Meeting the Needs of L BTQIA+ Library Users

L *BT 4 , $ library users don't expect to be treated any differently than any other user; they want to be able to find information that is relevant to them and

Outreach and Partnerships

Collaboration is key! Every community is di erent. You may have social service organizations or fraternal groups in your area to connect with.

- In a larger city or urban area, check for a / * % 7 4 , $ Chamber of Commerce. In a more rural community, / * % 7 4 , $ related organizations may be few and distant.
- In schools, there are counselors, supportive instructors, and possibly gay-straight alliance groups as well as Q Centers directly on campus or in the community .

Set up a meeting with your local / * % 7 4 , $ community groups to discuss implementing programs, for example, a specialized program, a film screening, a book discussion, etc. / * % 7 4 , $ populations are often misrepresented, so it is important to research and ask questions. Discuss your goals and ideas, and be open to critiques and suggestions from community members.

ACADEMIC LIBRARIES

Outreach on campus includes everyone from prospective and current students to staff and faculty. Create partnerships with the campus / * % 7 4 , $ resource center and relevant departments to build a collection and help facilitate an environment that fosters reading, inquiry, and critical thinking.

PUBLIC LIBRARIES

Many large cities have a / * % 7 4 , $ center for teens and adults. In smaller and rural areas, it may be valuable to reach out to libraries in nearby cities for support. Partner with / * % 7 4 , $ friendly businesses to promote local resources. Additionally , many communities have PFLAG chapters.

SCHOOL LIBRARIES

Consult with a local PFLAG group and consider doing a presentation to your parent teacher association on materials related to the / * % 7 4 , $ community. Ensure that school staff, especially nurses and counselors, are aware that the library holds materials to support / * % 7 4 , $ students. Partner with local Gay 6 H [X D O Alliance groups to offer book talking for younger students.

Programming

Providing / * % 7 4 , $-friendly programming helps your community know that you are welcoming and accepting. Create programs or displays to promote the following events:

- International Transgender Day of Visibility (March 31)
- National Day of Silence (April, day varies by year)
- Harvey Milk Day (May 22)
- 5 D L Q E R Z Book Month™ (June): K W W S V   Z Z Z D U W U U W U D L Q E R Z E R R N P R Q W K
- LGBT History Month (October)
- National Coming Out Day (October 11)
- Transgender Day of Remembrance (November 20)
- World AIDS Day (December 1)

ADDITIONAL SUGGESTIONS AND TIPS FOR PROGRAMMING INCL UDE:

- Hosting / * % 7 4 , $ authors and speakers from / * % 7 4 , $ organizations. This signals that the library is interested in serving / * % 7 4 , $ people.
- Screening a / * % 7 4 , $-friendly movie (pursuant to licensing rights).
- Implementing the right pace for change; determine what is best for your community and the pace at which you include programming - consider consulting the Martin & Murdock (2007) publication listed below for specific information.
- At public libraries, holding inclusive story times and children's activities utilizing / * % 7 4 , $-friendly picture books.

Recommended Reading

GLBT Programming at the Dallas Public Library: Lessons Learned by Catherine Ritchie, David Fettke and Dale McNeill. Public Libraries, March/April 2008, 50-54.

Library Service to Special Population Children and Their Caregivers: A Toolkit for Librarians and Library Workers: K W W S V   D O D L U D O D R U J E L W V W U H D P K D Q G O H   O V V S F W R R O N L W   S G I

Serving Lesbian, Gay, Bisexual, Transgender and Questioning Teens: A How-To-Do-It Manual for Librarians by Hillians J. Martin, Jr., and James R. Murdock. Neal-Schuman publishers, Inc., 2007.

Collection and Collection Development

The collection is the heart of the library and should represent the diversity in the entire community and should include materials for queer and questioning library users.

