

Exercise #2 “No Pets Allowed.” Service Animals in the Library

This exercise will give you practice in situations assisting users who bring service animals into the library.

Instructions:

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

1. A man enters the library with two large, smelly standard poodles. Librarian: “I’m sorry sir, but no pets are allowed in the library.” User: “These are not pets. They are my service animals.”

Response: _____

2. Alarms begin to sound and you need to evacuate the library. A man with a dog guide is in the library using the reading machine. He uses the library often and very independently. How would you respond?

Response: _____

3. A woman enters the library with a parrot on her shoulder. Librarian: “I’m sorry ma’am, but no pets are allowed in the library.” User: “Valentina isn’t my pet. She’s my service animal.”

Response: _____
