



Positive Interactions Knowledge Test

1. We can help people with disabilities feel more welcome at the library by telling them they're awesome.
 - a. True; library staff should try to make them feel special
 - b. False; library staff shouldn't try to make people with disabilities into heroes or victims

2. According to the Pew Research Center, about 27% of the U.S. adult population has some form of a disability.
 - a. Yes
 - b. No

3. A broken leg is one example of a temporary disability.
 - a. True
 - b. False

4. Arthritis is a disability that varies over time.
 - a. True
 - b. False

5. There are no such things as "invisible disabilities."
 - a. True
 - b. False

6. Are learning disabilities considered “invisible disabilities”?
 - a. Yes
 - b. No

7. There are varying definitions of disabilities.
 - a. True
 - b. False

8. Libraries are legally required to make their services and resources available to everyone.
 - a. True
 - b. False

9. The best way to define the term “Disability” is as a *gradient* on which every person functions at different levels due to personal and environment factors.
 - a. True
 - b. False

10. Which category below does a library try to make accessible for people with disabilities:
 - a. Physical space
 - b. assistive technology
 - c. programming
 - d. electronic access
 - e. collections
 - f. All of the above
 - g. a nd b only

11. Our *interactions* with people with disabilities have the greatest impact on whether the library is considered a welcoming place or not.
 - a. True
 - b. False

12. One way to make the library a welcoming place for people with disabilities is to:
- a. Extend a friendly greeting and offer assistance
 - b. Look away so you don't seem to stare at them
 - c. Ask before you help
 - d. Speak directly to their companion, not to them
 - e. B and C
 - f. A and C
13. Speak loudly to people with disabilities.
- a. True; make sure they can hear you
 - b. False; unless asked to do so, speak in a normal voice
14. Don't automatically assume people with disabilities want to use the library's disability resources.
- a. True
 - b. False
15. Don't assume someone doesn't have a disability.
- a. True; there are invisible disabilities
 - b. False; you can always see the disabilities of people with disabilities
16. Don't ask for details about a person's disabilities.
- a. True; respect the privacy of people with disabilities
 - b. False; all people with disabilities want to talk about them
17. One should always use "person-first" language when referring to people with disabilities, such as: *person with a disability*, not *disabled person*.
- a. True
 - b. False

18. What is the best language to use when describing someone in a wheelchair? (select the best answer)

- a. disabled person
- b. handicapped
- c. wheelchair bound
- d. person with a disability
- e. crippled
- f. hero

19. The following term should not be used to refer to a person with a disability:

- a. Disabled person
- b. The Disabled
- c. Handicapped
- d. Crippled
- e. Wheelchair –Bound
- f. All of the above

20. If someone's cane is in the way, you should:

- a. Move it out of the way
- b. Let them know it's in the way
- c. Put it in their lap

21. Don't touch someone's wheelchair without their permission.

- a. True
- b. False

22. What should you NOT do when interacting with someone with a guide dog? (select all that apply)

- a. Pet the dog
- b. Play with the dog
- c. Walk on the side opposite of the guide dog
- d. Walk behind the guide dog

e. Verbally Let him or her know you are leaving

23. When leading someone who is blind, be descriptive, for instance mention how many steps, up or down, etc.

- a. True
- b. False

24. When interacting with someone who is deaf or has hearing loss, speak clearly and look directly at the person to whom you're talking.

- a. True
- b. False

25. The most important thing when interacting with a person with a disability is to treat him/her as an individual.

- a. True
- b. False

26. Pretend you understand someone with a disability when you don't understand.

- a. True; pretend you understand them so you don't embarrass them
- b. False; ask him or her what will make them most comfortable and respect their needs

27. If you don't understand what someone says, kindly ask them to repeat, even if it seems awkward.

- a. True
- b. False

28. The library is a place for everyone. How should we foster positive interactions? (select the best answer)

- a. Speaking loudly
- b. Creating an organizational culture

c. Having prescribed ideologies

29. In what ways can we encourage people with disabilities to visit the library? (select the best answer)

- a. Get them involved
- b. Offer assistive technology
- c. Use person first language
- d. Connect with local groups, organizations and places in the community
- e. B & C
- f. A & B
- g. All of the above

30. How can we create an organizational culture that fosters positive interaction with people with disabilities?

- a. Make it a priority in the library's strategic plan
- b. Provide regular staff training
- c. Hire people with disabilities
- d. Use welcoming language on your website
- e. Use welcoming language in your programming promotions
- f. Ask for input on the library's accessibility
- g. All of the above

31. Fill in the blank – Before trying to help someone, you should _____ first.

32. Help de-escalate a person who is upset by staying _____ and having a low _____.

Rev. October 2, 2013