

Exercise 3A

The Library User

In this small group exercise you will act out the role of the library user.

Instructions: You are a nice, polite library user who is concerned about a problem you had at circulation and you are meeting with two supervisors to resolve the problem. While you are interacting with the two supervisors, notice how you feel about their different behaviors during the encounter. Keep in your role until asked to stop. Afterwards, you will be asked to discuss and write your observations with your small group and later with the entire class. Think about how the average person might respond to the different behaviors of the two supervisors.

The Problem

You feel that you have received poor service from the circulation desk several times in the last month from different people. Your complaints include very slow service and observing employees doing their nails and playing video games, making rude comments about the books you were checking out and snapping at you when you asked for help. You can add more or different situations, if you like. You want to be assured that the library employees apologize for your poor customer service experiences and are interested in improving the situation.