

Exercise #1 Accessibility Basics

This exercise will give you practice in situations assisting users with a variety of disabilities.

Instructions:

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

1. A person with no visible disability comes to the reference desk. User: "I'm looking for new books by Dean Koontz and I just can't read the titles of books on the shelf."

Response: _____

2. A person calls the reference desk. User: "What is the definition of *star route*?" Librarian: "In the Random House Collegiate Dictionary, a star route is a mail-delivery between postal stations, given on contract to a private carrier." User: "I can't write that fast. Can you fax a copy of the definition to me?"

Response: _____

3. A smiling man comes to the desk. User: "I want to borrow some of those small shiny things you listen to. I used to love to read, but I can't read books anymore. I really like true stories about people who didn't live too long ago."

Response: _____

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4. A woman calls the reference desk. User: "On Sunday, I was reading about a book called *Will You Die With Me? My Life and the Black Panther Party*. Do you have it?" You find the book on the shelf and ask if she would like you to hold it for her. User: "I'm 97 years old. I can't come to the library to pick it up."

Response: _____
