LGBTQ Subjects in Libraries: Issues of Access
An Annotated Bibliography

Dev Singer
INFO 522: Information Access & Resources
4 December 2011

Introduction and Scope

The following bibliography covers issues of access for materials with lesbian, gay, bisexual, transgender, or queer (LGBTQ) content in libraries, including the information needs of LGBTQ people, collection development, subject heading assignments, and issues related to reference services. With the exception of one book chapter from 1990, all articles were published between 1999 and 2011. The 1990 publication was included due to its status as the foundational study in the relationship between LCSH and LGBTQ subject matters Otherwise, an effort was made to select the most recent research available for each of the subtopics included. Currency on this topic is particularly important given the impact the internet has made on LGBTQ people's ability to find information and connect with one another, as well as the changing social climate related to LGBTQ issues. The majority of the articles represent studies based in the United States or Canada, with one study based in the UK. While all included articles were discovered using library science databases (Library & Information Science Abstracts, Library Literature & Information Science, and Library, Information Science & Technology Abstracts), EBSCO's LGBT Life with Full Text was also searched and returned no additional articles not already located in the library science databases.

Description

LGBTQ people are what one might term a "hidden minority." As a group which has faced "widespread, often socially accepted, discrimination" (Boon and Howard, 2004, p. 133) throughout recent history, LGBTQ people often hide their identities, leading many people, including librarians, to believe that there are few or no LGBTQ people within their communities (Downey, 2005, p. 88). Yet, these LGBTQ people do exist and libraries need to provide resources which reflect and aid LGBTQ lives. The research shows that currently, such materials are hard to find within libraries. Materials with LGBTQ subject matter are undercollected (ibid., p. 89), and those that exist often do not contain subject headings which mark them as such (Boon and Howard, 2004, p. 137). In cases where LGBTQ subject headings are assigned, the research shows that these subject headings are inadequate, outdated, and in terms which the modern LGBTQ population would not use in their searches. In addition, many reference librarians are not equipped with the knowledge or professional manner required to answer reference questions related to LGBTQ issues (Curry, 2005; Lupien, 2007). In an era where the American Library

Association "advocates free access to library collections and services regardless of gender or sexual orientation" (Curry, 2005, p. 66), the failure of libraries to serve the LGBTQ population is unacceptable. Research on this topic identifies the reasons and ways in which libraries fall short in providing access to materials with LGBTQ subject matter and suggest methods through which these shortcomings can be overcome.

Summary of Findings

Issues of access for materials with LGBTQ content in libraries can be split into four categories: the information needs of LGBTQ people, collection development, subject heading assignments, and issues related to reference services. Together, these topics show both the current state of access and the ideal state.

It is impossible to understand the ideal state of access to LGBTQ materials without first examining the information needs of LGBTQ people, the primary users of library materials with LGBTQ content. Studies in this area, however, are by and large dated. The most recent study on the information needs of lesbians was published in 1999, when the internet was less prevalent than it is today. In this study, Stenback & Schrader found three main concerns on which lesbians sought information during the coming out process: "coming to terms with a lesbian identity, coming out to others, and finding and learning about the lesbian community" (p. 43). The primary places where lesbians sought information were libraries and print materials, but they often had trouble finding information due to lack of materials, difficulty locating information, and homophobia among library staff (ibid.). Four years later, a study on the information needs of gay men found four concerns about which information was sought during the coming out process: "where to find community, how to understand and affirm a gay identity, where to find other gay men, and sex and health concerns" (Hamer, 2003, p. 75). Rather than libraries and print materials, the men studied turned to "chat rooms, listservs, online support pages, and personal Web pages" for their information (p. 81). These men believed that print resources were either non-existant or inaccessible (p. 82), possibly due to the issues cited by Stenback & Schrader. Since these articles focus on the information needs of lesbians and gay men during the coming out process, there is a lack of information surrounding the needs of lesbians and gay men during the rest of their lives. In addition, it is unknown

whether information needs and sources have changed since 2003. Research on the information needs of bisexuals is also lacking, as no articles were found on this topic.

Research on the information needs of transgender individuals has been done more recently than information on lesbians or gay men. A study published in 2007 indicated that transgender people tended to seek mainly medical or legal information such as how to change one's gender marker on a driver's license or where to find a doctor who is familiar with transition (Beiriger and Jackson, p. 46). This information was sought mainly online or through friends or support groups rather than in libraries (p. 52). Yet, the study also indicated a longing for print materials such as autobiographies which reflect the transgender experience (p. 54-55), indicating a need that has yet to be filled.

One trend indicated by studies of the information needs of LGBTQ individuals is that collections of LGBTQ materials are inadequate. Clyde and Lobban (2001) found that while the number of books published with LGBTQ subject matter had dramatically increased since the incident at Stonewall, librarians resisted collecting such materials (p. 24). This was true for both adult and young adult collections (p. 25). Boon and Howard (2004) found that among young adult fiction, titles with LGBTQ content yield fewer reviews than titles without LGBTQ content, which may contribute to their undercollection (p. 135). While collections have improved since previous studies, a random work of young adult fiction with LGBTQ content is less likely to be collected by a library than a random work of young adult fiction without LGBTQ content (p. 137). In addition, works with gay male characters are more likely to be collected than work with lesbian or bisexual female characters (p. 135). (Works with transgender characters were not studied, as none were published during the time period under investigation (p. 135).) Downey (2005) cites many reasons for the undercollection of LGBTQ-related materials. These reasons include the perception that there are no LGBTQ people in the community; the belief that collection of such materials indicates "an endorsement of a GLBT lifestyle"; the belief that other patrons will be offended or harmed by such materials; the belief that avoiding the issue will prevent controversy over uncomfortable issues; and a belief that such materials constitute a "special needs collection" which do not belong in a public library (p. 88-89).

