

Becoming A Trans Inclusive Library - Library Survey

Survey Flow

Block: Informed Consent (3 Questions)
Standard: Demographics (8 Questions)
Standard: Education (2 Questions)
Standard: Library (5 Questions)
Standard: Library Role (3 Questions)
Standard: Gender Knowledge (5 Questions)
Standard: Professional Development (9 Questions)
Standard: Patron Interactions (7 Questions)
Standard: End (1 Question)

Page Break

Start of Block: Informed Consent

Text

You are being asked to participate in a voluntary research study. The purpose of this study is to assess library faculty and staff understanding of issues facing transgender patrons, and habits in patron interactions that may impact transgender patrons. Participating in this study will involve an online survey, and your participation will last approximately 15 minutes. Risks related to this research include the same risks of privacy involved in your everyday use of the internet; there are no foreseeable benefits to individuals participating in the study. The results of this survey may help develop research-based resources for librarians on how to provide excellent services to transgender patrons. The results may also inform process and policy improvements to address the needs of transgender patrons. These results may also inform white papers, publications, or other related research outputs.

Title of Study: Becoming a Trans Inclusive Library

Principal Investigator: Spencer D. C. Keralis, Ph.D., Assistant Professor, University Library, University of Illinois at Urbana-Champaign; spencerk@illinois.edu

Sponsor: This research is supported by the Diversity Committees of the University Library and the iSchool, with funding from the Executive Committee of the University Library.

What procedures are involved? You will be asked to answer a few multiple-choice and short-answer questions, which will take about 15 minutes of your time.

Will my study-related information be kept confidential?

Faculty, staff, students, and others with permission or authority to see your study information will maintain its confidentiality to the extent permitted and required by laws and university policies. The names or personal identifiers of participants will not be published or presented.

Will I be reimbursed for any expenses or paid for my participation in this research? You will not be offered payment for being in this study.

Can I withdraw or be removed from the study?

If you decide to participate, you are free to withdraw your consent and discontinue participation at any time. Your participation in this research is voluntary. Your decision whether or not to participate, or to withdraw after beginning participation, will not affect your current or future dealings with the University of Illinois at Urbana-Champaign.

The researchers also have the right to stop your participation in this study without your consent if they believe it is in your best interests, or you were to object to any future changes that may be made in the study plan.

Will data collected from me be used for any other research?

Your de-identified information could be used for future research without additional informed consent.

Questions about the Study:

If you have any questions about the study, you may contact the Principal Investigator, Dr. Spencer Keralis at spencerk@illinois.edu. If you have any questions about your rights as a participant in this study or any concerns or complaints, please contact the University of Illinois at Urbana-Champaign Office for the Protection of Research Subjects at 217-333-2670 or via email at irb@illinois.edu.

You may print a copy of this consent form to retain for your records.

Consent I have read and understand the above statement and agree of my own free will to participate in this study.

Yes (1)

No (2)

Skip To: End of Survey If Consent = No

reCAPTCHA Please confirm that you are human.

Page Break

End of Block: Informed Consent

Start of Block: Demographics

Text Please answer a few questions about yourself.

Q1 Are you currently employed by the University Library at the University of Illinois at Urbana-Champaign?

Yes (1)

No (2)

Skip To: End of Survey If Q1 = No

Q2 Please select the option that best describes your gender identity.

Male (1)

Female (2)

Nonbinary (3)

Gender Non-conforming (4)

Genderqueer (5)

Other (6) _____

Prefer not to respond (7)

Q3 Do you identify as trans?

- Yes (1)
 - No (2)
 - Prefer not to respond (3)
-

Q4 Which of these terms best describes your racial identity?

- American Indian or Alaska Native (1)
 - Asian (2)
 - Black (3)
 - Native Hawaiian or Other Pacific Islander (4)
 - White (5)
 - Prefer not to respond (6)
-

Q5 Do you identify as Hispanic and/or Latinx?

- Yes (1)
 - No (2)
 - Prefer not to respond (3)
-

Q6 What is your age?

- Under 18 (1)
- 18 - 24 (2)
- 25 - 34 (3)
- 35 - 44 (4)
- 45 - 54 (5)
- 55 - 64 (6)
- 65 - 74 (7)
- 75 - 84 (8)
- 85 or older (9)
- Prefer not to respond (10)

Skip To: End of Survey If Q6 = Under 18

Q7 What term best describes your sexual orientation?

- Heterosexual/Straight (1)
- Gay/Lesbian (2)
- Bisexual (3)
- Asexual (4)
- Other (6) _____

Page Break

End of Block: Demographics

Start of Block: Education

Q8 What is the highest level of education you have completed?

- Less than High School (1)
 - High School/GED (2)
 - Some College (3)
 - 2-year College Degree (4)
 - 4-year College Degree (5)
 - Master's Degree (6)
 - Doctoral Degree (7)
 - Professional Degree (8)
-

Q9 I am a current employee of the University Library at the University of Illinois at Urbana-Champaign.

- True (1)
- False (2)

Skip To: End of Survey If Q9 = False

Page Break

Text Please answer some questions about your community and the library where you work.

Q10 While the twin cities of Urbana-Champaign are suburban (<100,000 people), the surrounding counties are largely rural, and the metropolitan areas of Chicago and Indianapolis are urban centers. What term best describes the community in which you *live*?

- Suburban (1)
 - Rural (2)
 - Urban (3)
-

Q11_1 What types of patrons do you typically serve (choose all that apply)?

