



Imagining Transgender 'Inclusion' in Libraries

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Agenda

- ★ Icebreaker and introductions
- ★ Terminology
- ★ Gender Unicorn
- ★ De-mystifying Trans & Non-Binary Identities
- ★ Intersectionality
- ★ How this impacts our work
- ★ Small Groups
 - ☆ Scenarios: Identifying Barriers
 - ☆ Library Policy Analysis & Audit
 - ☆ Problems & Solutions
- ★ Case Studies
- ★ Making Change in Libraries
- ★ Q&A



Goals

- ★ Gain knowledge about our transgender, queer, and gender non-conforming patrons and coworkers and ideal best practices for creating welcoming environments.
- ★ Learn skills to help create safer spaces for transgender, queer, and gender non-conforming patrons through language, programming, and de-escalation techniques.
- ★ Practice evaluating existing library policies for their level of transgender inclusion and think about how to enact structural changes for inclusion.
- ★ Take away actionable skills.



Ground Rules

- ★ Respect each other
- ★ Speak from your own experience, share your own story
- ★ One Mic-- listen when someone else is talking
- ★ Respect pronouns



Who is in the room?

1. Pair-Share

- ★ Name
- ★ Pronoun
- ★ Why are you here today and what do you hope to gain?



2. Group Introductions

- ★ Name
- ★ Pronoun
- ★ One word on how you're feeling about this session

Terminology

- ★ Language changes over time
- ★ Who you are AND who you love
- ★ Gender: a social construct and a false binary





Matching Game Answers: Part 1

Asexual - Someone who does not experience sexual attraction.

Cisgender - A term used by some to describe people who are not transgender.

Gender non-conforming - Denoting or relating to a person whose behavior or appearance does not conform to prevailing cultural and social expectations about what is appropriate to their gender.

Intersex - General term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy that doesn't seem to fit the typical definitions of female or male.

Non-binary/Genderqueer - Terms used by some people who experience their gender identity and/or gender expression as falling outside the binary of man and woman. They may define their gender as falling somewhere in between man and woman, or they may define it as wholly different from these terms. They may also identify as both man and woman simultaneously.



Matching Game Answers: Part 2

Transgender - An umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth.

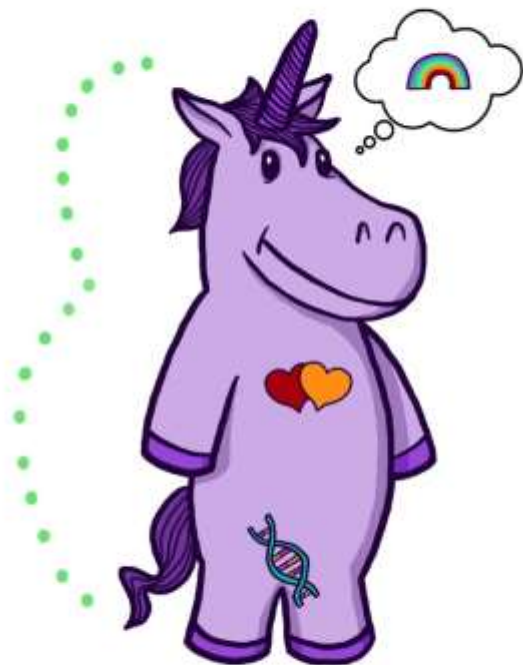
Transgender man (or trans man) - Person who was assigned female at birth, but his gender identity is that of man. He lives as a man.

Transgender woman (or trans woman) - Person who was assigned male at birth, but her gender identity is that of a woman. She lives as a woman.

Transition - For many people, this is a complex process that occurs over a long period of time. It can include some or all of the following personal, medical, and legal steps: telling one's family, friends, and co-workers; using a different name and pronouns; dressing differently; changing one's name and/or sex on legal documents; hormone therapy; and sometimes surgery.

The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore



Demystifying Transgender Identities

- ★ Many transgender folks transition socially and/or medically.
 - ☆ Name and/or pronoun change
 - ☆ Change in presentation
 - ☆ Hormone Therapy
 - ☆ Gender Confirming Surgeries
- ★ “Born in the wrong body” is a narrative that isn’t true for every transgender person.
- ★ Being transgender isn’t a mental illness.

