



Positive Interactions Knowledge Test

Answer Key

(**Bold** = Correct Answer)

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.
- True**
 - False
12. One way to make the library a welcoming place for people with disabilities is to:
- Extend a friendly greeting and offer assistance
 - Look away so you don't seem to stare at them
 - Ask before you help
 - Speak directly to their companion, not to them
 - B and C
 - A and C**
13. Speak loudly to people with disabilities.
- True; make sure they can hear you
 - 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.
- True**
 - False
15. Don't assume someone doesn't have a disability.
- True; there are invisible disabilities**
 - False; you can always see the disabilities of people with disabilities
16. Don't ask for details about a person's disabilities.
- True; respect the privacy of people with disabilities**
 - 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*.
- True**
 - False
18. What is the best language to use when describing someone in a wheelchair? (select the best answer)
- disabled person
 - handicapped
 - wheelchair bound
 - person with a disability**
 - crippled
 - hero
19. The following term should not be used to refer to a person with a disability:
- Disabled person
 - The Disabled
 - Handicapped
 - Crippled
 - Wheelchair –Bound
 - All of the above**
20. If someone’s cane is in the way, you should:
- Move it out of the way
 - Let them know it’s in the way**
 - Put it in their lap
21. Don’t touch someone’s wheelchair without their permission.
- True**
 - 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 **_ask_** first.

32. Fill in the blanks – Help de-escalate a person who is upset by staying **_calm_** and having a low **_voice_**.

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