LGBTQ+ LIBRARIANSHIP IN THE 21ST CENTURY

Emerging Directions of Advocacy and Community Engagement in Diverse Information Environments

Edited by Bharat Mehra

ADVANCES IN LIBRARIANSHIP

VOLUME 45

LGBTQ+ LIBRARIANSHIP IN THE 21st CENTURY

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VOLUME EDITOR BIOGRAPHY

In January 2019, **Bharat Mehra** joined the School of Library and Information Studies at the University of Alabama as Professor and EBSCO Endowed Chair in Social Justice. From January 2005 to December 2018, he was a faculty member in the School of Information Sciences at the University of Tennessee. His research focuses on diversity and social justice in library and information science (LIS) and community informatics or the use of information and communication technologies to empower minority and underserved populations to make meaningful changes in their everyday lives. He has applied action research to further engaged scholarship and community engagement while collaborating with racial/ ethnic groups, international diaspora, sexual minorities, rural communities, low-income families, small businesses, and others, to represent their experiences and perspectives in the design of community-based information systems and services. In the position of the EBSCO Endowed Chair in Social Justice he is very excited to have the opportunity to collaboratively shape the LIS area of the college-wide doctoral program through a concentration in social justice research.

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Kai Ewing (pronouns: they/them/their) currently works as the Reserves Processing Assistant and Evening Circulation Supervisor at the R.B. House Library of the University of North Carolina at Chapel Hill (UNC-CH). They received their Master's in Library Science from the School of Information and Library Science (SILS) at UNC-CH in 2015. Kai previously served as the alumni representative on the 2017–2018 SILS Diversity Committee and currently serves on the 2018– 2019 UNC-CH Library Diversity and Education Committee. They were chosen as the first recipient of the UNC-CH LGBTQ Center Faculty & Staff Advocacy Award in May 2018 for their work advocating for LGBTQ+ populations and issues on campus and in the community. Additionally, Kai received distinction at graduation as a SILS Diversity Advocate Certificate Recipient. Prior to their contributions to this anthology, Kai published their Master's paper, *LGBTQ center resource library access: A case study,* in the Carolina Digital Repository (2015). They can often be found giving library presentations around transgender needs in libraries – most recently at the 2018 Joyner Paraprofessional Conference (*Supporting & Advocating for Trans & Gender-Variant People in Your Library*) and in a Fall 2018 SILS course on YA Resources at UNC-CH (*Gender Identity in the Library*). Kai's research interests include building, promoting, and maintaining LGBTQ+ collections; naming and resisting subtle/overt classification and subject heading biases; and the library's role in advocating for services to all. See more about Kai at https://www.kai-ewing.com.

Gabriel Gomez earned his PhD in Radio, Television, and Film from Northwestern University in 1996. Since 1998, he has been a full-time faculty member at Chicago State University, an institution committed to social justice located on Chicago's south side, where he is currently a Full Professor in the Information Studies Department. His numerous publications and presentations reflect research interests that span library science, technology in education, community service, and big data. He has received numerous awards and grants including two Fulbright Awards to India, that bracket more than a decade of interaction in that country through teaching, publishing, and numerous conferences. Throughout this time, he has also remained politically active with a number of groups dedicated to activism and nonviolence. He is a union representative for Local 4100 of the University Professionals of Illinois, a union of the American Federation of Teachers, and also serves his local community as Co-executive Director of the Legacy Project Education Initiative, and as a board member for its parent organization, the Legacy Project.

LGBTQ Center of Durham is committed to improving the quality of life for LGBTQ+ people in and around Durham through programming, resources, and networks of support; by acting as a hub for Durham's LGBTQ+ community; by sharing and affirming all LGBTQ+ lived experiences; and by educating our neighbors in order to enhance understanding of and sensitivity to LGBTQ+ issues. Since the Center opened, one of the most anticipated programs has been the LGBTQ Center of Durham Library. The library room at the Center has been designed to accommodate a diverse collection of LGBTQ+ focused books, magazines, CDs, DVDs, and zines to serve the local community. They have a small collection of materials on the shelves right now that users are welcome to peruse and read in-house. Once the library is fully up and running, community members will be able to check out materials. For more information about the Center, please visit https://www.lgbtqcenterofdurham.org/.

