

Exercise #5

Helping Users who are Deaf or Hard of Hearing

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

Instructions:

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

1. You answer the telephone. Relay operator: "This is California Relay Operator 1953. Have you used the relay before?"

Response: _____

2. Alarms begin to sound and you need to evacuate the library. A reader sitting at a table in the corner just keeps on reading. Staff member (approach the table): "Excuse me. You need to leave the library." User: ignore the staff member. Staff member, louder: "Excuse me. You need to leave the library." User: continue reading.

Response: _____

3. A person comes to the desk and writes a note. User: Write, "Where movie?" and hand it to the staff member.

Response: _____

4. A man comes to the desk. User: In normal speech, "I'm looking for books about cochlear implants. Please write your answer because I can't hear you."

Response: _____
