

CHICAGO HEIGHTS

WHAT'S GOING ON AT THE CHICAGO HEIGHTS LIBRARY? IT WAS CLOSED FOR AN IN-SERVICE DAY?

On Friday, the Chicago Heights Library was closed for a scheduled in-service day. If you do not work for a library, you may wonder why a library would need an in-service day. Truth be told, in-service days are days which the library schedules educational training for staff. On this in-service day, the staff was receiving safety training from the Chicago Heights Fire and Police Departments, a presentation on Image, along with capturing pictures for the new Chicago Heights Library [website](#) currently under development.

Libraries are a public facility and staff security training is an ongoing practice at all libraries. Today's event was ensuring staff knew the proper ways to evacuate a building in case of a fire, verify that staff knows the location of all fire extinguishers, and proper emergency numbers and procedures. The Chicago Heights Police department gave a demonstration on how to deal with crowds, emergencies, and safety protection.

Included in this session was a presentation by Dale Obrochta on [How to Enhance Your Business Through Your Image](#).

The focus of the presentation addressed issues of image creation, awareness, business etiquette, and how your image

is communicated to the client. Obrochta intertwines comedic balloon art with proven strategies that illustrate how your image communicates to customers and prospective customers.

Obrochta has been offering Illinois libraries a [free training program](#) since 2012. "The library's image and its brand of service are under attack and community leaders and business people need to step forward and support services that better our community and the country," says Obrochta. Obrochta further said, "Many people don't look at a library as a business, but they have responsibilities to the taxpayers, patrons, and employees who work for the library so their image concerns are as valued as major corporations."

Throughout the day, photographer Mary A. Compton captured staff as they smiled, posed, and pantomimed for pictures to be used on the Chicago Heights Library website. Overall, the day was filled with energy, fun, education, and productivity as the staff better prepared itself to deal with the administration of the Chicago Heights Library and the public of the community it serves.



Chicago Heights Public Library



Chicago Heights Library Staff learning about image



Dale Obrochta, how's your image received by others?