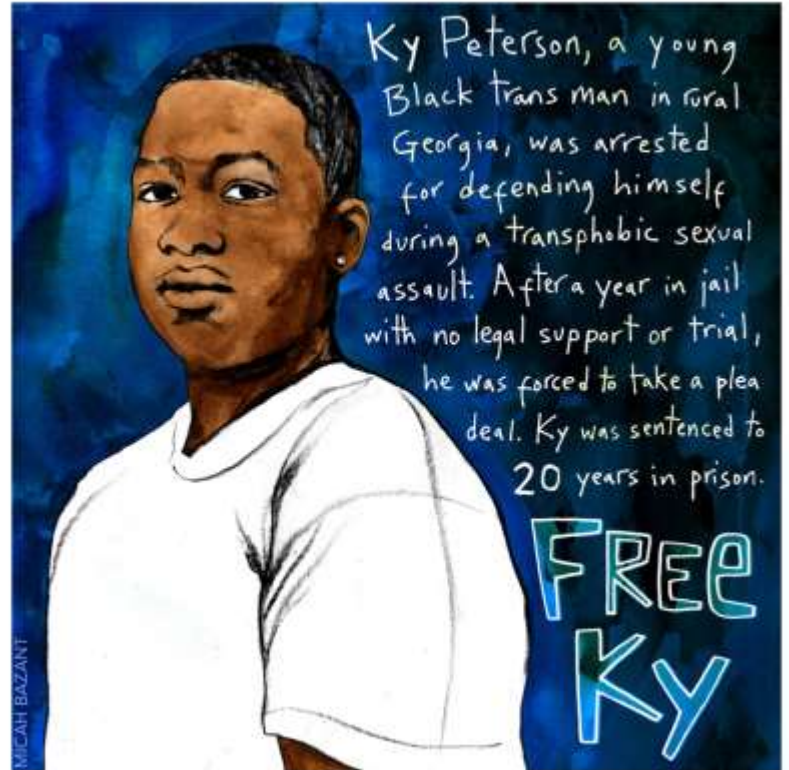
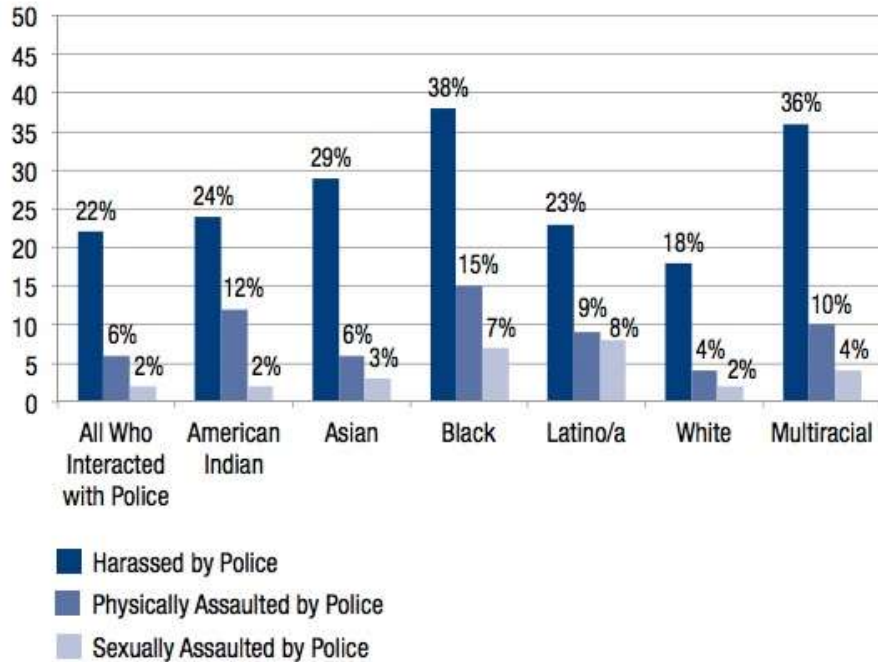
intersectionality

“If you're standing in the path of multiple forms of exclusion, you're likely to get hit by both.”

- Kimberle Crenshaw, legal scholar



Police Harassment and Assault, Due to Bias, by Race



From **“Injustice at Every Turn: A Report of the National Transgender Discrimination Survey”** by the National Center for Transgender Equality and the National Gay and Lesbian Task Force, 2011.

