Handout 2 for Beyond Assistive Technology: Improving Services to People with Disabilities

Prepared by Kate Todd
Texas Library Association Annual Conference
April 2014

Read

Discuss
Here are 8 questions for a group discussion about this story:

1. What are the facts of this story?

2. How did the mother and daughter react?

3. How did other members of the public react?

4. How did the library staff react?

5. Have you had a situation similar to this at your library? Describe what happened.

6. If this had been your library, what might you have done?

7. Are there library policies that would support your plan of action?

8. Have you attended training about handling difficult situations like this?