When You Wish Upon a Stall:

Toilet Facilities as a Factor in Library Satisfaction among Trans and Gender Nonconforming Users

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Session Outline

- Project origins and overview

- UX methods

- User feedback and next steps

- Navigating potential pushback

Project Origins

- Student practicum as means to explore interest in UX

- UX as uniquely exciting avenue for advancing DEIA

- Experience on reference desk

- Background in Gender Studies

- Current cultural and political forces in US

Library Context

- **Only three all-gender facilities in the Main Library**
  - One is wheelchair-accessible
  - Inconveniently located– need directions
  - Lack some basic amenities
  - All single-stall/single-user
- **Other libraries on campus lack all-gender facilities entirely**

Project Overview

REVIEW LITERATURE
- Historical trends and issues
- Other academic libraries

SELECT UX METHODS
- Photojournaling
- "I like / I wish / What if" prompt
- Focus groups

RECRUIT PARTICIPANTS
- Flyers in stalls
- Student groups
- Listservs and social media

COLLECT FEEDBACK
- Online submissions
- Focus groups with TGNC folks

IDENTIFY NEXT STEPS
- Draft memo to Library admin
- Implement feedback

UX Instruments

Photojournaling

- Users directed to take photos of bathroom spaces, annotate them, and submit online
- Open to all

"I like / I wish / What if" prompts

- Users asked to complete prompts and submit responses online
- Open to all

Focus groups

- Addressed safety, visibility, accessibility, hygiene, etc.
- Feedback on images of existing all-gender bathrooms
- Two focus groups restricted to TGNC folks

User Feedback

SHORT-TERM

- Improve discoverability of all-gender restrooms
- Offer free menstrual products in all bathrooms
- Add occupancy indicators
- Simplify signage
- Improve general cleanliness

LONG-TERM

- Create more all-gender bathrooms in more convenient locations
- Address accessibility concerns
- Change infrastructure to increase privacy

Overarching Themes

BURDEN ON TGNC PATRONS

- Potential for conflict
- Planning daily routines around bathroom access

BATHROOM CONFIGURATIONS

- Varied preferences
- Multi-stall all-gender
- Single-stall all-gender

PROJECT LIMITATIONS

- Focus on bathrooms at expense of other spaces
- Constraints on addressing user input
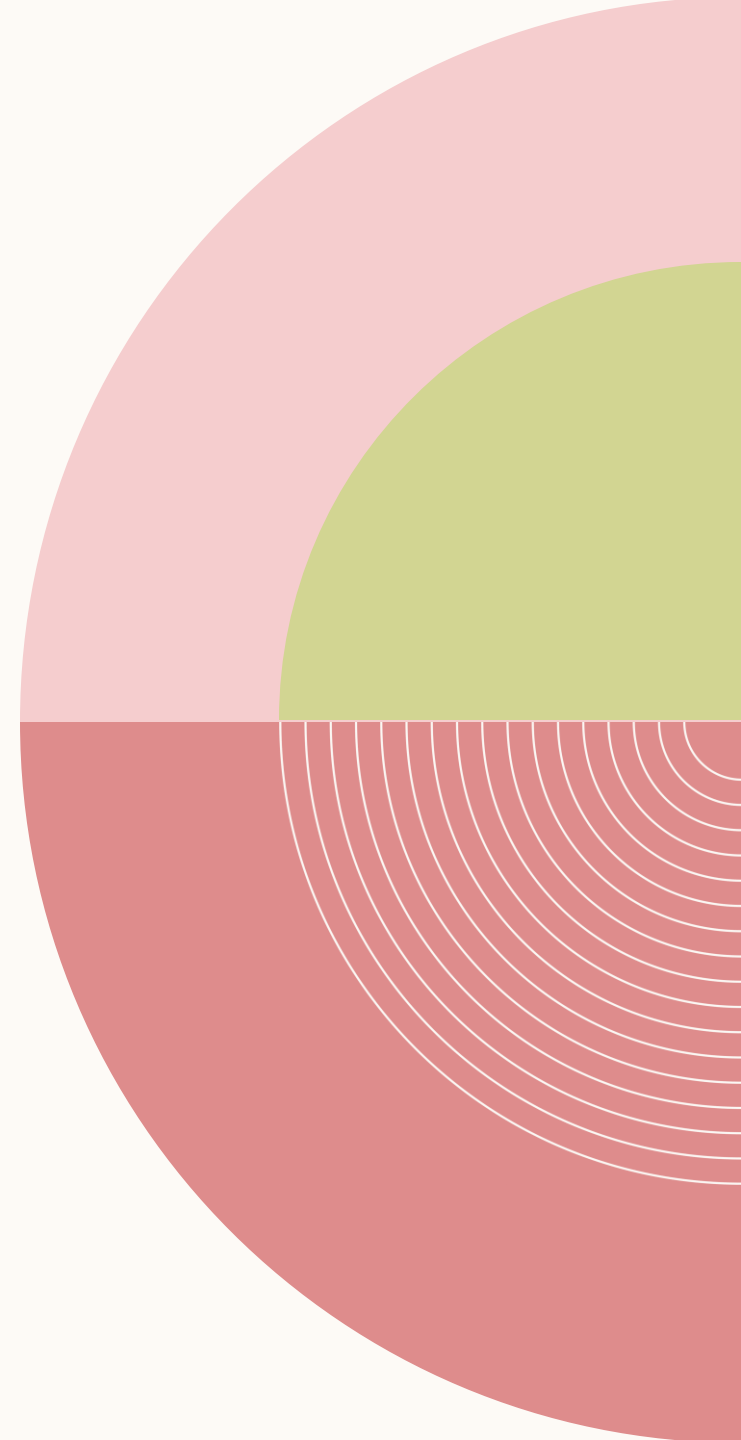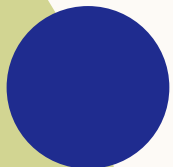
Navigating Pushback

- **Feedback from anonymous transphobic participants**
  - Stereotypes and cultural falsehoods about trans people
  - Criticism of the project's existence
- **Contacted by conservative reactionary organizations**
  - Importance of library DEIA policies
- **User experience vs. user oppression**

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Thank you!

What questions can I answer?

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