

BEYOND THE SHUSH: ASSERTIVE AND PROFESSIONAL COMMUNICATION WITH LIBRARY PATRONS.

PRESENTED BY: LISA PAOLANTONIO, LCPC, CEAP



AUGUST 25, 2026 10:00 AM - 12:00 PM

Oak Lawn Public Library
9427 Raymond Ave
Oak Lawn, IL 60453

This session is designed primarily for front-line staff, including clerical staff, entry-level employees, and those who are new to working with the public in a library setting.

As the kickoff to our August programming schedule, with **Lisa Paolantonio, LCPC, CEAP**. We'd like to offer a fun, interactive, and practical session on building professional boundaries with patrons. The goal is to help staff recognize the difference between being friendly and becoming too familiar. While creating a welcoming environment is an important part of excellent customer service, it's equally important to maintain appropriate professional boundaries.

The session will be interactive, engaging, and focused on real-life situations, giving staff practical tools they can immediately use to create welcoming patron experiences while maintaining professional boundaries.

The cost is \$25 for ATLAS members. \$35 for non members.

Eventbrite Registration fees not included.

Payments can be made online, via EventBrite, or by check to the ATLAS Treasurer.

By mail:

ATLAS c/o Nikeda Webb

Matteson Area Public Library District

801 School Ave, Matteson, IL 60443

Pay Online:

[Click Here or QR Scan](#)



Library Name: _____

Library Address: _____

Attendee: _____

Email: _____

Phone Number: _____

August 2026