“Free Ky Peterson” by Micah Bizant from the “Trans Life and Liberation Art Series”



**How does this impact
your work?**



Impacts

- ★ Making libraries safe for all of our patrons
- ★ Avoid unintentionally escalating situations by knowing how to approach transgender folks
- ★ Avoid misgendering patrons
- ★ Awareness of the barriers patrons face will help you to advocate and make institutional changes.
- ★ Don't forget about the impact on your transgender coworkers!

Break!

Please come back by 10am





Best Practices

- ★ Don't assume gender! Until someone tells us, we don't know their gender. Learn to use gender neutral language when referring to all new people.
- ★ Ask for pronouns and share your own.
- ★ If someone tells you their pronouns, use them--even if they aren't around to hear them.
- ★ Similarly, if someone tells you their gender, use that gender if you refer to them later!
- ★ **Transgender** or **Trans** are the most inclusive words to use and are always followed by nouns like person, man, woman, people, folks, etc.
 - ☆ Transgendered is not a word.



Mistakes Happen! How to Apologize:

- ★ Apologize briefly, but genuinely.
- ★ Don't make it about you.
- ★ Move on!
- ★ Don't dig yourself deeper by making assumptions about the person.
- ★ Learn from your mistakes and use the correct pronouns in the future!



Gender Neutral Language Options

Addressing groups:

Everyone
Folks
You all

Addressing individuals:

Hello there
Excuse Me

Addressing children:

Hi Friend

Referring to groups:

Folks
Patrons
People

Referring to individuals:

This patron
They
The patron in the green sweater

Referring to children:

Friend
Sibling
Library Buddy

Writing to/about groups:

Do not use gendered language.

Writing to/about individuals:

Simply use people's names.
Avoid gendered honorifics unless someone has told you what honorifics they prefer.



Working Groups

Groups:

1. KCLS
2. Pierce, Timberland, PNLA
3. Port Townsend, Neill, Whatcom, Bremerton, Sno-Isle, Skagit

In your groups:

- ★ Introduce yourselves (name, institution, position, pronouns)
- ★ Share an anecdote or interaction that you wish you would have handled differently



Scenarios

What barriers exist in these processes at your library?

1. A young person wants to change their name on their library account.
3. A finalist for an open position asks about what the library offers in terms of transgender affirming healthcare.
1. A patron expresses concern over using a gendered restroom.
3. A patron complains of a woman in the men's restroom.



Policy Analysis

Institutional Assessment Worksheet

Reimagining Transgender Inclusion for Libraries, WLA 2017

	What does your library look like?	Challenges in access for trans folks?	Opportunities for change?
<p>Policies</p> <ul style="list-style-type: none"> -Do nondiscrimination policies include gender identity & expression? -Specifics of harassment and disruptions policies? -What are procedures for patron name change? For youth? -What information is required to obtain a library card? 			
<p>Facilities</p> <ul style="list-style-type: none"> -Are there gender inclusive bathrooms? How are they marked and where are they located? How would a patron find these facilities? Who has access to them? 			
<p>Programs, Services & Collections</p> <ul style="list-style-type: none"> -Does public programming make viable trans identities? How? -In what ways do public services explicitly acknowledge trans folks? 			
<ul style="list-style-type: none"> -Do collections represent trans histories & experiences? How would patrons find these? Where are collections located? How visible are they? Are there any folks whose jobs it is to make sure trans experiences are collected? 			
<p>Internal Procedures & Records</p> <ul style="list-style-type: none"> -Does insurance contract explicitly affirm transgender services? How much of services does it cover? -Does onboarding for employees include preferred name & pronouns? -Are there opportunities for professional development and training? -Has the library collected any qualitative or quantitative data about trans folks in the library? 			

