



# **Top Tips for Helping Neurodivergent Library Patrons**

# Research

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What is the experience of an adult public library user with Attention-Deficit Hyperactivity Disorder (ADHD)?

## **INTERVIEWS**

8 interviews were conducted  
between Oct. 2024 - Jan.  
2025. 118 pages of  
transcripts.

## **INDUCTIVE CODING**

18 themes and 72 sub-  
themes emerged.

# Negative Public Library Experiences

- Other Patron Disruptions
- Owing Library Fines
- Struggles with Due Dates
- Information Overload
- Lack of Accommodations
- Poor Technology Experience

# Types of Public Library Staff Support:

- Assistance with Overdue Fines
- Reference & Technology Assistance
- Positive Personal Connections

# Difficult Library Policies and Structures

- Late Fees
- Lending Policies
- Inflexible Policies
- Food in the Library
- Unclear Communication and  
Directions

# Effective Public Library Policies and Structures

- Fine Free Policies
- Helpful Technology Structures
- Study Room Policies

# Suggested Library Changes

- Clear Policies and Directions
- Multi-Format Instructions
- Removal of Late Fees
- Consideration of People with ADHD
- Supportive Technology
- Facility Changes
- Library Customer Service

# Take Aways

- Disability is not the barrier.
- First step is being aware and mindful.

“My thing, when I’m talking about ADHD, specifically, and disability generally is to just recognize that we’re out here”



# Questions

- What is one change you can make at your library to help neurodivergent patrons?