

AT THE LIBRARY – CONVERSATION PRACTICE – LEVELS 3-5

One student will play the role of the LIBRARIAN. The second student will be a library customer.

LIBRARIAN	GOOD MORNING/AFTERNOON. How may I help you? (SMILE)
CUSTOMER	Hello. Can I ask you some questions?
LIBRARIAN	Yes, of course.
CUSTOMER	Do you have novels and history books?
LIBRARIAN	Yes we do. Novels are in the FICTION section located on the 3 rd Floor. History books are in our NON-FICTION section, also located on the 3 rd floor.
CUSTOMER	That's good. Thank you. Do you have CD's and movies?
LIBRARIAN	Yes, we have DVDs on this floor. CDs are on the 2 nd floor.
CUSTOMER	Good. Thank you. I don't have a library card. Can I get one here?
LIBRARIAN	Yes, of course. I can issue you a card today. You just need some ID, such as a driver's license or utility bill.
CUSTOMER	How much does it cost?
LIBRARIAN	Nothing! All our services are FREE OF CHARGE
CUSTOMER	That's great! How many books can I check out at once?
LIBRARIAN	You can check out up to 50 library items at one time, with a DVD maximum of 10.
CUSTOMER	How long can I keep items for?
LIBRARIAN	Books are three weeks , although new titles are often two weeks. CDs are three weeks. DVDs are one week. There are LATE FEES if you keep itmes longer than the due date.
CUSTOMER	Do I have to return items to this library?
LIBRARIAN	No – you can return them to any New York Public Library location, on Staten Island, Manhattan, or the Bronx. Queens and Brooklyn are separate library systems – you cannot return NYPL items to those libraries.
CUSTOMER	My sister wants to learn English. Do you have free English classes?
LIBRARIAN	Yes we do! Our Adult Learning Center in the basement has information about English classes – for reading, writing, and conversation. Please ask there.
CUSTOMER	Thanks! One last thing. Can I use a computer here, for the Internet?
LIRARIAN	Yes we have computer terminals here for your use.
CUSTOMER	Thank you so much. You have been very helpful!
LIBRARIAN	It's our pleasure. We are happy to help you!