The vast majority of articles published on issues of access to materials with LGBTQ content focus upon the subject headings assigned to such materials. Subject headings assignments is an important topic because without the proper headings, a search for "gay" or

"lesbian" in a library catalog would not find the relevant materials, giving the illusion that the library's LGBTQ collection is indeed smaller than it really is. The literature identifies several problems with the current LGBTQ subject headings and their assignment to books with LGBTQ content. First, the subject headings created by the Library of Congress (LCSH), the system used by most libraries, do not use the current vocabulary employed by the LGBTQ population in order to describe themselves; instead, headings use older language which, in some cases, may be offensive (Greenblatt 1990; Christensen 2008; Adler 2010; Johnson 2010). While the language used in subject headings has improved over time, the process of change is slow and new headings are not added until years after the vocabulary enters common usage (Greenblatt 1990; Christensen 2008; Johnson 2010). There are also LGBTQ-related subjects that are not covered by LCSH and are instead lumped in with broader topics (Greenblatt 1990; Bates and Rowley 2011). Those subject headings which do exist are applied inconsistently; many books with LGBTQ content do not receive the appropriate subject headings (Carmichael 2002; McClary 2007; Bates and Rowley 2011) and some of the books assigned LGBTQ subject headings actually have no LGBTQ content (Bates & Rowley, 2011, p. 441). There is also inconsistency in which books are assigned to which category, particularly in relation to the catch-all headings "homosexuality" (McClary, 2007, p. 157) and "gays" (Christensen, 2008, p. 235-236).

Campbell (2000) discusses theoretical issues behind issues in cataloging materials with LGBTQ subject matter. First, he indicates that subject headings are culturally biased and one must pay attention to who creates them and the background of said people (p. 123). There are also issues with regard to determining which materials contain LGBTQ content, as many books which the LGBTQ community may deem to contain such content only hint at it subtly (p. 124). Debates addressed within queer theory on the nature of homosexuality and LGBTQ identity also affect the cataloger's assignment of subject headings (p. 128).

The last subcategory in the issue of access to LGBTQ materials in libraries is the treatment of LGBTQ-related questions at the reference desk. Curry (2005) studied how reference librarians at twenty different public libraries treated a question related to the formulation of a Gay Straight Alliance at a high school and found that many librarians expressed discomfort at such questions via body language (p. 70) and most did not know how to locate age-appropriate resources for the patron (p. 71). Lupien (2007) found that at three different university libraries, while the reference staff seemed comfortable with LGBTQ-related questions, they did not

possess sufficient knowledge about LGBTQ-related topics to be of help to the patron (p. 141). In addition, many patrons did not feel comfortable asking such questions because they feared the reactions of the librarians and the possibility that they might be overheard by others (ibid.).

All the authors represented in this bibliography agree that solving the issues of access to LGBTQ materials in libraries takes conscious effort on the part of the librarian. Mehra and Braquet (2011) identify problems and suggest a complex web of solutions, but the other authors also make suggestions. Many suggest the creation of finding-aids or other centralized lists of available resources (Hamer 2003; Downey 2005; Beiriger and Jackson 2007; Lupien 2007; Mehra and Braquet 2011). Authors also advocate education for librarians and potential librarians on LGBTQ issues and resources (Curry 2005; Lupien 2007; Mehra and Braquet 2011). On the topic of library catalogs, recent authors advocate for the inclusion of folksonomy in library catalogs as a way to side-step the issues posed by LCSH (Adler 2010; Bates and Rowley 2011). Outreach and partnership with local LGBTQ organizations is also suggested, both as a means to show the LGBTQ community that the library is welcoming and as a source of resources (Hamer 2003; Beiriger and Jackson 2007; Mehra and Braquet 2011).

Bibliography

Entry 1:

Andler, M. (2009). Transcending library catalogs: A comparative study of controlled terms in Library of Congress Subject Headings and user-generated tags in LibraryThing for transgender books. *Journal of Web Librarianship, 3*(4), 309-331.

Abstract: "This article analyses the potential and limitations of both folksonomies and subject headings in WorldCat records and the user-generated tags in LibraryThing for books with transgender themes. A close examination of the subject headings and tags for twenty books on transgender topics reveals a disconnect between the language used by people who own these books and the terms authorized by the Library of Congress and assigned by catalogers to describe and organize transgender-themed books. The terms most commonly assigned by users are far less common or non-existent in WorldCat. The folksonomies also provide spaces for a multiplicity of representations, including a range of gender expressions, whereas these entities are often absent from Library of Congress Subject Headings and WorldCat."

Annotation: This article indicates that while subject headings on transgender topics exist, they do not encompass common vocabulary and they are underused. While the author concludes that

"alone, neither folksonomies nor controlled vocabularies are completely effective" (328), the article itself praises folksonomies over LCSH. Useful discussions include the history and usage of transgender vocabulary and the importance of naming to one's identity.

Search Strategy:	I selected Library & Information Science Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library & Information Science Abstracts
Method of Searching:	Keyword searching
Search String:	(glbt* or lgbt* or queer) and librar*; search then limited to "Peer-Reviewed Journals"
Scholarly/Refereed Status:	As mentioned above, this article was located after limiting my search to those articles LISA deemed to be from peer-reviewed journals. In addition, Ulrich's lists *Journal of Web Librarianship* as a scholarly, peer-reviewed journal. The journal's website also lists it as "an international, peer-reviewed journal."

Entry 2:

Bates, J. & Rowley, J. (2010). Social reproduction and exclusion in subject indexing: A comparison of public library OPACs and LibraryThing folksonomy. *Journal of Documentation, 67*(3), 431-448.

