

Exercise #9

Helping Users who have Mobility or Dexterity Disabilities

This exercise will explore situations you may face when assisting users who have difficulty walking or using their hands.

Instructions:

For each scenario below, one person will play a user and the other a library staff person.

1. A man using a wheelchair has a fine on his record. User: "Can you get my wallet out of my backpack and help me pay?"

Response: _____

2. You are facing a long line of people at the circulation desk. A teenager walks to the front of the line and tells you that she cannot stand in line for a long time because she gets too tired.

Response: _____

3. A wheelchair user comes to the desk and asks where the water fountain is located. You give her directions. She returns: "The fountain is too high for me."

Response: _____

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4. A student using a wheelchair comes to the desk. User: "Excuse me. I need copies of some articles so I can continue working on a paper at home. I can't see the screen on the copier because it is too high and I can't really press the buttons to make it print."

Response: _____

5. A woman using two crutches makes her way slowly to the desk.
User: "Where are the genealogy books?" The books are several yards away.

Response: _____

6. A little girl using a wheelchair comes to the desk and asks where she can find books about baseball. You find the call number and she heads off to the stacks. A few minutes later she comes back to the desk. User: "The books are too high for me to see."

Response: _____
