

UNIVERSITY OF WASHINGTON ISCHOOL

# QUEERING ILL

A RESEARCH STUDY INTO QUEER USE OF ILL

## Authors



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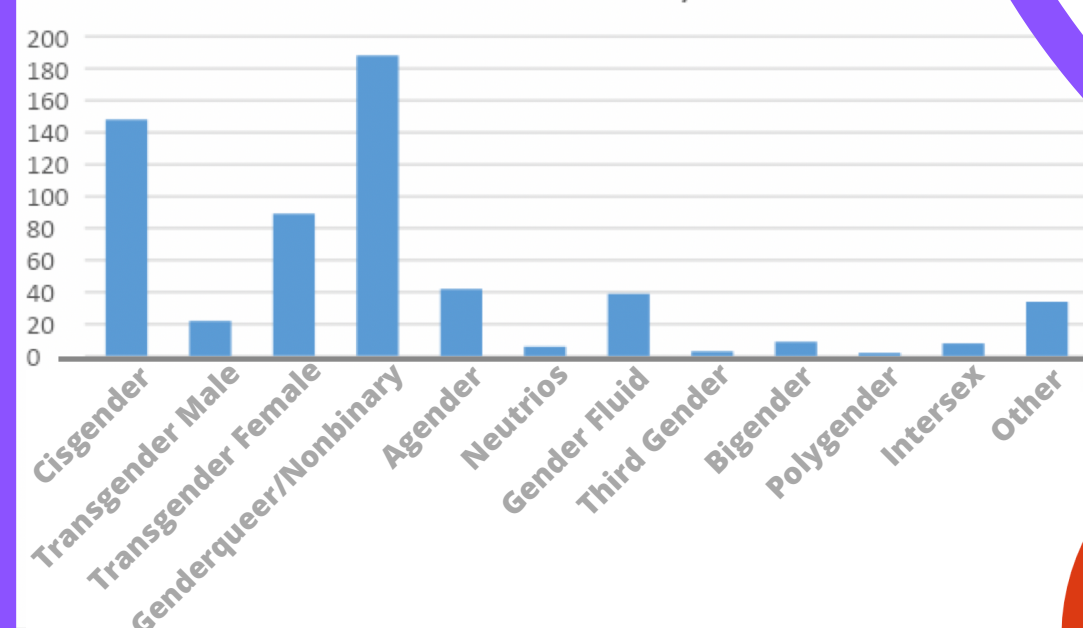
Rea noticed that there is a complete lack of research on Queer use of ILLs.

How does the Queer Community use Interlibrary Loans (ILL), and what specific challenges do they face?

