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Settle back and enjoy 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
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
Sexual/Romantic Orientation
Sex Assigned at Birth
Gender Identity
Gender Expression
Did you know?

Anti-trans legislation increased more than 500% since 2018.
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.
Welcoming and Inclusive Spaces
Welcoming and Inclusive Spaces

- Represent trans topics across collection
- Display trans resources
- Offer programming on trans issues
- Develop a welcoming workforce
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

- 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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