Terms to Know

* **Gender Identity**- one’s inner sense of being male or female.
* **Transgender**- ‘”Is an umbrella term used to describe people whose gender identity, one’s inner sense of being male or female, differs from their assigned or presumed sex at birth.”- American Psychological Association.

Restroom Use

* As employees in a public library we have a responsibility to protect customers’ privacy, and this includes respecting their gender identity. ***Customers may choose which restroom they feel most comfortable using based on how they gender identify.***

Q-and-A on Restroom Use

**Q: *How do we know which restroom a transgender person should use?***

A: A transgender person should use the restroom that corresponds to his or her gender identity and they will decide.

**Q: *What if someone doesn't look masculine or feminine enough to use a particular restroom?***

A: There is no rule that a person must look a certain way to use a certain restroom. Seen another way, what if we could not tell the gender of a customer? We are not deciding the issue. It is a private matter, and we support and protect their right to choose for themselves.

**Q: *What should an employee do if another customer complains?***

A: Let them know we have other restrooms that they can use or they can wait until the other customer is finished using the restroom.

* + As always, customers can fill out a comment card, or they can speak with a manager.
  + Parents who are concerned for their child’s safety can accompany them in the restroom.
* **Q: When observing someone who appears to be of the opposite sex enter a restroom should employees respond to the situation?**
  + Only if the employee has a reason to suspect there may be inappropriate behavior or misuse of the restroom; then they should respond by performing a restroom check.
  + A gender appropriate person should be sent in to check the restroom. If unavailable, the security guard can be sent in regardless of sex.
  + Knock on the door and announce that you are performing a routine restroom check. Only question suspicious behavior such as a person standing on a toilet, sitting on the floor, more than one person in a stall, a suspicious odor, etc.
  + Do not question a person using the restroom appropriately about their transgender status.
  + If the restroom is being misused the consequences for their behavior should be based on the type of misuse.