Abstract: "The purpose of this paper is to highlight limits to the dominant model of social inclusion under which UK public libraries operate, to analyse how and to what extent processes of socio-cultural exclusion emerge in the subject representation and discoverability of 'non-dominant' resources in public library OPACs, and to consider folksonomy as a solution to any issues raised. LibraryThing folksonomy offers benefits over LCSH subject indexing in the discoverability and representation of LGBTQ resources. However, the folksonomy is dominated by US taggers, and this impacts on the tagging of ethnic minority resources. Folksonomy, like traditional indexing, is found to contain its own biases in worldview and subject representation."

Annotation: This article provides extensive discussion on the nature of identity representation in traditional classification systems and folksonomy. Issues of misclassification are also addressed.

While focused on UK public libraries, the traditional subject headings are based in LCSH and thus the research has implications for libraries in the US.

Search Strategy:	I selected Library & Information Science Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library & Information Science Abstracts
Method of Searching:	Keyword searching
Search String:	(glbt* or lgbt* or queer) and librar*; search then limited to "Peer-Reviewed Journals"
Scholarly/Refereed Status:	As mentioned above, this article was located after limiting my search to those articles LISA deemed to be from peer-reviewed journals. In addition, Ulrich's lists *Journal of Documentation* as a scholarly, peer-reviewed journal. The journal's website also lists that "All papers [submitted to the journal] are subject to blind peer review by at least two referees."

Entry 3:

Boon, M.H. & Howard, V. (2004). Recent lesbian/gay/bisexual/transgender fiction for teens: are Canadian public libraries providing adequate collections? *Collection Building, 23*(3), 133-138.

Abstract: "Analyzes selected Canadian public libraries' holdings of young adult fiction with gay, lesbian, bisexual, and/or transgender content published between 1998 and 2002 in order to measure access to such fiction and to determine whether any evidence of bias on the part of selectors exists. Identifies 35 titles published between 1998 and 2002, a slight decrease from the previous five-year period. These titles attracted 34 percent fewer reviews per title as compared to a randomly selected control group of non-lesbian/gay/bisexual/transgender fiction for teens (LGBT) titles. On average, in the nine Canadian public libraries studied, significantly fewer copies of each LGBT title were held, as compared to the list of control titles. Without further investigation, the paper could not conclude whether this difference constitutes evidence of significant bias on the part of selectors. However, the data do show that certain libraries are significantly more likely to purchase the control titles than the LGBT titles, and that access to these titles varies according to one's location in Canada."

Annotation: This article indicates that while LGBT titles for young adults are as a whole undercollected in Canadian libraries, there is also variance in the quality of the collections based on geographic location. While the study focuses on Canadian libraries, these trends are likely to carry over to American libraries. Suggestions for future research are present throughout the article.

Search Strategy: I selected Library Literature and Information Science because it is the main library database offered by Dialog. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the various individual terms.

Database: Library Literature and Information Science [Dialog]

Method of Searching: Keyword searching

Search String: ss transgender? or transex? or transsex?
                               s librar?
                               s s4 and s5

Scholarly/Refereed Status: Ulrich's lists *Collection Building* as a peer-reviewed, scholarly journal. The journal's website also states that all articles undergo "blind review by two reviewers."

Entry 4:

Beiriger, A. & Jackson, R.M. (2007). An assessment of the information needs of transgender communities in Portland, Oregon. *Public Library Quarterly, 26*(1/2), 45-60.

Abstract: "Researchers set out to determine, through a community needs assessment, whether there are specific informational needs within the Transgender population of a metropolitan area that have not been identified or are not being adequately addressed by libraries. Information regarding the unique types of material, format, and modes of accessibility the members of the local Transgendered community prefer also was assessed. This article presents findings of the survey and the resulting recommendations as they pertain to library collection development."

Annotation: This article represents the finding of a study on the information needs of transgender individuals. While the study was based in Oregon, it is reasonable to assume that information needs will be similar throughout the United States. The article also provides useful suggestions for public libraries in order to meet the assessed information needs.

Search Strategy: I selected Library Literature and Information Science because it is the main library database offered by Dialog. This was an initial search using this database and I knew my topic was unlikely to be in the

controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the various individual terms.

Database: Library Literature and Information Science [Dialog]

Method of Searching: Keyword searching

Search String: ss transgender? or transex? or transsex?
                                      s librar?
                                      s s4 and s5

Scholarly/Refereed Status: Ulrich's lists *Public Library Quarterly* as a scholarly journal.

Entry 5:

Campbell, G. (2000). Queer theory and the creation of contextual subject access tools for gay and lesbian communities. *Knowledge Organization, 27*(3), 122-131.

Abstract: "Knowledge organization research has come to question the theoretical distinction between 'aboutness' (a document's innate content) and 'meaning' (the use to which a document is put. This distinction has relevance beyond Information Studies, particularly in relation to homosexual concerns. Literary criticism, in particular, frequently addresses the question: when is a work 'about' homosexuality? This paper explores this literary debate and its implications for the design of subject access systems for gay and lesbian communities. By examining the literary criticism of Herman Melville's *Billy Budd*, particularly in relation to the theories of Eve Kosofsky Sedgwick in *The Epistemology of the Closet* (1990), this paper exposes three tensions that designers of gay and lesbian classifications and vocabularies can expect to face. First is a tension between essentialist and constructivist views of homosexuality, which will affect the choice of terms, categories, and references. Second is a tension between minoritizing and universalizing perspectives on homosexuality. Third is a redefined distinction between aboutness and meaning, in which aboutness refers not to stable document content, but to the system designer's inescapable social and ideological perspectives. Designers of subject access systems can therefore expect to work in a context of intense scrutiny and persistent controversy."

