

## **Exercise #1 Skill Assessment**

In this exercise you will work in pairs to assess your current skill set for dealing with difficult library users.

### **The goal of this exercise is to:**

Get a better idea of what challenges librarians are dealing with in a variety of settings, and what solutions other librarians are currently coming up with.

- Working in pairs, one person will briefly describe and then role play a challenging library user and scenario. The other person will play out how they would respond to this person/situation. Both partners will make brief notes to discuss and refer to later in the day.

### **NOTES:**

1. Scenario and response:

2. Scenario and response: