



OCLC Americas Regional Council Conference

Increasing Inclusion; Expanding Library Service for Under-represented Communities

MATTHEW SHEEHY, BRANDEIS UNIVERSITY

JUSTIN DE LA CRUZ & AMY WINFREY, ATLANTA UNIVERSITY CENTER
ROBERT W. WOODRUFF LIBRARY

#OCLCARC18





OCLC Americas Regional Council Conference

Reading into the Rainbow: Expanding Library Services for LGBTQ+ Populations

JUSTIN DE LA CRUZ [HE/HIM] & AMY WINFREY [SHE/HER]
ATLANTA UNIVERSITY CENTER ROBERT W. WOODRUFF LIBRARY

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Overview



1. Research Summary

- a. Initial results
- b. Suggestions

2. Increased Visibility

- a. LGBTQ+ Holdings, Events, Facilities
- b. Signs, Buttons, Stickers, Language

3. Connect with Campus

- a. Engaging the LGBTQ+ Campus Community

4. Staff Training

5. Call to Action

Research Summary

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- “Information Behaviors Among LGBTQ Students at Single-Sex HBCUs,” a project funded by an ALA Diversity Grant
- Focus groups & interviews with students who identify as being LGBTQ+ at a women’s college and a men’s college
- Questions were on the topic: How do you find and share information? On campus, about academics or social activities, with LGBTQ+ students or others?
- Student LGBTQ+ assistants to conduct focus groups / interviews





A few themes emerged:

- Info shared by administration
 - ✓ During orientation, via email
- Info behaviors mapped to personality
 - ✓ Outgoing / activist students & those involved in student organizations expressed little trouble finding LGBTQ+ peers to interact with
- Social media
 - ✓ Different apps used for different purposes
- “Tolerance” vs. “Acceptance”

“Social media has changed the landscape of how queer people meet and interact.”

“I don’t want to be tolerated. I want to be accepted.”

“You can be queer at Morehouse, but not explicitly so.”

Other research has been done into:

- “Out on the Web: The Relationship between Campus Climate and GLBT-Related Web-based Resources in Academic Libraries,” by Matthew P. Ciszek for *Journal of Academic Librarianship*, 37(5), Sept. 2011, p. 430-436
 - Quantitative, looks at campusprideindex.org scores, compares to web resources
 - “[R]esearch suggests that libraries should take a more proactive stance in serving GLBT persons”
- “‘Nothing Better or Worse Than Being Black, Gay, and in the Band’: A Qualitative Examination of Gay Undergraduates Participating in Historically Black College or University Marching Bands,” by Bruce Allen Carter for *Journal of Research in Music Education*, 61(1), April 2013, pp. 26-43
 - Qualitative, explores the experiences of four gay men who were in HBCU marching bands
 - The culture was to “don’t ask, don’t tell” (even if people could tell someone was gay it wasn’t openly discussed)
- https://en.wikipedia.org/wiki/Libraries_and_the_LGBTQ_community

Increased Visibility

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Highlight LGBTQ+ Holdings

- Physical book display (especially for local/national Pride-related activities, usually June or October)
- Self-checkout (usage could increase)
- A section on your website for online resources (pamphlets, databases, links to local organizations), on research guides, finding aids
- Social media posts





Events

- A book club
- Visiting author / activist / speaker
- A discussion group about any related topic: current news, campus activities
- Including LGBTQ+ panelists / presenters for events that are not exclusively LGBTQ+ related (in a non-tokenistic manner!)

- Where possible, advocate for a single-serving restroom for all genders
- Suggest to staff who are willing (and trained) to promote advocacy through wearing pins/badges/buttons and including [pronouns](#) in email signatures
- Advocate for an explicit mention in library policies: for access / equal treatment (non-discrimination)
- Liaise with LGBTQ+ student groups to gain an understanding of what topics/issues they're interested in



Connect with Campus

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Engaging the LGBTQ+ Campus Community

1. Marco?...Polo!
 - a. Social Media
 - b. Student Organization Lists
 - c. Campus Resource Rooms/Spaces
 - d. Our Efforts and Experiences
2. What Now?
 - a. Do NOT Impose Your Agenda
 - b. Build Relationships
 - c. Collaborate and Grow



Staff Training

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1. What is SafeSpace?
2. Training Options
 - a. Train the Trainer
 - b. Training in Person
 - c. Training Online
3. Website Resources
 - a. Campus Pride Index
 - b. Stop the Hate Program
 - c. Other resources related to the LGBTQ+ Experience
4. Other Options
 - a. Safe Zone Project
 - b. Diversity Resources



Call to Action

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Wear a button

Complete online
training

Attend a
campus event

What's Your Pledge?