- Undergraduate Students (1)
 - Graduate Students (2)
 - Faculty (3)
 - Staff (4)
 - High School Students (5)
 - Community Members (6)
 - External or Non-affiliated Patrons (8)
 - Other: (9) _____
-

Q11_2 What types of tasks make up your typical week (choose all that apply)?

- Consultations (1)
 - In-class lectures (2)
 - Answering patron questions at a desk (3)
 - Answering patron questions online (4)
 - Other: (5) _____
-

Q12 Besides the University Library, are there other types of libraries you, or members of your household, regularly use (choose all that apply)?

- Public K-12 School Library (1)
 - Private K-12 School Library (2)
 - Academic Library (not at UIUC) (3)
 - Public Library (4)
 - Special Library (not at UIUC) (5)
 - I don't use other libraries (6)
-

Page Break

End of Block: Library

Start of Block: Library Role

Text Please answer a few questions about your role in the library.

Q13 What best approximates your job title/description?

- Library Administration (1)
- Library Faculty (4)
- Library Academic Professional (5)
- Library Civil Service Staff (2)
- Library Graduate Student Employee (3)
- Library Undergraduate Student Employee (6)
- I am not employed by the Library (7)

Skip To: End of Survey If Q13 = I am not employed by the Library

Q14 What best describes your role in relation to library patrons (choose all that apply)?

- Patron Reference Services (1)
- Research Support (2)
- Information Literacy Instruction (3)
- Other Library Instruction (4)
- Technical Services (5)
- IT Services (8)
- Library Administration (7)
- I do not interact with library patrons (6)

Page Break

Text Please answer a few questions about your understanding of gender.

Q15 I know a transgender person.

- Yes (1)
 - No (2)
 - I don't know (5)
-

Q16 There is a difference between biological sex and gender identity.

- Yes (1)
 - No (2)
 - I don't know (3)
-

Q17 There are more than two genders.

- Yes (1)
 - No (2)
 - I don't know (3)
-

Q18 There is a direct relationship between gender identity and sexual orientation.

Yes (1)

No (2)

I don't know (4)

Page Break

End of Block: Gender Knowledge

Start of Block: Professional Development

Text Please answer a few questions about training and professional development.

Q19 Does UIUC offer training on lesbian, gay, bisexual, and transgender issues?

- Yes (1)
 - No (2)
 - I don't know (4)
-

Q20 Does the UIUC Library offer training on lesbian, gay, bisexual, and transgender issues?

- Yes (1)
 - No (2)
 - I don't know (3)
-

Q21 I have attended training on lesbian, gay, bisexual, or transgender issues (e.g. Ally Training or Safe Zone Training).

- Yes (1)
 - No (2)
-

Display This Question:

If Q21 = Yes

Q22 The training I received helped me provide better service to lesbian, gay, bisexual, and transgender patrons.

- True (1)
 - False (2)
-

Q23 If the University Library offered training on lesbian, gay, bisexual, or transgender issues (e.g. Ally Training or Safe Zone Training), I would take it.

- Yes (1)
 - No (2)
 - Maybe (3)
-

Q24 If UIUC offered training on lesbian, gay, bisexual, or transgender issues (e.g. Ally Training or Safe Zone Training), I would take it.

- Yes (1)
 - No (2)
 - Maybe (3)
-

Q25 If a professional organization offered training on lesbian, gay, bisexual, or transgender issues (e.g. Ally Training or Safe Zone Training), I would take it.

- Yes (1)
 - No (2)
 - Maybe (4)
-

Q26 I prefer professional development training to be delivered as (choose all that apply):

- In-Person Workshop (1)
- In-Person Lecture (2)
- Online Workshop or Webinar (3)
- Self-Paced Modules (4)
- Videos (6)
- Reading (7)
- Other (5) _____

End of Block: Professional Development

Start of Block: Patron Interactions

Text Please answer a few questions about interactions with patrons.

Q27 I greet patrons as "Sir" or "Ma'am" based on my perception of their gender.

- Yes (1)
 - No (2)
-

Q28 If I can't tell what gender a person is, I ask them.

- Yes (1)
 - No (2)
-

Q29 It is okay to ask a patron how they prefer to be addressed (i.e. their preferred name).

- Yes (1)
 - No (2)
 - I don't know (4)
-

Q30 It is okay to ask a patron which pronouns they use (i.e. "he, him;" "she, her;" "they, them.")

- Yes (1)
 - No (2)
 - I don't know (3)
-

Q31 It is okay to ask a patron if they have had gender reassignment surgery.

- Yes (1)
 - No (2)
 - I don't know (3)
-

Page Break



Q32 As a library employee, what factors do you believe are most important for making an environment friendly to transgender patrons? Please rank these topics from most important (1) to least important (8) to you.

- _____ Knowledgeable staff (1)
- _____ Welcoming staff (2)
- _____ Transgender-specific information and resources (3)
- _____ Transgender-specific programs and events (4)
- _____ LGBTQ+-specific information and resources (5)
- _____ LGBTQ+-specific programs and events (6)
- _____ Gender neutral or private restrooms (7)
- _____ Patron record and data privacy (8)

End of Block: Patron Interactions

Start of Block: End

Text Thank you for participating in this survey. If you wish to participate in potential follow up activities including focus groups or individual interviews, please contact Dr. Spencer Keralis, spencerk@illinois.edu.

End of Block: End
