

# Ideas on how to guide dyslexic young and adults.

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## **The first visit**

Make sure users with reading disabilities/dyslexia feel welcome – just stepping inside the library can be quite a challenge. As with all users, it's important that they don't feel visiting the library is a sign of failure, but that it's a good experience.

As with servicing in general, it's important to show that you're glad the person in question has chosen to visit the library. It is essential that a connection is made.

When you inform a new loaner on different subjects, for instance refer to addresses, web pages and so on, it's a good idea to write these things down and hand them to the potential new loaner.

Sense whether or not the person with reading disabilities is interested in talking about his/her handicap, and adjust your service in accordance with your impression.

## **To set-up a new user with reading disabilities/dyslexia**

- When you establish a new user in the system tell him/her what you are typing. That way the new user feels included in the process.
- Inform him/her of the different ways to make a reservation, and be notified when the material is available, for instance via a text message. Inform him/her the different ways of getting a reminder in relation to handing in borrowed materials.
- Elaborate on the brochures you give him/her – for instance one on library rules, one especially made for users with reading disabilities, or other. The brochure should be easy to read.
- Tell the new user that he/she is always welcome to make an inquiry – either personally or on the telephone – if he/she has any questions or need help.
- Draw attention to the fact that the library has "reading guides", which are especially competent in guiding users with reading disabilities on the library's many possibilities. Tell the user that it's possible to book a session with one of these "reading guides", and show him/her how it's done. Hand out a sheet stating name and contact information on these "guides".
- Draw attention to the fact, that the library has many interesting things to offer:
  - An area with books for young and adults, which are easy to read – both fiction and non-fiction, including many books with illustrations.
  - Book + cd.
  - Audio books.
  - Movies.
  - Music.
  - Games (for instance for Playstation, Nintendo Wii and X-Box).

- Inform on any technical aids for users with reading disabilities/dyslexia situated at the library.
- Tell about relevant courses or events at the library – if the user is interested, make sure to write down when and where the course/event takes place, and hand it to the user.
- Give the user a personal tour, including relevant areas of the library.

## **The area for “easy readers”**

- Inform new users on how the materials are arranged.
- Show the different types of material in the area.
- Point out that some materials are also recorded as audio books.
- Show the pictograms – and give the user a list over the most commonly used pictograms.
- Show the user that there are materials suited for different levels of reading, and that many of them contain illustrations.
- Remember that the library has other materials that could be of the user’s interest.

## **Other**

- Give a good introduction to relevant places at the library’s website, for instance the possibility to re-new materials and pay bills/fees online. Make sure the user doesn’t find it too difficult.
- Tell about relevant online services, and show how to make use of them.
- Draw attention to the possibilities at Nota.
- Tell about [www.letbib.dk](http://www.letbib.dk) and show it to the user. If desired, help the person in question to submit at [www.bibliotek.dk](http://www.bibliotek.dk).