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Martin Morris joined the Library at McGill University in Montreal, Canada, in 2012, where he currently holds the rank of Associate Librarian. He serves as a health sciences liaison to the Faculty of Dentistry, in the indigenous health program, and to various other departments. He was formerly the hospital librarian at the Royal Victoria Hospital in Montreal, and, before moving to Canada from the United Kingdom in 2011, a public librarian in Hertfordshire, England, where he focused on reference work. His current principal research interest is the improvement of library services to traditionally underserved communities, particularly LGBTQ+ communities, and with a strong focus on health sciences librarianship. He has also published on knowledge synthesis, and the spread of innovations in library information settings. Since 2017, he has been a member of the Health and Biosciences Section Committee of the International Federation of Library Associations.

Tony Nguyen is the Executive Director for the National Network of Libraries of Medicine, Southeastern/Atlantic Region in the Health Sciences and Human Services Library at the University of Maryland, Baltimore, where he oversees the Regional Medical Library program. He has published articles on informational resources and outreach to LGBTQ+ populations and has taught Safe Space classes and the course "Improving the Health Safety and Well-being of LGBT Populations" throughout the region. He is an active member of the Medical

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Emily Vardell is an Assistant Professor at the School of Library and Information Management at Emporia State University. She teaches classes on the foundations of library and information science, research methods, reference, consumer health, and health sciences librarianship. Her research interests are in the area of health information behavior with a focus on health insurance literacy and how people make health insurance decisions. Dr Vardell completed her PhD in the School of Information and Library Science at the University of North Carolina at Chapel Hill. Prior to returning for her doctoral studies, Emily was the Director for Reference and Education at the Louis Calder Medical Library at the University of Miami. Emily earned her Masters of Library Science from Texas Woman's University in 2007 as a distance education student while working as a Fulbright Scholar in Austria. She began her medical librarian career as a National Library of Medicine Associate Fellow. Emily is an active member of the Medical Library Association (MLA) and has served as Chair of the MLA Public Health/ Health Administration Section. Chair of the MLA Professional Recruitment and Retention Committee, and Section Council Liaison to the National Program Committee for the 2017 annual conference where she was responsible for organizing all the paper presentations. She is the Online Updates Column Editor for Medical Reference Services Quarterly, where she reviews a health-related database each quarter.

John Vincent has worked in the public sector since the 1960s, primarily for Hertfordshire, Lambeth, and Enfield public library services. In 1997, he was invited to become part of the team that produced the United Kingdom's first review of public libraries and social exclusion (from which The Network, which he now coordinates, originated). John runs courses and lectures, writes, produces regular newsletters and ebulletins, and lobbies for greater awareness of the role that libraries, archives, museums, and the cultural and heritage sector play in contributing to social justice. He is particularly interested in supporting the work that libraries do with young people in care, with LGBTQ+ people, and with "new arrivals" to the UK. In September 2010, the book he co-wrote with John Pateman, Public Libraries and Social Justice, was published by Ashgate (now Routledge); and, in January 2014, he published LGBT People and the UK Cultural Sector ... (also by Ashgate, now Routledge). In 2018, John's report to Arts Council England was published, Libraries Welcome Everyone: Six Stories of Diversity and Inclusion from Libraries in England. In 2014, John was given a CILIP CDEG Special Diversity Award, and, in September 2014, he was awarded an Honorary Fellowship of CILIP.

Rachel Wexelbaum is Collection Management Librarian and Associate Professor at St. Cloud State University in St. Cloud, Minnesota. She teaches faculty and students about open access and teaches courses on social media and LGBTIQ+ Studies to undergraduates. Currently, she is pursuing her doctorate in higher education administration at St. Cloud State University, where she is studying the impact of academic libraries on LGBTQ+ undergraduates. Rachel is the Editor of *Queers Online: LGBT Digital Practices in Libraries, Archives, and Museums* (Library Juice Press, 2015), and has written several articles and book chapters dealing with emerging library resources and services for LGBTIQ+ populations. Currently, Rachel serves on the IFLA LGBTIQ+ Special Interest Group, collaborating on a survey to develop international guidelines for LGBTQ+ library resources and services. She is also the Twitter administrator for Wikimedia LGBT+, a global thematic user group devoted to promotion, creation, and improvement of LGBT+ content on Wikipedia and providing support for LGBTQ+ Wikipedians.

