Challenge?
Many personnel in library settings may be unfamiliar with the best practices for serving transgendered individuals.

Solution?
Develop the following:
A. Best Practices for Libraries;
B. Workshops Tailored to Each Service Point.

A. Assessment
Identify Common Service Needs for Transgendered Individuals at WWU
- Known Service Needs
  - Privacy & Confidentiality
  - Preferred Names Etiquette
  - Gender Neutral Restrooms
  - Pronoun Use & Signage
  - Pronoun Use on Library Forms

B. Development
Develop Best Practices Guidelines for Personnel, to be Housed on Institution Intranet.
Host Awareness Workshops & Trainings for All Personnel — Student, Staff & Faculty.

C. Implementation
Facilities
Provide access to gender neutral restrooms on campus.

Communication
Adopt gender neutral pronouns on library forms, signs, and websites.

Awareness & Signaling
Host exhibits and public events. Advertise Preferred Names Policy.

D. Next Steps?
Implement All Workshops
Build Campus Partnerships

Preferred Names & Pronouns:
Serving Transgendered Individuals at Multiple Service Points in Libraries

Desired Outcomes of Workshops & Best Practices?
- a. Introduce awareness in order to develop shared understanding of issues, and barriers to access, for transgendered individuals in library settings.
- b. Adopt Best Practices guidelines in order to ensure an accessible and inclusive educational environment.

Service Point Trainings
Circulation Services
- Asking for ID, Preferred Names
Credit Instruction Settings
- Inclusion in Syllabi, Materials
Info Desk & Research Consultation
- Privacy & Confidentiality

Facilities
Provide access to gender neutral restrooms on campus.