Annotation: This article highlights issues which impede the systematic classification and assignment of subject headings to books related to GLBT subject matters. While each issue is discussed in both its theoretical base and its implications for cataloging, no recommendations are made for navigating these issues and creating a useful classification system.

Search Strategy: I found this article in the bibliographies of multiple articles listed elsewhere in this bibliography (Adler, Christensen, and McClary). I then searched for the title in LISA. While LISA contains the citation, Drexel does not have full-text access and I requested the article through ILLiad.

In the spirit of honesty, the article also came up in at least one of my searches—though I don't remember which one—but I ignored it as I had enough of queer theory in undergrad and wanted to avoid it if at all possible. However, the sheer number of citations I found convinced me that the article would be an asset to this bibliography.

Database: N/A

Method of Searching: Footnote chasing

Search String: Referenced in:
Andler, M. (2009). Transcending library catalogs: A comparative study of controlled terms in Library of Congress Subject Headings and user-generated tags in LibraryThing for transgender books. *Journal of Web Librarianship 3*(4), 309-331.

Christensen, B. (2008). Minoritization vs. universalization: Lesbianism and male homosexuality in LCSH and LCC. *Knowledge Organization* 35(4), 229-238.

McClary, C. (2007). From "homosexuality" to "transvestites": An analysis of subject headings assigned to works of GLBT fiction in Canadian public libraries. *Canadian Journal of Information and Library Science 31*(2), 149-162.

Scholarly/Refereed Status: Ulrich's lists *Knowledge Organization* as a scholarly, peer-reviewed journal. In addition, the article mentions that Campbell obtained his doctorate in English from Queen's University and at the time of publication he was employed as an assistant professor in the Faculty of Information and Media Studies at the University of Western Ontario, indicating a level of authority in the areas of literary criticism and information studies. In addition, he subject matter of the article itself (particularly, queer theory) is academic in nature and unlikely to be published in a trade publication.

Entry 6:

Carmichael, J. (2002). Effects of the gay publishing boom on classes of titles retrieved under the subject headings "homosexuality," "gay men," and "gays" in the OCLC WorldCat database. *Journal of Homosexuality, 42*(3), 65-88.

Abstract: "What do searchers find when they look for literature on homosexuality? This question has profound implications for older as well as younger gays in their coming out, as well as in their subsequent identity development. Library records provide credible data to answer the question, since they represent relatively free sources of information, unlike data from bookstores, publishers, and some World Wide Web sites. The records of WorldCat, the

world's largest union database of library records, comprise over 30 million records listed in the Online Computer Library Center. For the purposes of the study, 18,757 records listed under 'Homosexuality,' 'Gay Men,' and 'Gays' were downloaded; records for 'Lesbian' and 'Lesbians' were not examined. Finding of the study suggest that while there has indeed been considerable growth in terms of the quantity of gay literature produced since 1969, such gains may be offset by the deteriorating quality of cataloging copy, which makes the experience of browsing records a discouraging and confusing one. "

Annotation: This article highlights the inconsistencies of subject heading assignments on gay male subject matters and the difficulty of locating gay positive literature. No conclusion is made as to the effect of the gay publishing boom other than the fact that there are more titles available in OCLC libraries.

Search Strategy: I selected Library, Information Science & Technology Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).

Database: Library, Information Science & Technology Abstracts

Method of Searching: Keyword searching

Search String: (gay* or lesbian*) and librar*; search limited to "Scholarly (Peer-Reviewed) Journals"

Scholarly/Refereed Status: Ulrich's lists *Journal of Homosexuality* as a scholarly, peer-reviewed journal. The journal's website also states that it is peer-reviewed.

Entry 7:

Christensen, B. (2008). Minoritization vs. universalization: Lesbianism and male homosexuality in LCSH and LCC. *Knowledge Organization, 35*(4), 229-238.

Abstract: "In 1990 Ellen Greenblatt published a study of gay- and lesbian-related terms in the Library of Congress Subject Headings. No such study has been published since, nor has such a study been conducted on the Library of Congress Classification system. This article returns to Greenblatt's LCSH study to see what progress has been made in the last two decades, then uses her study as a template to examine gay- and lesbian-related terminology in LCC. Greenblatt's objections to then-current headings are examples of a tension defined in the research of Eve Kosofsky Sedgwick and later Grant Campbell: between a 'universalizing view,' which values

unmarked representation of al parts of the population as a whole, and a 'minoritizing view' like Greenblatt's, which values visibility for the minority 'at any cost.' Catalogers and classificationists should be aware of this tension and respectful of current preferred usage of the minority group being represented. "

Annotation: This article is a follow-up to Greenblatt's (1990) study on gay and lesbian terms in Library of Congress Subject Headings. Christensen notes where subject headings have improved but also highlights places where improvement is still needed. Much attention is given to the ambiguous subject heading "gays." Christensen also extends the study into Library of Congress Classification, looking at the headings which accompany each classification number. The article suffers from not including the numbers along with the headings; as it stands, it is impossible for the reader to understand exactly how varied the placement of books is in the stacks.

Search Strategy:	I selected Library, Information Science & Technology Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library, Information Science & Technology Abstracts
Method of Searching:	Keyword searching
Search String:	(lgbt* or glbt* or queer) and librar*; search limited to "Scholarly (Peer-Reviewed) Journals"
Scholarly/Refereed Status:	Ulrich's lists *Knowledge Organization* as a scholarly, peer-reviewed journal.

Entry 8:

Clyde, L. and Lobban, M. (2001). A door half open: Young people's access to fiction related to homosexuality. *School Libraries Worldwide, 7*(2), 17-30.

