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## Resource Sharing Summit: Patron Behavior Policy and Best Practices

Tuesday, May 5, 2026 – 10:00 a.m. – 2:30 p.m.

DeKalb Public Library – Yusunas Meeting Room

AGENDA	
10:00 a.m. – 10:15 a.m.	Welcome and Icebreaker
10:15 – 11:00 a.m.	Anne M. Skrodzki, Partner, Klein, Thorpe & Jenkins <ul style="list-style-type: none"><li>Patron Behavior Policy Best Practices</li><li>Q&amp;A</li></ul>
11:00 – 11:10 a.m.	10-Minute Break
11:10 a.m. - Noon	Patron Behavior Policy Development in Action: Library panel conversation with Anne M. Skrodzki Panel: <ul style="list-style-type: none"><li>Laura Youngstrum - Reddick Public Library District</li><li>Daniel Cuneo - Rock Island Public Library</li><li>Emily Faulkner - DeKalb Public Library</li></ul> Topics: <ul style="list-style-type: none"><li>Patron behavior policy development process</li><li>Policy implementation – training and practice</li><li>Barriers to effective implementation</li></ul>
12:00 – 12:30 p.m.	Share Your Policy – Table Discussions
12:30 – 1:00 p.m.	Lunch
1:00 – 2:25 p.m.	Serving the Public Under Pressure: Communication and De-Escalation Skills  Jessica Walker, QMHP Pronouns: she/her/hers  Staff Educator Rosecrance Behavioral Health
2:25 – 2:30 p.m.	Wrap Up and Thanks!