

**Administration:**

- Hire/allow openly LGBT/queer staff
- Write in gender identity and expression as part of non-discrimination policy and make it easily accessible
- Create dress codes that are non-gendered
- Create community surveys with nongendered language and questions
- Hold a gender training 101 for staff, provided by a local organization

**Building:**

- Displaying transgender safe space designation  
<https://www.glsen.org/sites/default/files/GLSEN%20Safe%20Space%20Kit.pdf>  
<https://hafuboti.com/2017/02/02/libraries-are-for-everyone/>  
<http://thesafezoneproject.com/about/what-is-safe-zone/>
- Providing a free-use non-gendered restroom option  
Caretaker for wife
- How to handle restroom complaints  
<https://www.lambdalegal.org/know-your-rights/article/trans-restroom-faq>

**Welcome and Communication:**

- Use non-gendered language
- Encouraging staff to wear something on your name tag to subtly indicate that you are supportive of the community and a safe person to approach about topics surrounding gender and sexuality
- Offering pronouns upon introduction or wearing something that indicates your preferred pronouns but don't demand pronouns
- Remove gender and title or salutation on library forms, or add Mx.
- Offer the ability to use preferred name along with legal name on library records
- Remove use of title or salutation in all library communications (e.g., overdue notices, holds, newsletters)

**Collection:**

- Make sure that all of your materials have the current subject headings
- Recent transgender literature in the collection  
<http://www.ala.org/rt/glbtrt>  
<https://www.lambdaliterary.org/awards/>  
<https://tiptree.org/>  
<https://www.pflag.org/resource/transgender-reading-list-adults>  
[http://transcaresite.org/?page\\_id=600](http://transcaresite.org/?page_id=600)
- Offer transgender themed books during giveaways
- Creating displays that highlight LGBTQIA materials and artwork
- How to handle materials challenge

**Reference Service In-House:**

- Special covers on the computer screens so others cannot observe your activities or provide places to browse Internet in private
- Creating programming that is geared towards bringing in the LGBTQIA community or educating allies
- Reference desk in private area

- Self-checkout stations
- Learning the policies for local gendered services such as homeless and domestic abuse shelters

### **Reference Service Remotely:**

- Reference assistance offered via Internet
- Online access to common up-to-date legal and medical resources
  - <https://www.lambdalegal.org/>
  - <https://transequality.org/documents/state/oregon>
  - <http://www.basicrights.org/>
- Local law library
- County standards for name/sex change
  - <https://transequality.org/know-your-rights/healthcare>
  - <https://www.healthcare.gov/transgender-health-care/>
- Legacy, Kaiser, OHSU
  - <http://www.ftmguide.org/>
- An established remote process for name change (e.g., online, by fax, by mail)
- Promoting ebooks as having no covers that other people can read, i.e., suggesting ebooks to individuals that might be concerned that someone would comment on what they are reading
- Having a presence at local pride events

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