Add pronouns
to emails

Reach out to a
student group

Update a library
policy



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THANK YOU

Justin de la Cruz

ATLANTA UNIVERSITY CENTER
ROBERT W. WOODRUFF LIBRARY

jcruz@auctr.edu

Amy Winfrey

ATLANTA UNIVERSITY CENTER
ROBERT W. WOODRUFF LIBRARY

awinfrey@auctr.edu



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Are we at risk of not preserving diverse collections?

MATTHEW SHEEHY, BRANDEIS UNIVERSITY

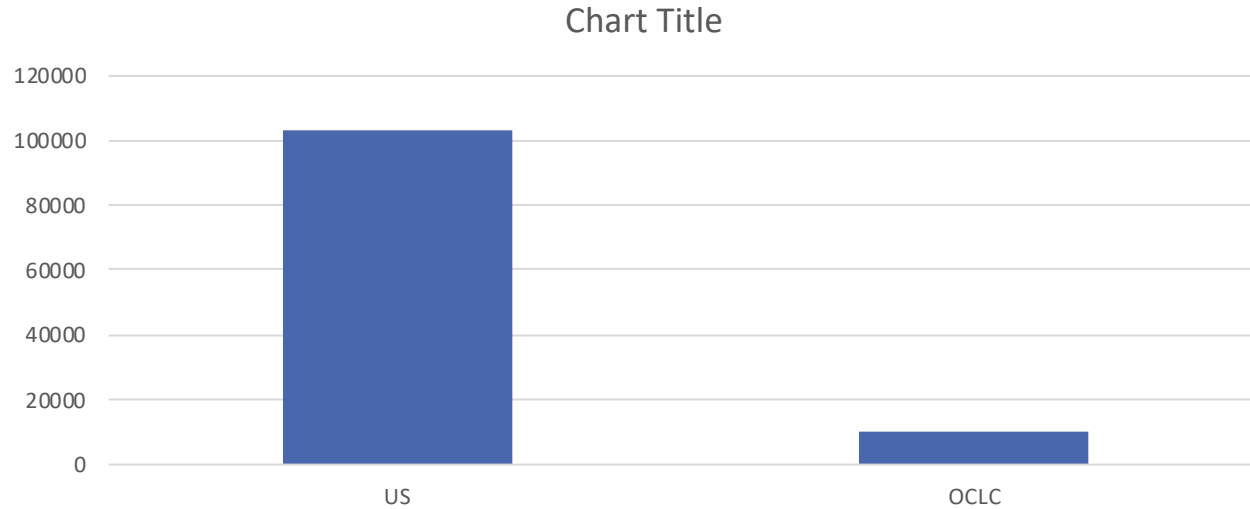
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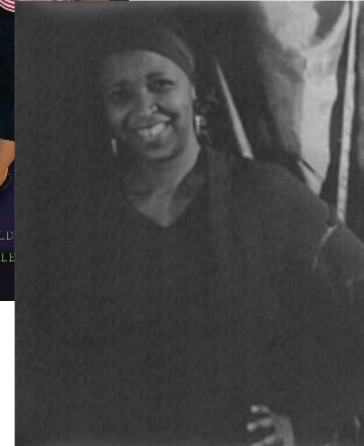
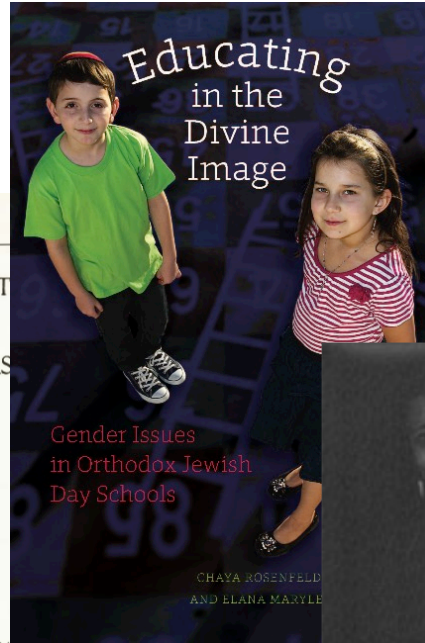
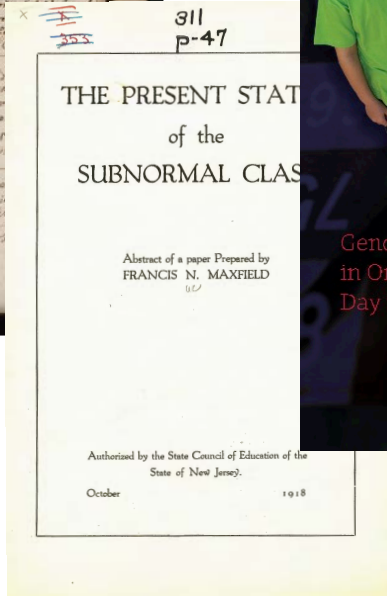
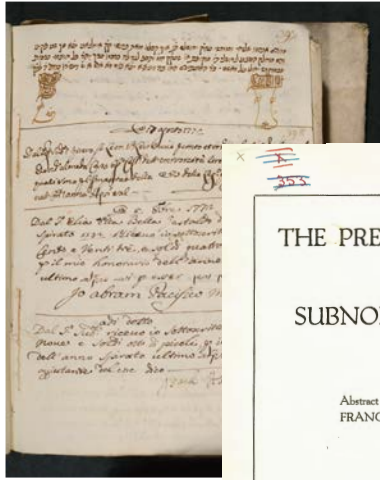


