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today's webinar.



Practicing Inclusion

Welcoming Transgender
Customers and Colleagues



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OBJECTIVES & TEMPERATURE CHECK

Build

A foundation for fostering gender inclusivity at your library.

Give

How to give empathetic and equitable service to all customers.

Know

About the social and legal issues impacting transgender customers.

Challenge

Assumptions and discuss ways to encourage inclusivity in language and action.



Norms

Let's be kind!

- Know your intent, own your impact
- Call people in versus out
- Take Space, Make Space
- When in doubt, use people first language



Connection

HAPPINESS

A close-up photograph of a person's hands holding a glowing, glass jar filled with warm, golden light. The person is wearing a dark denim jacket and a light-colored scarf with dark polka dots. The background is dark, and the scene is filled with numerous small, bright sparks or embers that appear to be falling or floating around the glowing jar, creating a magical and ethereal atmosphere. The lighting is warm and focused on the jar, with some blue and purple highlights on the person's clothing.

Framing

A conceptual image showing a hand holding a glass jar. Inside the jar is a miniature representation of a galaxy, with a bright core and spiral arms. The background is a deep space scene featuring a large, detailed galaxy with a prominent white and blue core and reddish-orange spiral arms, set against a dark blue and black sky filled with stars.

Expanding

Assumptions Exercise

When has someone made an assumption about YOU that made you uncomfortable?

Saver
or
SPENDER?

Divorced
or
MARRIED PARENTS?

