

### **Lab 3: User Profile**

Jessica Dadisman

Morgridge College of Education, University of Denver

LIS 4015: User and Access Services

Dr. Peter Organisciak

**Form**

**Name (user's name):** William (Bill) Guarnere Sr.

**Gender:** Male

**Race/Ethnicity/Culture:** White

**American or New American (immigrant):** American

**Age:** Senior

**Family:** Married

**Disability or Illness:** Visually impaired, suffers from PTSD

**Employment:** Retired

**Health:** Generally healthy aside from disability and mental health struggles

**Income:** Lower middle class

**Home:** Homeowner

**Education:** Completed high school

**Language:** Fluent in English

**Role:** Ex-military, retired veteran

**Views (values, religion, politics, etc.):** Religious conservative

**Other:** Bill served in the Vietnam War and was blinded by the U.S. chemical weapon Agent Orange during his tour overseas. He obtained disability benefits when he returned home but found it difficult to find work after leaving the military. He currently lives with his wife, who acts as his caregiver and advocate. He is able to read Braille and has maintained an interest in reading throughout his life. He often goes to the library with his wife to find ways to enjoy this hobby.

### **Narrative**

Bill would have very specific needs in regard to library usage. Being visually impaired, he would need access to books that have been translated into Braille, as well as audiobooks and Talking Books. He may prefer Talking Books in CD format, as the DAISY player used to listen to them is a physical device with simplistic buttons that would be easy for him to operate, as opposed to something with a touchscreen or mouse. He could foster independence through using the DAISY player, whereas he may need to ask for assistance in accessing audiobooks, eBooks, or Talking Books via computer or tablet.

The library space would also need to be set up in a way that makes it easy for those with Bill's impairment to navigate. Signage would need to have Braille translations, and layout designs that include steps, curbs, and other obstacles on the floor should be avoided. Additionally, because Bill has suffered from combat-related PTSD, it may be beneficial for a social worker on staff to connect him with mental health resources specific to veterans if he wished to reach out for support. A knowledgeable librarian could also help in this regard.

Bill's family is considered middle class, but on the lower end, so exceptions and waived late fees may need to be considered if he ever fails to bring back his materials on time. On the topic of his family, because his wife is his caregiver and often accompanies him to the library, resources for her could be useful as well. She may benefit from books, periodicals, and other materials about caring for the blind or supporting veterans. If care and attention is taken by the library staff, Bill and his wife's quality of life could be greatly improved by what the library can provide for them.