Julie Ann Winkelstein, MLIS, PhD, is a librarian, writer, activist and teacher. She is the author of several book chapters, as well as journal articles, and she was a contributing author and primary editor of the International Federation of Library Associations and Institutions (IFLA) "Guidelines for Library Services to People Experiencing Homelessness." She was also a founding member of the IFLA LGBTQ Special Interest Group. Julie has presented internationally on the topic of libraries and LGBTQ+ youth homelessness and, through an IMLS grant based on her award-winning dissertation, provided trainings and workshops for library staff on this topic. She worked for 20 years as a public librarian, in a range of roles, from jail and prison librarian to family literacy coordinator to young adult and children's librarian. Julie takes an activist approach to librarianship, and her research, writing, and organizing work focus on the relationships between public libraries and social justice, including their roles in addressing homelessness, health disparities, and other social inequities. Julie believes social justice is the backbone of responsive and responsible library services. This page intentionally left blank

PREFACE

Libraries have always been queer. This is true in a conceptual sense, where philosophers like Foucault (1986) have claimed libraries as heterotopic spaces, meaning portals into other worlds, sites of multiplicity, serendipity, and otherness. But it is also true in a concrete and grounded sense, with libraries as spaces where queer and questioning youth have explored their identities and desires, and where groups on the margins find sites of community and connection. That an enduring image of libraries in mainstream American narratives emphasizes quiet solitude or solid Middle Class normativity only demonstrates the radical capacity of libraries, which are able to support heteronormative visions of the good life while simultaneously offering a lifeline to people on the margins.

This book is also a lifeline. LGBTQ+Librarianship in the 21st Century collects the scholarship and knowledge of librarians, academics, and activists, with the goal of providing a common vocabulary and a set of strategies to aid the work of queer librarians and patrons. Another goal of the essays gathered here is providing a form of solidarity and support, a multi-faceted message of encouragement and enthusiasm for the work that libraries and librarians can do and are doing in the everyday work of librarianship. Contributors to this volume offer accounts of successes and challenges of providing resources for lesbian, gay, bisexual, transgender, and queer+ (LGBTQ+) health and for supporting archival projects, of contributing to online resources like Wikipedia and developing best practices to support marginalized sexual identities. In the pieces gathered here, authors grapple with the responsibilities of working in libraries as social institutions, and also celebrate the opportunities for radical kinship between librarians, texts, technologies, and patrons.

The stakes are high. Around the world, extremist ideologies are becoming louder and receiving more attention. Hard-fought victories for queer visibility and political agency are at the risk of being walked back, and sanctuaries for queer organizing and education are being threatened, politically, culturally, and economically. In her book *Kindred*, Octavia E. Butler noted, "Repressive societies always seemed to understand the danger of 'wrong' ideas." In the twenty-first century, libraries must continue to protect the knowledges, histories, and gathering points of the oppressed and marginalized. In the twenty-first century, libraries must fight to stay queer.

THE SOCIAL ROLE OF THE LIBRARY

From an economic standpoint, the public library as a social institution is unusual. As one librarian from the United Kingdom wryly noted,

If someone suggested the idea of public libraries now, they'd be considered insane. If you said you were going to take a little bit of money from every taxpayer, buy a whole load of books and music and games, stick them on a shelf and tell everyone, "These are yours to borrow and all you've got to do is bring them back," they'd be laughed out of government.

(Bathurst, 2011)

Capitalist societies have developed in ways that render libraries suspect and dangerous. The profit-making capacity of the library defies normative accounting. The profit of libraries lies in values allied with queerness: curiosity, community, and exploration. At the same time, academics, policy makers, and activists have increasingly signaled the alarm that libraries represent one of the few remaining public spaces, and are being asked to shoulder more and more social services, from children's programming to job services, digital literacy to ESL classes (see Mattern, 2014).

