animal has shown aggression towards people or other animals, such as growling, lunging, nipping or biting.