

MULTI-LIBRARY DAY NEURODIVERSITY 101: INCLUSIVE CUSTOMER SERVICE FOR NEURODIVERGENT PATRONS

FRIDAY, DECEMBER 4, 2026

10:00 AM - 12:00 PM



Moraine Valley Community College
9000 College Pkwy, **Building M**, Palos Hills, IL 60465

For public libraries to cultivate accessible environments for patrons, staff at all levels need to learn how to serve people with disabilities, including those patrons who are neurodivergent. This training will define the term "neurodiversity" and explore what it means to be neurodivergent. Learn about ways you can adjust your mindset and your communication strategies to support positive customer service interactions at your library. Then, apply what you learned to a practical scenario and discuss strategies in small and large groups.

Speaker, Renee Grassi (she/her) is a librarian, educator, author, and library consultant for libraries. As a neurodivergent and disabled librarian herself, Renee has worked in public libraries for nearly twenty years, with 14 years of experience in library management and administration.

This program is suitable for all library workers frontline to administrators.
Register by **Friday, November 20, 2026** to participate.

Ticket price includes a FULL hot breakfast and refreshments.

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:](#)

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Library Name: _____

Library Address: _____

Attendee(s) Name: _____

Email: _____

Phone Number: _____