

## Exercise #6

### Helping Users who have Speech Disabilities

This exercise will explore situations you may face when assisting users who have difficulty with speech.

***Instructions:***

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

1. As person comes to the desk. User (speaking so quietly you can barely be heard):  
“I’m taking a business class and I need to write a business plan for a new restaurant. Can you help me?”

Response: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. A person comes to the desk. User (speaking slowly): “Can you help me find information about how I can take care of the blahmumbleblah problem in my garden?”

Response: \_\_\_\_\_

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