WE GO TOGETHER
LGBT USERS’ NEEDS & LIBRARIANS’ SUPPORT

Rachel Wexelbaum | Heather Tompkins | Bobby Bothmann
THE SECRETS OF LGBTIQ READERS
Rachel Wexelbaum, Associate Professor, St Cloud State University
WHAT DO LGBTIQ READERS WANT?

• Are LGBTIQ millennials and Generation Z still reading books?

• Are LGBTIQ millennials and Generation Z still using the library to acquire books?

• Are LGBTIQ millennials and Generation Z reading LGBTIQ books?

• Are LGBTIQ millennials and Generation Z using the library to acquire LGBTIQ books?
THE BIGGEST CRAZIEST STUDY EVAR

CRAZY CAT LADY STARTER KIT
590 (51%) read EBooks for pleasure—but also read print!

Less than 10% of all age groups read EBooks exclusively.

Older generations more likely to prefer EBooks.
## Why Don't You Read LGBT Books?

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<tr>
<td>Only Read LGBT Ebooks</td>
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Age Distribution:
- 18-21: Blue
- 22-34: Orange
- 35-44: Gray
- 45-54: Yellow
- 55-64: Blue
- 65+: Green
AMERICAN READERS—SOME SURPRISING FACTS

• The younger the reader, the less likely they have an EReader or a tablet
• The younger the reader, the more likely they will borrow books
• The older the reader, the more likely they are to say that they value the library
• When it comes to e-books, all age groups are more likely to buy than borrow

(Pew Research Center, 2012)

-- 83% Americans ages 16-29 read a book in the past year
  75% read a print book
  19% read an e-book
  11% listened to an audio book

-- 40% ages 16-29 say they are reading more due to availability of e-content

-- 60% ages 16-29 used their local public library
  38% of these borrowed books
  10% of e-book readers borrowed an e-book from the library

Majority of e-book readers did not know that they could borrow e-books from the library
FUTURE RESEARCH & RECOMMENDATIONS

• More information needed on younger generations (K-12)

• More up to date information needed on LGBT readers around the world

• LGBT library outreach through F2F, social media, and GoodReads

• Patron driven acquisitions now

• Pressure library EBook aggregators and AMZ for more LGBT content
“WE GO TOGETHER”: REACHING OUT TO CAMPUS AND STUDENT GROUPS PROVIDING SUPPORT FOR LGBTQI STUDENTS
Heather Tompkins, Carleton College, October 9, 2014
COLLECTIONS


• Storts-Brinks, K. (2010). “Censorship online: One school librarians’ journey to provide access to LGBT resources.” Knowledge Quest, 39(1), 22-28.
SERVICES


SUBJECT ACCESS


How do we spark imagination about partnerships with student life offices and organizations who may see our role as primarily curricular?

How do we empower ourselves to engage with community building that is not directly tied to the curriculum?
Jessica Fletcher method of outreach & librarianship

Source: http://commons.wikimedia.org/wiki/File:DEB-Lansbury.JPG. Public domain. Made available by user JHvWMC
COMMUNITY BUILDING

• Programming
  • Exhibitions
  • Space
• Peer leader support
• Personal information management
• Context building
• Framework for Information Literacy
  • Authority is constructed and contextual
  • Information has value
• Participatory research partners
PHOTO SURVEY QUESTIONS

• Your communication device(s)
• Something you’ve noticed that you think others may have missed
• How you manage your time and keep track of your work
• The things you always carry with you
• Your favorite place on campus
• Where you feel lost on campus or in the library
LGBT E-RESOURCES
Bobby Bothmann, Minnesota State University, Mankato
E-RESOURCE COLLECTIONS

• What types of collections are offered?
  - K-12
  - Public library
  - Academic library

• What does the LGBTQ content look like?
• Ebrary Academic Complete 249 of 118,647
• Ebrary Education (School Collection) 0 of 5,255
• Ebrary Public Library Collection 97 of 36,010

• Subject search on
  Lesbians OR Gays OR "Transgender People" OR "Gay Men" OR Intersex OR Bisexuals
  • Academic 0.21% http://site.ebrary.com/lib/academiccompletetitles/
  • Education 0% http://site.ebrary.com/lib/schooltitles/
  • Public 0.27% http://site.ebrary.com/lib/publiclibrarytitles/
• EBSCO Academic Collection N.A. 521 times in 129,419 books
• EBSCO Public Library N.A. 131 times in 5,255 books
• EBSCO K-8 Collection 0 times in 7,915 books
• EBSCO High School Collection 16 times in 7,620 books

• Keyword search in LC Subject column for gay, lesbian, bisexual, transgender, intersex
  • Academic ~ 0.26%*
  • Public ~ 1.66%*
  • High School 0.13%

*(based on 2/3 of count)

http://www.ebscohost.com/ebooks/ebooks-subscription-listings
Of 201,723 titles in the Recorded Books catalog
1,575 matched the keyword search on Lesbians OR Gays OR "Transgender People" OR "Gay Men" OR Intersex OR Bisexuals

Genre refinements would not work

EBSCO Audiobooks
  • Premier Collection 2 of 4651 (both fiction)
  • Youth Collection 0 of 471
• Does not appear to have any collections for library types
• Public search contains 1,136,952 books
• Keyword search on Lesbians OR Gays OR "Transgender People" OR "Gay Men" OR Intersex OR Bisexuals
  • 8,629 e-books: 5,666 fiction
  • 331 audiobooks: 176 fiction
  • 240 music (number is suspect; only a handful appeared to really match the subject matter in question)
  • 102 videos
ADDRESSING THE SILENCE: HOW LIBRARIES CAN SERVE THEIR LGBTQ USERS

LGBTQ Users SIG, IFLA World Library and Information Congress, Lyon, 2014
“I’VE NEVER REALLY THOUGHT ABOUT IT”: LIBRARIANS’ ATTITUDES TO THE PROVISION OF LGBT-RELATED FICTION TO CHILDREN AND YOUNG PEOPLE IN ENGLISH PUBLIC LIBRARIES

- 28 respondents from 13 public libraries in England
- Strong agreement that picture books and fiction are with LGBT characters and themes are needed
- LGBT content not censored and also not sought out
- Little awareness of need for children and young adults
“DON’T SAY GAY” IN THE STATE OF TENNESSEE: LIBRARIES AS VIRTUAL SPACES OF RESISTANCE AND PROTECTORS OF HUMAN RIGHTS OF LESBIAN, GAY, BISEXUAL, TRANSGENDER, AND QUEER (LGBTQ) PEOPLE

• Study that identifies key trends, best practices, and case representations across different types of library environments of LGBTQ information resources, collections, programs, and services

• 11 of 57 academic library Web sites had LGBTQ information
• 10 of 243 public library Web sites had LGBTQ information
• 1 of 246 school library Web sites had LGBTQ information

• Discusses some strategies libraries used to represent LGBTQ information
THE RAINBOW LIBRARY AT UMEÅ CITY LIBRARY AND THE SWEDISH NETWORK FOR LGBTQ ISSUES AT LIBRARIES

- Started “The Rainbow Library” in 2012
- Includes a Web site, Facebook page, programming, and The Rainbow Bookshelf
- Rainbow Bookshelf contains LGBT resources and literature
- Resources are also duplicated and shelved in the stacks
- Offers options for privacy and showcasing