**“I am no longer of the opinion that
one can simply be a bystander”
Hannah Arendt**



IFLA 2016 data







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ABOUT US

May 11, 2018

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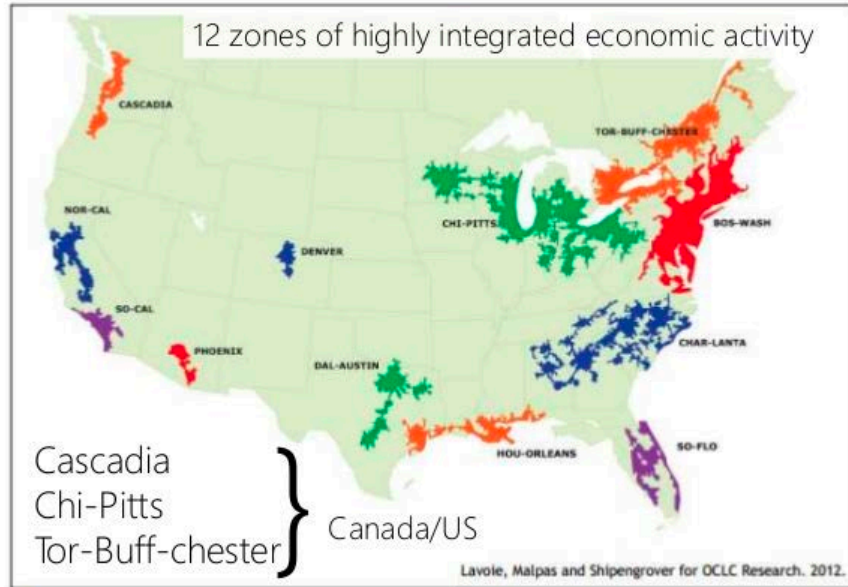


January 31, 2018

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North American Mega-regions





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Research and Learning Agenda for Archives, Special, and Distinctive Collections in Research Libraries

Chela Scott Weber
Practitioner Researcher in Residence





Thank you

Matthew Sheehy
Sheehy@brandeis.edu

