

Exercise #3

Helping Users who are Blind or have Vision Disabilities

This exercise will give you practice in situations assisting users who are blind or have vision disabilities.

Instructions:

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

1. An older woman carries a flyer for an upcoming event at the library to the desk.
User: "I can't read the small print on this paper. Do you have one that is easier to read?"

Response: _____

2. A blind person comes to the desk. User: "Where is the restroom?"

Response: _____

3. A teenager using a white cane walks confidently to the desk. User: "Do you have graphic novels?"

Response: _____
