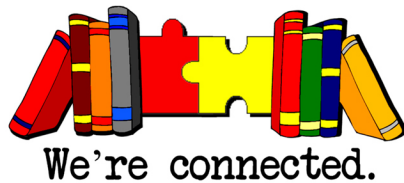


Libraries and Autism



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



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