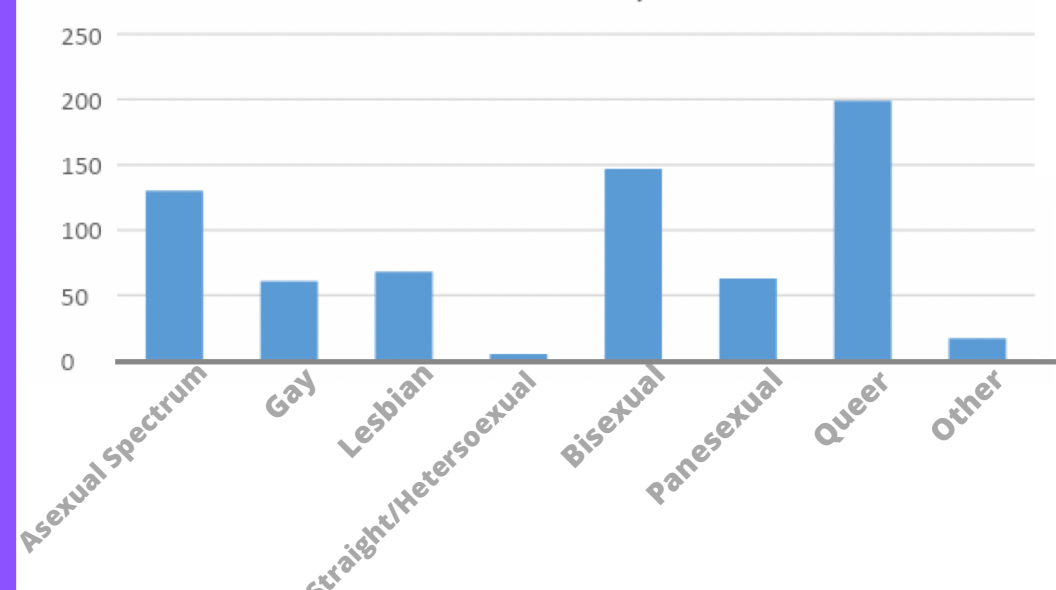
## Demographics

446 Survey Responses

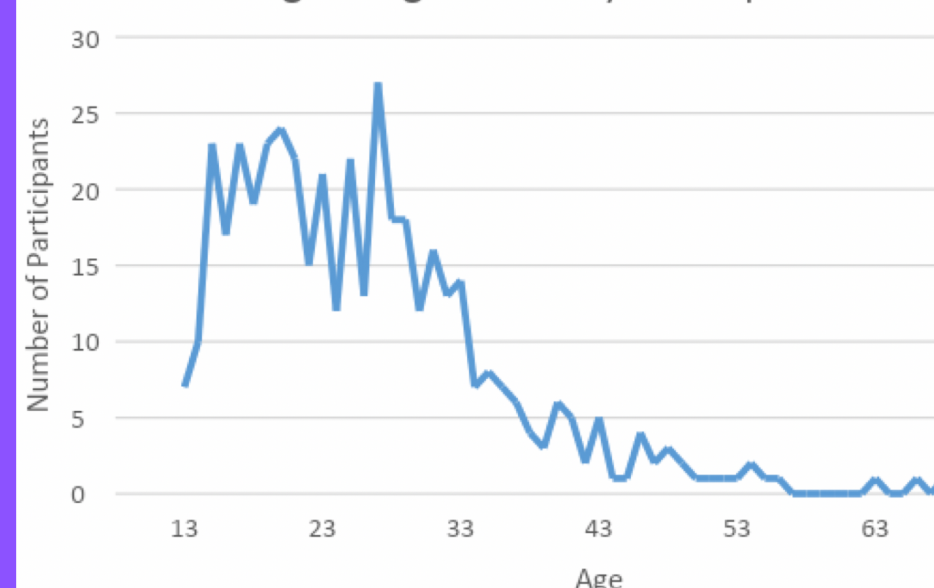
Gender Identity



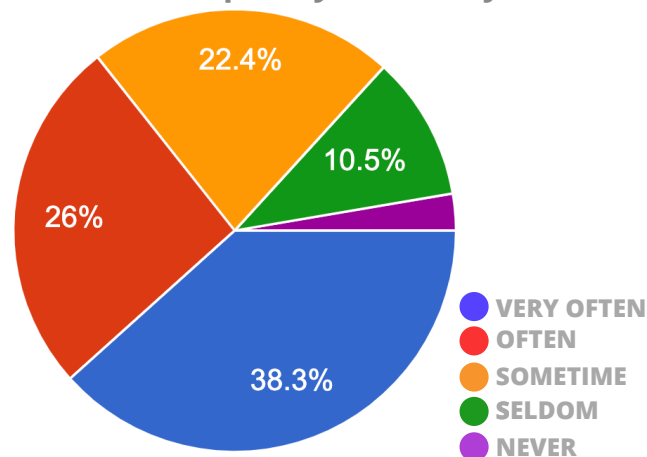
Sexual Identity



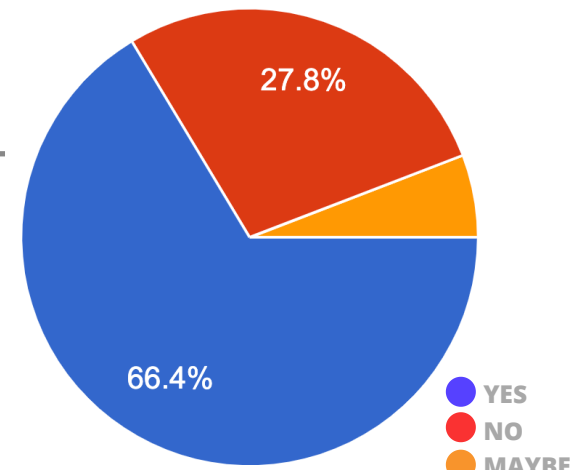
Age Range of Survey Participants



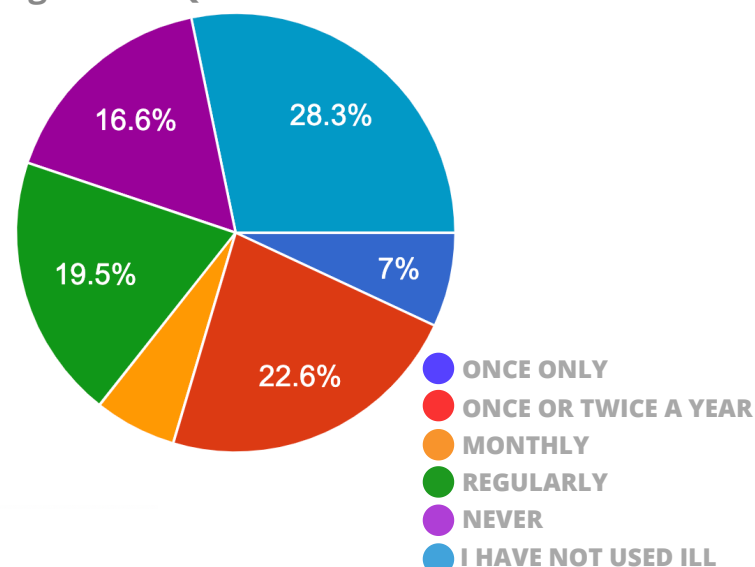
Frequency of Library Use



Use of Interlibrary Loan



Used Interlibrary Loan to get LGBTQIA+ Materials



**METHOD** We developed, with our sponsor Dr. Ryan Litsey (Associate Librarian, Texas Tech University Document Delivery Dept.) a survey questionnaire distributed to Queer Groups on Facebook, Tumblr and Twitter; and interview questions for ILL Professionals.

**RESULTS** 446 people responded to our survey, and we conducted eight interviews with ILL Librarians and staff. Respondents were largely library users, and two-thirds had affirmatively used ILL.

## ANALYSIS

Many libraries may have partial or limited holdings of up-to-date Queer materials.

Queer library patrons *do* use ILL to supplement these collections (over 50% of respondents had used ILL to request LGBTQIA+ materials).

However there are still challenges for Queer access to interlibrary loan services.

## RECOMMENDATIONS FOR ILL DEPTS.

### MARKET DIRECTLY TO THE QUEER COMMUNITY

*Interview response: "blogs are good. Outreach. That would be my first thought."*

### CREATE MORE INCLUSIVE POLICIES

*Survey response: "If they don't already have LGBTQ relevant books [...] they've made a purposeful point of not getting them."*

### FOCUS ON PRIVACY

*Survey response: "I felt I had less privacy because the book was not in the normal hold space..."*

### EMBRACE NEW TECHNOLOGY LIKE E-BOOKS

*Survey response: "...I could see myself using ILL with something like my state's digital library."*