The Feedback Loop: Experiences of LGBTQ Youth Services as a Model for Growing Your Library's Network
Who’s in the Room

• Do you feel like you have at least a 101-level knowledge of LGBTQ+ identities?
• Is your library urban? Suburban? Rural? A school?
• Do you have regulars who are “out” to you?
• Is there bullying in your library based around perceived/actual sexual orientation or gender?
• Have teens at your library expressed interest in LGBTQ+ programming?
• Do you currently provide this type of programming?
• Do you have ties to LGBTQ+ groups in your area?
Best Practices for Working with LGBTQ Youth

- Ask for pronouns at all programming
- Actively discourage homophobic/transphobic language
- Safe(r) Bathrooms
- Correct name and gender on library card
- Remember to be mentally flexible

https://www.etsy.com/listing/454599622/all-gender-bathroom-sign
Collection Development

- Gay YA (LGBTQIA+ YA Masterlist)
- GLBTRT’s Rainbow Book Lists.
- Amazon’s “Best Sellers in Teen & YA LGBT Issues Fiction” updated hourly.
- Malinda Lo’s blog - focus on POC
- http://queerbookclub.tumblr.com/
- Solicit suggestions from patrons.
- Look at other libraries.
- Talk to your publishing reps.
Queer Booklists / Displays

- 17% increase in circulation for books on booklists CLP distributed
- 20% of these books total circs were after the booklists
- SPL booklists including: YA Queer, “made to order,” Trans Pride, etc.
<table>
<thead>
<tr>
<th><strong>Instead of...</strong></th>
<th><strong>Try...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello, ma’am/sir.</td>
<td>Hello there.</td>
</tr>
<tr>
<td></td>
<td>Hello friend. (for our youngest patrons!)</td>
</tr>
<tr>
<td>Did she/he enjoy that book?</td>
<td>Did that patron enjoy that book?</td>
</tr>
<tr>
<td></td>
<td>Did they enjoy that book?</td>
</tr>
<tr>
<td></td>
<td>Did the person in the green jacket enjoy that book?</td>
</tr>
<tr>
<td>Your baby girl is so strong!</td>
<td>Your little library friend is so strong!</td>
</tr>
<tr>
<td>Did you ladies/guys find everything alright?</td>
<td>Did you all find everything alright?</td>
</tr>
<tr>
<td></td>
<td>Did you folks find everything alright?</td>
</tr>
</tbody>
</table>

*From: Intersections (ALA), By Micah K. Used with permission.*
Q Cards (Passively Inclusive Space)

- Tool developed by [Genya Shimkin](https://www.qcardproject.com) for LGBTQ youth to use in healthcare situations.

- All Seattle libraries & many local businesses put them in teen areas.

- Card requests - [www.qcardproject.com](https://www.qcardproject.com)
● Late 2000s, SAGDA (Sexuality and Gender Diversity Alliance) branched out of CLP - Main, Teen’s Teen Advisory Group.

● Spring 2012, a student attending a Catholic high school asked to start a GSA, since his school would not support one.

● In 2015, group members changed GSA name to Gender & Sexuality Alliance
Benefits of a Library GSA

- Not all schools have or allow GSAs
- Not all teens in school
- Meet teens from around city
- Central point of connection to other organizations
GSA Structure
CLP Relationships with Community Organizations
SPL Relationships with Community Organizations

Lambert House
Sanctuary Art Center
Heyo
Pride Foundation
Gay City
Teen Feed
SAM Seattle Art Museum
Seattle Public Schools
Met at training about LGBT student rights

Invited Library to speak to weekly support group for transgender teens

Increased attendance at Library

Began to give patients information about GSA (fliers, forwarding emails about programs)

Nurse came to speak to GSA about healthcare for transgender teens
Middle School LGBTQ Club at the Northgate Library

Ongoing library outreach to schools and classes - creating connections

MS felt comfortable reaching out to SPL for meeting place for LGBTQ Club for summer

Increased teen involvement and investment in library; strengthened lib/school relationships

Weekly library staff inreach to Club to share library resources and gather teens’ input

Teen input leading to displays, programs and collection improvements
GLCC reached out to CLP for zine programming → Monthly outreach to GLCC → Increased attendance for both organizations → GSA newsletter advertises youth night → GLCC brings teens to GSA meetings
Project Silk

- Not all outreach is cyclical in a visible way
- Bringing services to the community where they are
- Guidance from partner organization
- Cultural competency
Queeraoke: U-District & Downtown

Program series in the community that grew from local service providers (including the library) wanting to do a fun event for at-risk, low-income, unstably-housed LGBTQ youth and allies.
Informal Mentors

- **Legendary Children** - *Paris is Burning & Beyond*
- Interactive art, film, music experience hosted at SAM.
- Community-driven program organized by Seattle's TQPOC (*Trans, Queer People of Color*) communities.
- Co-hosted by Collective of Genius, Emerald City Gay Pride, [Nubian Pride](#) & the [Center for MultiCultural Health](#).

Art: Kerstin Graudins. Source: SPL Facebook.
Interne & Fieldwork

• Opportunities for populations that may not be considered for internships or jobs.
• Recruiting people from the community to create something improved event quality, authenticity and library reputation.
• Led to further programs being developed in similar fashion.
• Recruited via social media and community partners

Source: SPL Facebook
● Why do you feel that outreach to CLP was worth your time?
● What made you trust CLP as professionals committed to working with queer youth?
● How have we influenced what your organization is able to do?
Takeaways

In-house actions

Trust

More patrons, programs, and better services

Outreach opportunities

Organizations open to relationship
Mk Zev Davis
davismk@carnegielibrary.org

Morgan Suity
suitym2@carnegielibrary.org

Rachael L. Bohn
Rachael.Bohn@spl.org

Adil Mansoor
adil@dreamsofohope.org