Single
or
PARTNERED

Religious
or
NON RELIGIOUS

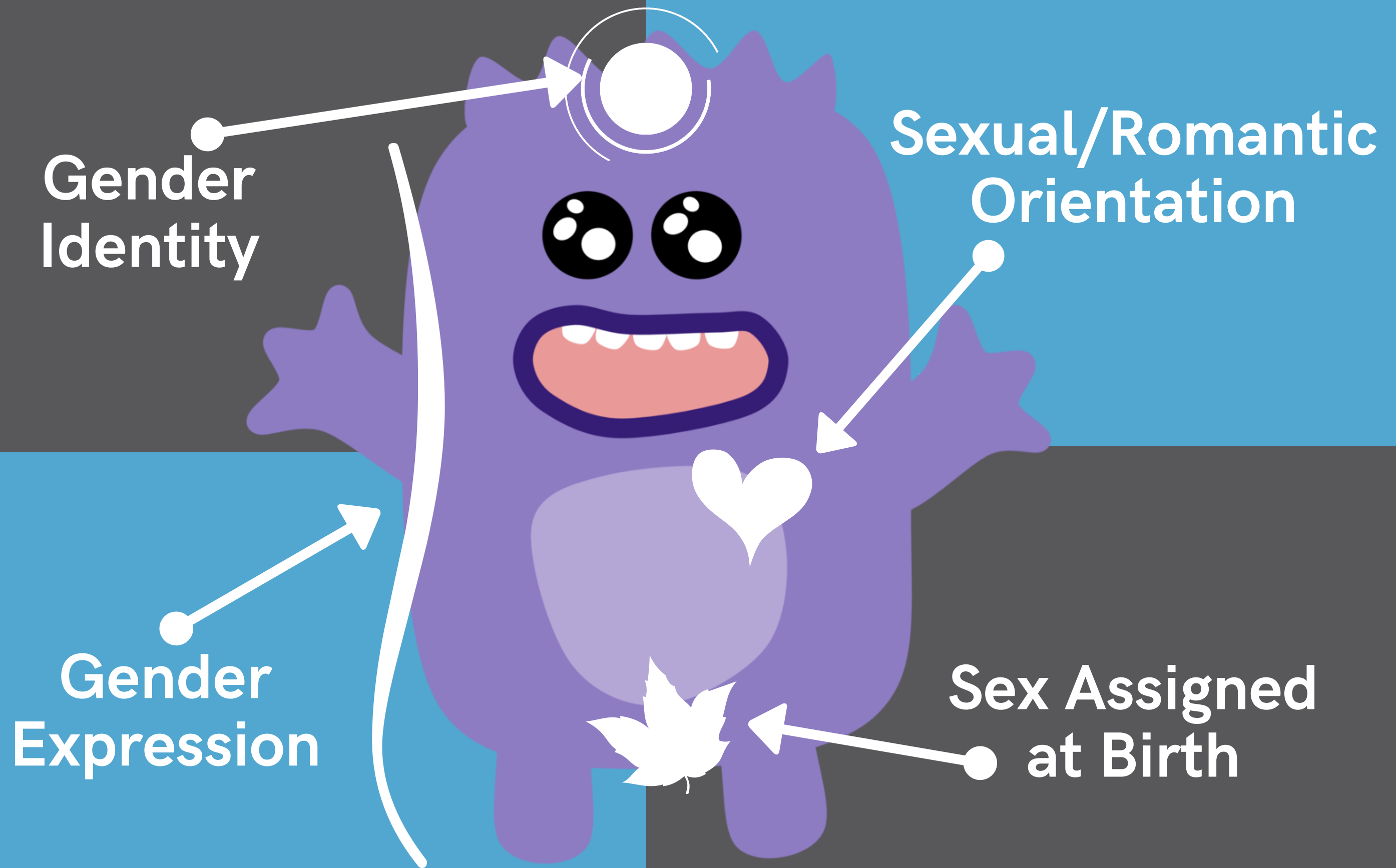
Republican

or

DEMOCRAT

Let's Unpack





Gender
Identity

Sexual/Romantic
Orientation

Gender
Expression

Sex Assigned
at Birth



Did you know?

**Anti-trans legislation
increased more than 500%
since 2018.**

A stylized map of the United States is centered on a solid blue background. The map is composed of light gray state outlines. Overlaid on the map are large, expressive brushstrokes in three colors: a green stroke covers the western and central US, a brown stroke covers the eastern US, and a red stroke is on the far right. The text 'Legal Rights' is written in a white, cursive font across the center of the map.

Legal Rights

TRANSEQUALITY.ORG

Why is this
a library
issue?



We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased and courteous responses to all requests

Code of Ethics of the American Library Association

Welcoming and Inclusive Spaces



Welcoming and Inclusive Spaces



Represent trans topics
across collection



Offer programming on
trans issues



Display trans resources



Develop a welcoming
workforce

Interactions



A customer walks up to a staff person for assistance and staff refers to the customer as “sir.” The customer tells staff that they do not go by sir and does not offer an alternative. Staff is visibly embarrassed and goes on to make assurances about the customer’s appearance. The staff member then assists the customer, asks for their name, and addresses them by their name when they leave.

Interactions



Introduce yourself by
name



Honor names and
pronouns



Use inclusive language



Apologize and move on
if you make a mistake

Card Registration and Customer Accounts



Customer Accounts



Use welcoming body language



Capture correct names



Protect customer privacy



Avoid collecting gender information

Restrooms



**ALL-GENDER
RESTROOM**



Restrooms



Assume people choose proper facilities



Offer all-gender restrooms



Respond appropriately to incidents



Know the law in your state

Harassment



You are working in the children's section when you see a group of middle schoolers harassing another child. They are making unkind remarks about the child's appearance. You can tell this is not friendly teasing and the bullied child keeps trying to move away and the others continue to follow.

Harassment



Interrupt harassment



Redirect people doing
the harassing



Avoid singling out the
person being targeted



Get backup

Workplace



A library administrator is speaking with a supervisor about an employee who is in the process of a gender transition. They are doing their best to use the employee's correct pronouns.

The two are discussing what is appropriate to communicate about the employee's transition. They decide to send an email to all staff, thinking it will help the employee from being misgendered. They start talking about how to update the employee record and realize there is no procedure for doing so and will need to ask the employee.

The supervisor also wonders if there is a need to notify customers as the employee routinely leads programs and the supervisor wants to reduce confusion.

Workplace



Respect privacy



Establish supportive
policies



Use correct names and
pronouns



Educate yourself



Parting Thoughts

- Respect
- Support
- Learning

Questions?

GET IN TOUCH WITH ME

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