

Scenario: A youth who is clearly nervous approaches the desk and asks if the library has a copy of “My Gender Workbook.” That title is currently checked out, but you know that you also have copies of related books such as “Hello, Cruel World” and “Just Add Hormones.” Do you suggest these related materials to a patron who is obviously uncomfortable? If so, how?

Scenario: A teenager asks if you have books with information about a subject that you are personally uncomfortable with, such as HIV/AIDS or sex work. How do you provide them with appropriate, sensitive service?

Scenario: An anxious youth asks if you have any books with transgender protagonists. You take them to the YA fiction section and suggest various titles, and then the youth’s parents approach you and ask what books their child is getting. How do you respond?

Scenario: A parent approaches the desk with their teenage child in tow, asking for materials about curing their homosexuality. How do you best serve both of your patrons?

Scenario: A teenager flounces off in righteous indignation when you’re unable to find the title of the newest Topside Press novel, remarking that you are transphobic and ignorant. It’s really just an OPAC/publisher’s problem, and you would be happy to recommend other related materials, but the patron is already off complaining to their friends. How do you provide them service in that situation?

Scenario: A teenage patron expresses concern about their friend, who might be gay. You suspect that the patron is referring to themselves, but of course you’re not going to ask. How do you let them know that you are an ally?

Scenario: A teenage patron expresses some significant privacy concerns. They’re concerned you are going to inform their parents about what books they check out, and they are also afraid of getting caught with those books at home. How do you advise them?

Scenario: You observe a teenage patron perusing the section of LGBTQ non-fiction, and they are looking around in that way that patrons do when they want help but are too shy to ask for it. How do you approach them?

Scenario: A teenage patron seems perfectly at ease asking where the newest LGBT young adult fiction is shelved. You have been interesting in creating LGBT-focused programming at your library but don’t know how to start. Would you discuss this with your patron? Why or why not? If so, how?

Scenario: A group of teenagers are joking that one of their friends is “so gay” and/or a “fag,” in a way that is clearly intended to be insulting rather than affirming. Do you address it? Why or why not? If so, how?