Abstract: "How, and how well, do libraries meet the needs of lesbian, gay, and bisexual young people? This article considers the fiction resources of school and public libraries, specifically fiction written for young people that has themes related to homosexuality and/or contains gay and lesbian characters. Our work in compiling the annotated bibliography *Out of the Closet and Into the Classroom* (1996) is described, highlighting the mechanisms used to identify and locate relevant novels and picture books. Comment is made on the role gay and lesbian characters play in the novels, the sex of the characters, and how gays and lesbians are represented in the

books. Finally, the article considers how young people may gain access to these novels and picture books. Research into patterns of fiction holdings is discussed, and the effects of censorship and legislative pressures in some countries on the inclusion of such titles in public collections. In conclusion, the article points to the many factors that may impinge on access. It finally indicates possible areas for future research, such as the role of the catalog in facilitating access and investigation of collection development policies and holdings in school libraries. Relevant books may exist in significant numbers, but the evidence suggests that the door of the closet is still only half open."

Annotation: This article presents an extensive discussion of the availability and types of gay and lesbian-related young adult fiction. Availability is discussed both in terms of books published and access in libraries. Information on library access comes mainly from studies conducted in the 1990s, but this information is useful as historical background for future research.

Search Strategy:	I selected Library & Information Science Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library & Information Science Abstracts
Method of Searching:	Keyword searching
Search String:	(glbt* or lgbt* or queer) and librar*; search then limited to "Peer-Reviewed Journals"
Scholarly/Refereed Status:	As mentioned above, this article was located after limiting my search to those articles LISA deemed to be from peer-reviewed journals. In addition, Ulrich's lists *School Libraries Worldwide* as a scholarly journal. The journal's website also lists it as "a refereed, peer-reviewed journal."

Entry 9:

Curry, A. (2005). If I ask, will they answer?: Evaluating public library reference service to gay and lesbian youth. *Reference & User Services Quarterly, 45*(1), 65-74.

Abstract: "For gay and lesbian youth, the public library can be a key resource for information about emerging and often-confusing sexual feelings. A good reference librarian can mean the difference between the youth fleeing the library or considering the library a helpful refuge. This article reports the results of an unobtrusive observation study in British Columbia in which a

youth asked a gay and lesbian-related question at twenty different public library reference desks. The behaviors and verbal responses of the reference librarians were recorded afterward by the youth on an observation checklist based on the RUSA Guidelines for Reference Behavior. Most of the librarians scored acceptably in areas such as maintaining confidentiality but the study showed that improvement is needed in other areas such as conducting a good reference interview and awareness of relevant gay or lesbian book or Web resources."

Annotation: This article represents the only study on GLBT subjects in reference transactions. The importance of libraries for GLBT youth is discussed, along with issues which impact the search for information among GLBT youth. While the research took place in British Columbia in 2001-2003, the results echo other publications critiquing American reference services.

Search Strategy:	I selected Library & Information Science Abstracts because it is one of the three main Library Science databases subscribed to by Drexel. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library & Information Science Abstracts
Method of Searching:	Keyword searching
Search String:	(glbt* or lgbt* or queer) and librar*; search then limited to "Peer-Reviewed Journals"
Scholarly/Refereed Status:	As mentioned above, this article was located after limiting my search to those articles LISA deemed to be from peer-reviewed journals. In addition, Ulrich's lists *Reference & User Services Quarterly* as a scholarly, peer-reviewed journal. The journal's website states that it "follows a policy of double-blind refereeing of articles in advance of publication."

Entry 10:

Downey, J. (2005). Public library collection development issues regarding the information needs of GLBT patrons. *Progressive Librarian, 25*, 86-95.

Abstract: "Despite the surge in gay, lesbian, bisexual, and transgender (GLBT) awareness and resources that has occurred over the past several decades, the GLBT often remains the 'invisible minority'… especially in the public library setting." "Despite the fact that GLBT people make up a substantial percentage of the overall community… many librarians choose to take a passive stance when it comes to collecting GLBT-themed materials." "One of the biggest problems in GLBT library service is the vast amount of prejudice and misinformation… some librarians are simply uncomfortable with GLBT topics and believe that avoiding the issue

altogether will prevent controversy." **"**GLBT-themed collection development efforts must be proactive." "GLBT issues have grown in acceptance as society has evolved, and libraries must keep up with the times. In a spirit of partnership and proactive thinking, librarians can help ensure that the 'invisible minority' receives the attention and information it deserves."

Annotation: This article discusses various barriers to the development of adequate collections of GLBT materials in public libraries and the importance of such collections. An entire section is dedicated to the needs of GLBT young adults. "Suggestions and solutions" urge librarians to be proactive in collecting and advertising GLBT materials, but it does not address many of the issues discussed earlier in the article.

Search Strategy:	I selected Library Literature and Information Science because it is the main library database offered by Dialog. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the various individual terms.
Database:	Library Literature and Information Science [Dialog]
Method of Searching:	Keyword searching
Search String:	ss lgbt? or glbt? or queer? s librar? s s4 and s5
Scholarly/Refereed Status:	Ulrich's lists *Progressive Librarian* as a scholarly journal. The journal's website also states that it is peer-reviewed.

Entry 11:

Greenblatt, E. (1990). Homosexuality: The evolution of a concept in the Library of Congress Subject Headings. In C. Gough and E. Greenblatt (Eds.), *Gay and lesbian library service* (pp. 75-101). Jefferson, NC: McFarland.

