

Exercise #4

Helping Users who have Learning Disabilities

This exercise will explore situations you may face when assisting users who have learning disabilities.

Instructions:

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

1. A young man wants to get a library card. You give him an application.
User: "I can't read very well, and I have a hard time writing."

Response: _____

2. Late in the afternoon, a young woman comes to the desk. User: "I need to use a computer that has Word, so I can update my resumé for an interview tomorrow morning." You help her sign in to use a computer, and she settles down confidently to work. You notice that she is getting agitated and that she keeps looking toward the desk. A few minutes later she comes back to you. User: "I can't remember how to save my changes, and I have trouble remembering how to print things."

Response: _____

3. Discuss: An agitated teenager comes to the desk and asks you what time it is. You answer. Five minutes later, the boy returns to the desk and asks you what time it is. You answer. Seven minutes later, the boy returns to the desk and asks you what time it is. You answer. Five minutes later the boy returns to the desk and asks you what time it is...

Response: _____
