

Exercise 4A

The Library User

Instructions: You are a nice, polite library user who is participating in a discussion with a library supervisor regarding a community outreach project. While you are interacting with the supervisor, notice how you feel about their behavior. Stay 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 behavior of the two supervisors.

Remember, you are a nice person, so play the role of a nice library user whom the average person would consider polite and reasonable.

The Situation:

You have been asked to come to the library and participate as a library user in a discussion about outreach programs at the library in your neighborhood and with people like you, depending on your demographics (age, gender, ethnicity, education, personal interests). You want the library employee to really listen and understand your concerns about library services to you, your relatives, friends, etc.