

## **SERVICE ANIMAL POLICY**

### **POLICY #2025-23**

#### **Purpose**

Neuse Regional Libraries, in alignment with North Carolina law, recognizes that every person with a disability has the right to be accompanied by a service animal trained to assist the person with their specific disability in all Neuse Regional Libraries buildings and grounds open to the public. Generally, service animals are defined as any dog (or in limited cases, miniature horses) trained or in training to work or perform tasks for the benefit of an individual with a disability. **Therapy dogs, emotional support dogs, and companion dogs are not considered service animals.**

#### **Service Animals in the Library**

Service animals must be harnessed, leashed, or tethered unless such devices interfere with the service animal performing work for the disabled person or the individual's disability prevents them from using these devices. If one of the devices is not used, the disabled individual must maintain control of the service animal through voice, signal, or other effective controls.

#### **Americans with Disabilities Act Compliance**

NRL complies with all federal and state law regarding persons with disabilities, including the Americans with Disabilities Act and any amendments or implementing regulations to that Act.

#### **Staff Involvement**

Only when it is not obvious what services an animal provides can staff make limited inquiries to a person. Specifically, staff can ask the following two questions:

- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform?

Staff should not ask the person what type of disability they have, ask to see medical documentation, ask for documentation that the animal is trained, or if they have a special identification card, or ask that the dog demonstrate its ability to perform the work or task.

#### **Requests to Leave**

In a few limited circumstances, staff can ask the handler and the animal to leave the premises if:

- The dog is being aggressive toward other people or animals.
- The dog barks, growls, or whines unless trained to do so as a warning to its handler.



- The dog is soliciting food or other items from the general public.
- While the dog is working, it is disruptive to the normal course of business.

In the case of a miniature horse (generally between 24-36 inches tall at the shoulders and weighing between 70 and 100 pounds), the handler and animal may be asked to leave if:

- The horse is not housebroken.
- The horse is not under the owner's control.
- The facility cannot accommodate the miniature horse's type, size and weight.
- The horse's presence will compromise the legitimate safety requirements necessary for safe operation of the facility.

### **Additional Information**

- [ADA Guidelines](#)
- [N.C. Department of Health and Human Services](#)
- [N.C.G.S. § 168 et. al.](#)

### **Responsibility**

The Director of Libraries is the final authority with regards to enforcing this policy.

Adopted by the Neuse Regional Library Board  
November 18, 2025



# NEUSE REGIONAL LIBRARIES

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