• Consider the following ALA (2010) policy which states that "The American Library Association stringently and unequivocally maintains that libraries and librarians have an obligation to resist efforts that systematically exclude materials dealing with any subject matter, including sex, gender identity, gender expression, or sexual orientation.geng[x_1 aexualstemc. with any

FOR TEENS AND YOUNG ADULTS

- Top 250 LGBTQ Books for Teens: Coming Out, Being Out, and the Search for Community by Michael Cart and Christine A. Jenkins. Huron Street Press, 2015.
- The Heart Has Its Reasons: Young Adult Literature with Gay/Lesbian/Queer Content 1969-2004 by Michael Cart & Christine Jenkins. Scarecrow Press, 2006.
- 4 X H H U % R R N V I R U 7 H H Q V T X H H U E R R N V I R U W H H Q V F R P

FOR ADULTS

- Gay, Lesbian, Bisexual, and Transgendered Literature: a Genre Guide by Ellen Bosman, John Bradford, Robert Ridinger. Libraries Unlimited, 2008.

Cataloging

Library users utilize terms they are comfortable applying to themselves when searching the catalog. Subject headings and call numbers have not always been / * % 7 4 , $-friendly, however, librarians have advocated for improved terminology over time. "Intersex people" and "Transgender people" were added as Library of Congress subject headings in 2007. Periodically reviewing the catalog for offensive subject

K H D G L Q J V L V vital; language is continually evolving, and catalogers should remain current with terminology .

Libraries have made recent efforts to reclassify call numbers to place / * % 7 4 , $ materials among appropriate sections related to health, family, and relationships, rather than under "abnormal or deviant sexual behavior." / * % 7 4 , $ materials should be K W W S classified in their proper places. To avoid controversy, some libraries choose their own classification numbers to avoid shelving children's and fiction materials in nonfiction sections. Include materials in areas designated for the genre and audiences of the same age.

Labeling

The ALA's Labeling and Rating Systems: An Interpretation of the Library Bill of Rights (20) cautions against labeling. Identifying books with a / * % 7 4 , $ label may prevent library users from accessing them for fear of being outed. Interfiling / * % 7 4 , $ materials can be a positive move for libraries; when these materials are placed alongside other books and materials, / * % 7 4 , $ users feel welcomed and not ostracized.

Collection Challenges

Objections or challenges to library materials occur, and challenges to / * % 7 4 , $ materials are common. Before a challenge occurs, ensure that your staff understands challenge procedures. Each library should have a collection development policy as well as a policy for handling challenges to materials.

Don't preempt a challenge by avoiding purchasing / * % 7 4 , $ materials. Library users have a right to materials that meet their needs, and libraries should provide W K H P   & K D O O H Q J H V D U H Q R W D E R X W O L E U D U L H V E H L Q J U L J K W R U Z U R Q J L Q V W H D G L W L V D Q R S S R U W X Q L W \ I R U W K H O L E U D U \ W R H G X F D W H W K H S X E O L F D E R X W L Q P H H W L Q J W K H L Q I R U P D W L R Q Q H H G V R I G L Y H U V H F R P P X Q L W L H V

The ALA Office of Intellectual Freedom should be contacted for help when materials are challenged. Additionally, many state library associations have Intellectual Freedom Committees; contact members of these committees for valuable informational resources.

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- v ' H I H Q G L Q J , Q W H O O H F W X D O) U H H G R 0 D W H U L D O V , Q 6 F K R R O 7 L E U D U L H V V W D Q G D U G V D D V O R U J S U R M H F W O

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Many libraries have / * % 7 4 , $ staff members. It may seem appropriate to ask their assistance with / * % 7 4 , $- related efforts or to assign them to / * % 7 4 , $ outreach efforts. Before doing this, ask the staff member in confidence. Some members of the / * % 7 4 , $ community prefer to keep their professional and personal lives separate, especially in smaller communities. In the workforce, / * % 7 4 , $ employees may not want to be treated as tokens or any differently from their colleagues. Libraries should adopt policies that prohibit discrimination and promote an atmosphere of inclusivity.

Recommended Reading

Out Behind the Desk: Workplace Issues for LGBTQ Librarians, edited by Tracy Nectoux. Library Juice Press, 2011.

Conclusion

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