Everyday Life Information Needs and Information Behavior of LGBTIQ People*

*The information presented in this presentation is drawn from the ongoing doctoral dissertation of the author, conducted under the supervision of Prof. Dr. Oya Gurdal Tamdogan.

Neslihan ER-KOÇOĞLU
PhD Student, Ankara University
er.nslhn@gmail.com

LIBRARIES IN THE DIGITAL AGE (LIDA) 2018
University of Zadar, Croatia, 13 - 15 June 2018
Outline

- Introduction
- Literature
- Research
  - Methodology
  - Findings
  - Conclusions
- References
Introduction

LGBTIQ People in Turkey

In the 1990s, LGBTIQ Communities, Organizations

• Lambdaİstanbul, 1993
• KAOS GL, 1994
• Pembe Hayat
• Kırmızı Şemsiye
• ...
On during their coming-out process (Stenback and Schrader 1999; Creelman and Harris 1990; Hamer 2003)

On the accessibility of library collections and information services available to this user group (Joyce and Schrader 1997; O’Leary 2005; Curry 2005; Yılmaz 2014).

On their general information needs (Whitt 1993; Taylor 2002; Keilty 2007; Walsh 2014; Drake and Bielefeld 2017; Andrés-Vázquez and González-Teruel 2015)
Methodology: Research Questions

- What are the everyday life information needs of the LGBTIQ people?
- Which resources do the LGBTIQ people use to meet their everyday life information needs?
- What difficulties do the LGBTIQ people encounter in meeting their everyday life information needs?
- What is the pattern of the everyday life information behavior of the LGBTIQ people?
- Is there any organization providing them information?
- How can the libraries be better utilized in order to meet everyday life information behavior of the LGBTIQ people?
Methodology

• Qualitative Exploratory Research
  Maximum diversity and snowball sampling methods

• Interviewing
  Observations for interview questions
  • Attending a class of Woman Studies for learning LGBTIQ Terminology
  • Attending LGBTIQ Events
  • Joining LGBTIQ Social Media Groups, Pages etc.
  • Preparing semi-structured interview questions

• Research Ethics Committee approval

• Collecting Data and Analyzing Process
  • Interaction with LGBTIQ communities (People and Organization)
  • Interviewing with 7 people (+ 1 pilot interview)
  • Transcribing of the interviews records (556 pages)
  • In-vivo coding (MAXQDA)
  • Categorizing the codes
  • Qualitative content analysis (systematically)
  • Visualization of data
Everyday Life Information Needs of LGBTIQ People

- Health
- Sexuality
- Safety
- Communication
- Shelter
- Leisure time and hobbies
- Socialization
- Finance
- Travel and transportation
- Order of the day / Agenda
- Education
- Politics
- Military service
- Food
- Law
Information Resources to Meet Everyday Life Information Needs of LGBTIQ People

- Friends and associates
- Search engines
- Social media
- Libraries
- Civil Society Organizations (CSOs)
- Bookstores
- Mobile applications
- Coming-out meetings
- Television
- Family
- Newspapers
- Foreigners
Barriers/difficulties encountered in meeting everyday life information needs of LGBTIQ People

- Sexual orientation-Gender identity
- Reluctance/unwillingness of the other party
- Unable to reach organizations
- Beware-to be afraid
- Prejudices
- Transportation
Conclusion and Recommendations

- Move away the heteronormative norms/system
- Collection development (LGBTIQ and health sources)
- Personnel training
- Cooperation with CSOs
- More inclusive information services (Social events...)

...
References


Keilty, Patrick Michael. 2007. “Queer Students’ Information Seeking at UCLA.” Los Angeles, California: UCLA.