Abstract: "The Library of Congress subject headings (LCSH) system is one of the most extensively used schemes of subject headings in general libraries today." However, "[t[he Library of Congress subject headings have been slow to respond to mainstream usage of the terminology relating to homosexuality." "There have been many critics… regarding the issues of currency, common usage, and especially, nonbiased terminology [in LCSH]." "An examination of the Library of Congress subject headings applied to the concept of homosexuality provides a clear paradigm of bias and nonresponsiveness to current usage in LCSH."

Annotation: Although this work is over 20 years old, it is valuable because it is the foundational study in the relationship between LCSH and LGBTQ subject matters. The history of terminology relating to gay and lesbian topics is discussed, both in terms of common usage and inclusion in LCSH. Transgender topics are not included, and bisexuality is only briefly mentioned. Suggestions for new or revised subject headings fall heavily on lesbian topics, indicating a possible bias.

Search Strategy: I found this book chapter in the bibliographies of multiple articles listed elsewhere in this bibliography (Adler, Christensen, and McClary). I then searched for the book in WorldCat and found that Florida Atlantic University's Boca Raton campus library owned a copy. I went to the library and copied the chapter.

Database: N/A

Method of Searching: Footnote chasing

Search String: Referenced in:
Andler, M. (2009). Transcending library catalogs: A comparative study of controlled terms in Library of Congress Subject Headings and user-generated tags in LibraryThing for transgender books. *Journal of Web Librarianship 3*(4), 309-331.

Christensen, B. (2008). Minoritization vs. universalization: Lesbianism and male homosexuality in LCSH and LCC. *Knowledge Organization* 35(4), 229-238.

McClary, C. (2007). From "homosexuality" to "transvestites": An analysis of subject headings assigned to works of GLBT fiction in Canadian public libraries. *Canadian Journal of Information and Library Science 31*(2), 149-162.

Scholarly/Refereed Status: McFarland's website describes the publisher as such: "McFarland is a leading independent publisher of academic and nonfiction books. McFarland is especially known for covering topics of popular appeal in a serious and scholarly fashion, and for going to great lengths to manufacture their books to the highest standards and library specifications." In addition, the introduction to the book describes it as "a reference tool for students and scholars" (Gough and Greenblatt, 1990, xxii).

Entry 12:

Hamer, J.S. (2003). Coming-out: Gay male's information seeking. *School Libraries Worldwide* 9(2), 73-89.

Abstract: "This inquiry, undertaken in New Brunswick, New Jersey, United States examines information-seeking of young gay males about coming-out, taking a social constructionist perspective on gay identity. The investigation uses data collected from critical incident technique interviews in which these young men related their information needs, information-seeking activities, and the conditions of these activities. Findings show that they typically encountered three types of information needs; these are linked to self-labeling, consequences for self-identifying as gay, and forming an understanding of a gay identity. Participants' information-seeking typically involved interacting with young gay adults through online forums. However, they also experienced a period when they did not pursue their information needs about coming-out. Conditions most strongly characterizing information-seeking were the experience of fear and the concealment of information-seeking activities. These findings are considered in association with Chatman's (1996) Theory of Information Poverty. The discussion of the findings also proposes directions for future research and provision of information."

Annotation: This article discusses the information seeking of gay male teenagers during the coming out process and suggests ways for school libraries to facilitate this search for information. While limited in scope to the coming out process for gay men who came out in their teens, this article represents the most recent article on the information needs of gay men.

Search Strategy:	I found this article in the bibliography of Lupien (2007), listed above in this bibliography. I then looked in Drexel's e-journal holdings for *School Libraries Worldwide* and located the article via the citation information.
Database:	N/A
Method of Searching:	Footnote chasing
Search String:	Referenced in: Lupien, P. (2007). GLBT/sexual diversity studies students and academic libraries: A study of user perceptions and satisfaction. *Canadian Journal of Information and Library Science 31*(2), 131-147.
Scholarly/Refereed Status:	Ulrich's lists *School Libraries Worldwide* as a scholarly journal. The journal's website also lists it as "a refereed, peer-reviewed journal."

Entry 13:

Johnson, M. (2010). Transgender subject access: History and current practice. *Cataloging & Classification Quarterly, 48*(8), 661-683.

Abstract: "This article evaluates representation of transgender people and experiences in Library of Congress Subject Headings (LCSH). It compares LCSH treatment of transgender topics to that of controlled vocabularies developed to describe lesbian, gay, bisexual, transgender (LGBT) collections, as well as their treatment by scholarly LGBT encyclopedias. The appraisal of these knowledge domains demonstrates the continued relevance of subject

descriptors as a mode of knowledge production both for information professionals and for those we serve. It also suggests strategies available to librarians to render transgender people more visible and accessible in library catalogs, including incorporating new technologies as well as modifying established cataloging instruments."

Annotation: This article contains an extensive examination of transgender vocabulary and its treatment in LCSH and LGBT thesauri. While Johnson claims to cover the history of said terms, the discussion suffers from lack of inclusion of the dates when terms were added to the LCSH. Long strings of terms and their relations to each other in LCSH and the thesauri can be hard to follow in the body of the article; this information can also be found as an appendix but the LCSH are in MARC formatting making them difficult to understand for those unfamiliar with MARC.

Search Strategy:	I selected Library Literature and Information Science because it is the main library database offered by Dialog. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the various individual terms.
Database:	Library Literature and Information Science [Dialog]
Method of Searching:	Keyword searching
Search String:	ss transgender? or transex? or transsex? s librar? s s4 and s5
Scholarly/Refereed Status:	Ulrich's lists *Cataloging & Classification Quarterly* as a scholarly , peer-reviewed journal. The journal's website also states that it is peer-reviewed.

