












When I work at the library, this is what I do when.....

<p>This is what I do when someone who uses a wheelchair comes into the library.</p>	 I don't know what to do.	 I get nervous and don't do anything.	 I smile and greet them as I walk around the desk to talk to them so I am not looking down at them.	 I give them the same respect I would a person without disabilities.
<p>This is what I do when someone who looks different because they have a disability comes into the library.</p>	 I don't know what to do.	 I get nervous and don't do anything.	 I smile and greet them as I make eye contact and ask "Can I help you?"	 I take my time to listen to them and not be in a hurry.
<p>This is what I do when a parent comes in and wants to know what the library has available for their child who has disabilities.</p>	 I don't know what to say.	 I get nervous and stutter.	 I direct her to the youth service librarian for help.	 I smile and guide her to the tactile activities the library provides, talk to her about an age appropriate children's program they can attend and show her books that are developmentally appropriate for her child.
<p>This is what I do when these same patrons return to the library.</p>	 I don't know what to do.	 I get nervous and hope someone else helps them.	 I'm not nervous to help them.	 I engage in respectful and welcoming conversation.