

ATLAS MULTI-LIBRARY DAY

Neurodiversity 101:

Inclusive Customer Service for Neurodivergent Patrons



Friday, December 4
from 10 am - 12 pm



Moraine Valley Community College
Building M
9000 W. College Parkway
Palos Hills, IL 60465

Join librarian, educator, author, and library consultant Renee Grassi (she/her) for an engaging introduction to neurodiversity and inclusive customer service. Explore what neurodiversity and neurodivergence mean, and communication strategies, and discover approaches for creating welcoming, accessible library interactions.

Renee brings nearly 20 years of public library experience, including 14 years in management and administration. She has presented nationally and internationally on accessibility in libraries and currently serves as Manager of Early Learning and Literacy at Evanston Public Library.

What You'll Gain

- Understand what neurodiversity means and who neurodivergent individuals are.
- Learn practical ways to adjust your mindset and communication strategies.
- Build confidence in providing inclusive, welcoming customer service.
- Apply your learning through a real-world scenario and group discussions.

SCAN TO REGISTER



ATLAS
AREA TRAINING FOR
LIBRARIES & STAFF