Entry 14:

Lupien, P. (2007). GLBT/sexual diversity studies students and academic libraries: A study of user perceptions and satisfaction. *Canadian Journal of Information and Library Science, 31*(2), 131-147.

Abstract: "This study looks at how Canadian academic libraries are meeting the needs and expectations of students in GLBT and Sexual Diversity studies in collections and information services. This includes availability and access to GLBT studies materials and research databases, visibility of GLBT resources, availability of instruction and instructional resources, and the quality of reference service that students receive (level of expertise and comfort level of staff with GLBT/Sexual Diversity questions)."

Annotation: This article discusses the quality of collections and reference services for students enrolled in GLBT/sexual diversity studies classes at three different Canadian universities. While specifically about Canadian academic libraries, the issues raised are in line with other studies of reference and collections issues at American public libraries. This article is also valuable in itself because it is the only study of GLBT issues in an academic library setting.

Search Strategy:	I selected Library Literature and Information Science because it is the main library database offered by Dialog. This was an initial search using this database and I knew my topic was unlikely to be in the controlled vocabulary, so I chose to execute a keyword search. To narrow down the number of results I had to sort through at once, I split my searches between the umbrella terms (glbt*, lgbt* and queer) and the individual terms (lesbian* and gay* in one search, bisexual* and transgender* in another).
Database:	Library Literature and Information Science [Dialog]
Method of Searching:	Keyword searching
Search String:	ss lgbt? or glbt? or queer? s librar? s s4 and s5
Scholarly/Refereed Status:	Ulrich's lists *Canadian Journal of Information and Library Science* as a peer-reviewed, scholarly journal. The journal's website also states that all submissions "are evaluated by at least two expert referees".

Entry 15:

Mehra, B. & Braquet, D. (2011). Progressive LGBTQ reference: Coming out in the 21st century. *Reference Services Review, 39*(3), 401-422.

Abstract: "The purpose of this paper is to present an exploratory practice-based framework that identifies strategic goals, objectives, and activities for each of the five areas of modern-day reference, namely – access to electronic resources, user instruction, library commons, outreach liaison, and virtual reference – with a focus on meeting the needs of lesbian, gay, bisexual, transgendered, and questioning (LGBTQ) individuals during the coming out process. The paper highlights findings for progressive reference services in the twenty-first century based on qualitative studies and action research conducted by two openly gay library and information science professionals in the University of Tennessee-Knoxville during the period 2005-2011. Findings reveal elements of the proposed framework geared towards meeting the needs of LGBTQ patrons during the five phases of coming out – self-recognition, sharing with other LGBTQ people, telling close friends/family, positive self-identification, and integration of LGBTQ identity."

Annotation: This article presents concrete, if complex, strategies which would improve academic library services for LGBTQ patrons. These strategies are the result of years of research, but the findings of said research are barely presented. While the title indicates specifically reference services, other aspects of the library, including its physical space and its available resources, are addressed. Examples are given from the University of Tennessee – Knoxville's efforts to employ the suggested strategies.

Search Strategy: I came to find this article in a very convoluted way. I began with the bibliography of Clyde and Lobban (2001), located elsewhere in this bibliography, and decided to do a Web of Science citation search on a 1990 article that they cited. This found a recent article that I deemed out of the reach of this project, but which cited two other articles, Hamer (2003) and Stenback & Schrader (1999), which are included elsewhere in this bibliography. When I attempted to run a Web of Science citation search on Stenback & Schrader, Web of Science returned nothing. I decided to conduct a Google search for the article in case the author's names had been misspelled in the original bibliography, and found this article during the search.

Database: N/A

Method of Searching: Footnote chasing

Search String: Venturing from the closet: A qualitative study of the information needs of lesbians

Scholarly/Refereed Status: Ulrich's lists *Reference Services Review* as a peer-reviewed, scholarly journal. The journal's website also states that it is refereed.

Entry 16:

McClary, C. (2007). From "homosexuality" to "transvestites": An analysis of subject headings assigned to works of GLBT fiction in Canadian public libraries. *Canadian Journal of Information and Library Science, 31*(2), 149-162.

Abstract: "This study examines whether gay/lesbian/bisexual/transgender-specific subject headings are being assigned to young adult and adult fiction in five urban Canadian public libraries, what these subject headings are, and how consistently they are applied. This study also compares findings for YA and adult fiction with main and secondary GLBT characters. "

Annotation: This article indicates an improvement in GLBT subject heading assignments since previous studies were conducted. However, it is important to note that while it examines subject headings in Canadian libraries, the exact subject heading classification system used is never mentioned. It is unknown whether this is really an improvement in the use of Library of Congress Subject Headings or whether the system used in these libraries is simply better than LCSH.

Search Strategy: While I am familiar with footnote chasing, the idea of a citation search using databases such as Social SciSearch was new to me this term. I decided to conduct one of these searches using Camichael's 2002 article because I figured it is old enough to be cited by more recent works. I used Social SciSearch because the subject is a matter of social science, not hard science or humanities.

Database: Social SciSearch [Dialog]

Method of Searching: Citation search

Search String: e carmichael j, 2002
                            p
                            p
                            s e5

Scholarly/Refereed Status: Ulrich's lists *Canadian Journal of Information and Library Science* as a scholarly, peer-reviewed journal.

Entry 17:

Potts, H. (2003). Searching the databases: A quick look at Amazon and two other online
       catalogues. *Journal of Homosexuality, 45*(1), 161-170.