Institutional Assessment Worksheet

Reimagining Transgender 'Inclusion' for Libraries, WLA 2017

	Your Library	Challenges for transgender folks	Possibilities for change
<p>Policies</p> <p>-What do nondiscrimination policies include?</p> <p>-What do the harassment and disruptions policies include?</p> <p>-What information is required to obtain a library card?</p> <p>-What are procedures for adult and youth patron name change?</p>	<p>-Nondiscrim, non-retaliation and harassment policies include "gender identity or expression"</p> <p>-Disruptions protocol "Call 911"</p> <p>-Disruptions include anything violating Code of Conduct</p> <p>-Husky Card issued to all UW students, faculty, staff</p> <p>-Name Change: need court order or demonstrate usage</p> <p>-Preferred Name option, feeds into library account</p>	<p>-Having 911 called on you, inappropriately demanding attention of others</p> <p>-Preferred name doesn't show up in chat reference session</p>	<p>-Train chat librarians to not automatically use name listed in chat</p> <p>-Train library staff on gender neutral lang to avoid upsetting patrons (talk to diversity committee)</p>
<p>Facilities</p> <p>-Where are restrooms, how are they marked, and who has access to them?</p>	<p>One all gender accessible restroom on ground floor, small signage on other floors</p>	<p>Larger signage <i>outside</i> bathrooms on <i>all</i> floors</p> <p>Only one restroom</p> <p>How would patrons know it exists?</p>	<p>Larger signage <i>outside</i> bathrooms on <i>all</i> floors (talk to signage committee)</p> <p>More all gender restrooms</p>
<p>Programs & Services</p> <p>-How have public services and programs explicitly acknowledged intersectional trans identities?</p>	<p>-Some library staff have taken Safe(r) Zone training</p>	<p>-No formal relationship with Q Center</p> <p>-Only some offices have Safe(r) Zone stamps</p> <p>-No real programs</p>	<p>-Connect with Q Center, have a library (share resources?)</p> <p>-Libraries visible presence at Queer Student Events</p>

Group Presentations

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Break!

Please come back by 11:35am





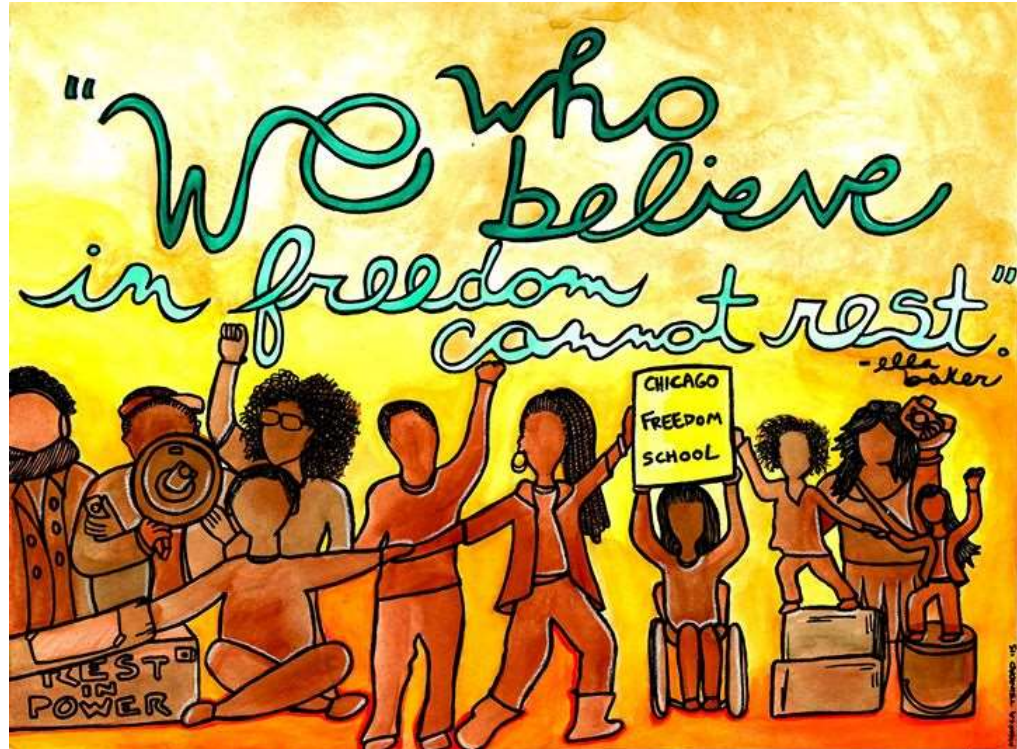
Making Change Case Studies

- ★ The Seattle Public Library
- ★ Louisville Free Public Libraries
- ★ University of Washington Libraries

“We Who Believe in Freedom Cannot Rest” by Monica Trinidad

Make Change

- ★ Center the people most impacted
- ★ Identify root causes
- ★ Build collective power
 - Unions
 - Wider community
- ★ Apply strategic pressure
- ★ Be persistent & creative



Q&A

Recommended Readings & Resources:
<https://tinyurl.com/WLA-TransResources>

**Closing: What will you take
home with you today?**
