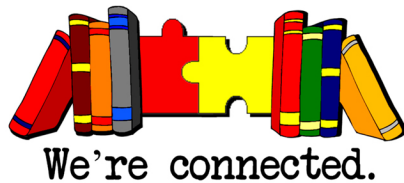


Libraries and Autism



Customer Service Tips

*"If you know one person with autism
you know one person with autism"*



Communication Tips

- Address the individual by name first
- Speak directly, simply, slowly and at a normal volume
- Try to make eye contact
- Avoid broad open-ended questions
- Provide a non-verbal communication board



Behaviors to ignore - *"If it's not bothering somebody, let it go"*

- Rocking
- Quiet Humming
- Pacing
- Wiggling



Behaviors You Should Not Ignore

- Destructive Activities
- Violent Tantrums
- Loud or inappropriate interaction with other patrons
- Violent Tantrums



Behavior Tips

- Offer to help the caregiver and be empathetic
- Sit next to the person with autism
- Redirect attention
- Ask common social questions
- Offer to relocate other patrons



Emergency Tips

- Contact security
- Call 911
- Do not touch the individual
- Avoid standing too close

*"The library can be a wonderful place for
people with autism... with its cozy nooks and
crannies... and books, and because it's not
necessarily demanding anything socially, it's
kind of perfect for somebody with autism"*



Relationship Building Tips

- Don't be condescending
- Be aware of your own attitude and avoid being judgemental
- Don't consider the caregiver as an intermediary
- Be an ambassador
- Give a tour of your library
- Know where your autism materials are located
- Offer "This Is My Library" book

**Library
Connections**

innovative solutions for the library professional