Abstract: "The Amazon Online Catalogue was compared with the Library of Congress Catalogue and the British Library Catalogue, both also available online, by searching on both neutral (Gay, Lesbian, Homosexual) and pejorative (Perversion, Sex Crime) subject terms, and also by searches using Boolean logic in an attempt to identify Lesbian Fiction items and religion-based anti-gay material. Amazon was much more likely to be the first port of call for nonacademic enquiries. Although excluding much material necessary for academic research, it carried more information about the individual books and less historical homophobic baggage in its terminology than the great national catalogues. Its back catalogue of second-hand books outnumbered those in print. Current attitudes may partially be gauged by the relative numbers of titles published under each heading–e.g., there may be an inverse relationship between concern about child sex abuse and homophobia, more noticeable in U.S. because of the activities of the religious right."

Annotation: This article is an extension of Carmichael's (2002) article, examining searches for homosexual topics in Amazon, the British Library Catalogue (BLC), and the Library of Congress Catalog (LCC). Unlike Carmichael, who focuses on gay men, Potts includes lesbian and lesbian fiction as topics. Potts' conclusion states that it is easier to find satisfactory material on gay and lesbian topics in Amazon than in BLC or LCC; while not stated, one could then conclude that BLC and LCC could improve by utilizing Amazon-like techniques.

Search Strategy: While I am familiar with footnote chasing, the idea of a citation search using databases such as Social SciSearch was new to me this term. I decided to conduct one of these searches using Carmichael's 2002 article because I figured it was old enough to be cited by more recent works. I used Social SciSearch because the subject is a matter of social science, not hard science or humanities.

Database: Social SciSearch [Dialog]

Method of Searching: Citation search

Search String: e carmichael j, 2002
p
p
s e5

Scholarly/Refereed Status: Ulrich's lists *Journal of Homosexuality* as a scholarly, peer-reviewed journal. The journal's website also states that it is peer-reviewed.

Entry 18:

Stenback, T.L. & Schrader, A.M. (1999). Venturing from the closet: A qualitative study of the information needs of lesbians. *Public Library Quarterly*, 17(3), 37-51.

Abstract: "Through personal interviews, this qualitative study sought to determine the information needs of a nonrandom sample of lesbian women during the process of coming out, as well as to gauge the effectiveness of the resources to which they turned for information. By exploring the questions and concerns that these women had while developing a lesbian identity, informational needs were identified. Results indicate that while public librarians have the opportunity—and indeed the obligation—to serve this group of potential customers, several barriers inhibit the effectiveness of the services provided."

Annotation: Although this article focuses solely on the process of coming out, it represents the most recent study on the information needs of lesbians. While the research was done in Canada, the experience and information needs of lesbians during the coming out process are not specific to any county. The article is, however, very outdated; no mention is made of the internet, which is a prime source of information for LGBTQ individuals today.

Search Strategy: I found this article in the bibliography of Lupien (2007), listed above in this bibliography. I then searched for the title in LISA. While LISA contains the citation, Drexel does not have full-text access and I requested the article through ILLiad.

Database: N/A

Method of Searching: Footnote chasing

Search String: Referenced in:
                                          Lupien, P. (2007). GLBT/sexual diversity studies students and
                                          academic libraries: A study of user perceptions and satisfaction.
                                          Canadian Journal of Information and Library Science 31(2), 131-147.

Scholarly/Refereed Status: Ulrich's lists *Public Library Quarterly* as a scholarly journal.

Conclusion and Personal Statement

I chose this topic because, as a lesbian, I am well aware of the search for books which represent my identity. During the years after I came out, I searched the stacks for lesbian books and found very little. Instead, I turned to Amazon and built my own collection. I was lucky in that I was able to do this; I had pocket money and attended boarding school, where I could acquire such books without commentary from my parents. Other young LGBTQ people, however, aren't this lucky; as people turn to the library for resources, the library needs to be able to *provide* resources. While little of what I learned surprised me, I found the discussion of subject headings fascinating. Somehow I'd never considered that LGBTQ books may not actually be labeled as such, and I wonder how many books my local library actually had that I never knew existed. It's a shame that when collections are small, they seem even smaller due to miscataloging.

While searching, I cast my net as wide as possible using keyword searches in an attempt to find any and all articles written about LGBTQ issues in librarianship. While I knew such scholarship existed from my preliminary searches, I also knew that the body of literature would be small enough that controlled vocabulary would not exist in most library science databases; indeed, only database with such terms in its thesaurus was LISTA.

I learned a lot about how different databases are set up and work through this assignment. While my first stop when searching any database was the literature on search strategies and terms specific to that particular database, I found that such literature was often hidden; I never did find it for Library Literature & Information Science, despite a long search and a post on our course discussion board. I also found the hunt for scholarly literature rather frustrating. While LISTA has a filter which should limit search results to such literature, I found

that many of the results returned were not actually scholarly; in the end I trusted it so little that I could not justify using LISTA's opinion at all in my determination of whether an article was scholarly or not. When it came to the Library Literature & Information Science database, I found it frustrating that while HW Wilson allows one to search for only scholarly articles, Dialog has no such function. This filter would have been of great help when I searched for "(gay* or lesbian*) and librar*," as such a search returned more results than I could possibly sort through without filtering further.

The one thing that surprised me most during this project came from searching LGBT Life with Full Text, which I had access to through Brandeis University, where I went for undergrad. While this search yielded nothing new, I was shocked to find that many of the articles published in library journals were retrieved in my search. This makes me wonder how interdisciplinary databases locate material for inclusion in their databases, since the number of possibly relevant publications is vast. Perhaps the intricacies of index creation will be a research topic for another day, now that I have a foundational understanding of database structure and searching.

I certify that:

- This assignment is entirely my own work.
- I have not quoted the words of any other person from a printed source or website without indicating what has been quoted and providing an appropriate citation.
- I have not submitted this assignment to satisfy the requirements of any other course.

Signature   Debra R. Singer
Date   4 December 2011