Although classic library literature has a tendency to categorize a library's ethical responsibility in terms of its collection (of books and media), this view narrows the radical capacity of the library. In addition to (and crucially, not instead of) asking whether a library is inclusive because it collects books that speak to marginalized experience, we must also (re)consider lending policies, classification schemes, and staffing demographics. As many of the essays in this collection illustrate, a more expansive view of library politics extends beyond collection development to include policies and programming. Put another way, inclusiveness means thinking about the materials we collect, as well as decisions about staffing, scheduling, and architecture. These are ambitious metrics, bringing challenges in professional development as well as budgeting. Libraries are already being asked to do more with less. But a discussion of queer politics in the library must start with understanding the wants and needs of patrons on the margins, which include but extend beyond the material on the shelves.

AN ACTIVIST AGENDA FOR QUEER LIBRARIANSHIP IN THE 21st CENTURY

Stop me when this sounds familiar:

So you're a librarian? Let me ask you something.

I already know the question – who needs librarians when we have Google? Who needs libraries when we have ebooks?

When I was working as a librarian, this conversation happened to me many times, in many places. At cocktail parties, on the subway and even at border control as a customs officer was inspecting my passport. As frustrating as these questions are, they are also an opportunity to explain the necessity of libraries, the ways that libraries are a vital home for parents with young children as well as the elderly, for those with a love of books, films, and comics as well as those searching for answers to sometimes subversive questions.

As I noted earlier, the library is one of the few, maybe the only, genuinely accessible public spaces for DIY education, community building, and civil discourse. All three of those factors can converge on issues of where technology fits into building a good life, particularly for those who experience forms of marginalization and discrimination on a daily basis. To close this preface and in the spirit of the energizing contributions in this collection, I want to make the case that digital literacy around privacy and surveillance is one of the key agenda items for supporting queer lives and politics.

Surveillance is a queer issue. There is a long history of antagonistic monitoring of queer people, whether as activists or simply in their everyday lives. Libraries have a proud history of defending their patrons' reading privacy, and LGBTQ+ librarianship in the twenty-first century must equip patrons with the tools to protect their privacy. Much of this work is already happening with librarians producing guides to feminist cybersecurity (Harrington-Johnson, 2015; Radical Reference, 2014) and leading workshops on privacy tools (Carpenter, 2015; Macrina & Glaser, 2014). Alongside classes that teach basic skills in office applications, librarians are increasingly programming workshops on how to manage online privacy in a world of corporate and government surveillance.

This work can go even further. For example, libraries can encourage their communities to be thoughtful about the "Internet of Things," which refers to a world of ubiquitous computing, where everyday objects are linked and talk to each other. Typical examples include a refrigerator that tells your phone when your food is expired, or an item of clothing that updates your doctor about your biometric data. Before the Internet of Things becomes more of a reality than it already is, librarians could do an incredible amount of awareness raising about the opportunities and obstacles of this shift. Programming around interconnectedness of devices! Kids programming on cyborgs! Positioning the library as a place where people can turn for questions of how technological change shapes their lives, making them sometimes better and sometimes worse, is one of the best and most vital resources a social institution can play in its community. At times, libraries have been quick to embrace new technologies such as 3D printing (Halsell, 2014) or drones (SD Library, 2018). But new technologies come along with politics that aren't always obvious at the outset, and can bring real challenges for maintaining privacy. Introducing patrons to new technologies has always been an important role in libraries, but these initiatives must come with a contingent commitment to addressing the ethical implications that come with innovation.

I'm not suggesting that libraries embrace an all-digital future and set aside their print collections. But when people ask questions about why librarians are necessary, they (still, somehow) imagine libraries as full of books and librarians as ladies wielding stamps and shushing people. I'm calling for conversations that imagine something radically different, and it shouldn't take that much imagination because we're already part way there. As librarian and activist Jenna Freedman has argued, "The professional is political." I'm grateful to the editor and authors for sharing their commitments, experiences, and tactics in LGBTQ+ librarianship. The pages that follow offer advice, encouragements and a guide for radical action. While the stakes are high and the obstacles challenging, the work is also rewarding and vital. This collection makes an important intervention in conversations about librarianship, queerness, and service.

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