

# Becoming A Trans Inclusive Library - Patron Survey

## Survey Flow

**Block: Informed Consent (3 Questions)**  
**Standard: Demographics (6 Questions)**  
**Standard: Education (2 Questions)**  
**Standard: Library (6 Questions)**  
**Standard: Information Seeking Behaviours (11 Questions)**  
**Standard: Patron Experience (11 Questions)**  
**Standard: End (1 Question)**

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## 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 the experiences of transgender patrons seeking information and services in the University Library. 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 The names or personal identifiers of participants will not be published or presented.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](mailto: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](mailto:irb@illinois.edu).

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

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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*

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reCAPTCHA Please confirm that you are human.

**End of Block: Informed Consent**

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**Start of Block: Demographics**

Text Please answer a few questions about yourself.

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Q2 To help us understand how gender identity impacts library patrons, we need to collect some information about the gender of respondents. 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)
-

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*

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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)

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## End of Block: Demographics

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### 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 What is your relationship to the University of Illinois?

- Undergraduate Student (1)
  - Graduate Student (2)
  - Alumni (3)
  - Faculty (4)
  - Staff (5)
  - Emeritus (6)
  - Local Community (7)
  - Other, please describe (8) \_\_\_\_\_
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Text Please answer some questions about your community and the library you are most likely to use.

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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 I have visited a library in the last 8 months.

- Yes (1)
  - No (2)
-

Q12 What branch of the UIUC university library are you most likely to visit?

- Main Library (1)
  - Undergraduate Library (2)
  - Funk/ACES Library (3)
  - Music Library (4)
  - Ricker Art and Architecture Library (5)
  - Grainger Engineering Library (6)
  - University High School Library (7)
- 

Q13 I have used online resources provided by my library in the last 6 months.

- Yes (1)
  - No (2)
- 

Q14 Besides the UIUC Library, what type of libraries are you most likely to use as a patron?  
(Select all that apply.)

- Public K-12 School Library (1)
- Private K-12 School Library (2)
- Other Academic Library (3)
- Public Library (4)
- Special Library (5)
- I do not use libraries (6)

Start of Block: Information Seeking Behaviours

Text Please answer a few questions about how you find information.

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Q15 I have used a library to find information by, for, or about transgender people.

Yes (1)

No (2)

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Q16 I have used electronic resources provided by a library to find information by, for, or about transgender people.

Yes (1)

No (2)

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Q17 I have used the internet to find information by, for, or about transgender people.

Yes (1)

No (2)

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Q18 I can use the internet at my home to find information safely and privately.

- Strongly Disagree (1)
  - Disagree (2)
  - Somewhat disagree (3)
  - Neither agree nor disagree (4)
  - Somewhat agree (5)
  - Agree (6)
  - Strongly agree (7)
- 

Q19 My gender identity makes finding information challenging.

- Strongly disagree (1)
  - Disagree (2)
  - Somewhat disagree (3)
  - Neither agree nor disagree (4)
  - Somewhat agree (5)
  - Agree (6)
  - Strongly agree (7)
- 

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Q20\_1 Which types of online information sources do you find most helpful in learning about transgender people?

	Extremely useful (1)	Moderately useful (2)	Slightly useful (3)	Neither useful nor useless (4)	Slightly useless (5)	Moderately useless (6)	Extremely useless (7)
Social Media (e.g. Facebook, Twitter, Instagram) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Video (e.g. YouTube, Vimeo) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikipedia or other Wikis (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search Engines (e.g. Google, Duck Duck Go) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs (e.g. Wordpress, Tumblr) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTQIA+ Organization Websites (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Q&A Websites (e.g. Quora, Metafilter) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discussion Boards (e.g. Reddit) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcasts or other online Audio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Broadcasts  
(12)

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Q20\_2 Which types of people or organizations do you find most helpful in learning about transgender people?

	Extremely useful (1)	Moderately useful (2)	Slightly useful (3)	Neither useful nor useless (4)	Slightly useless (5)	Moderately useless (6)	Extremely useless (7)
Friends (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTQ+ Peers (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthcare Professionals (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health Counselors or Therapists (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTQ+ Community Organizations (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affinity Groups (e.g. religious organizations) (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q20\_3 Which types media information sources do you find most helpful in learning about transgender people?

	Extremely useful (1)	Moderately useful (2)	Slightly useful (3)	Neither useful nor useless (4)	Slightly useless (5)	Moderately useless (6)	Extremely useless (7)
Academic Articles or Journals (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Popular Periodicals or Magazines (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-fictional Media (e.g. autobiographies, biographies, and memoirs) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fictional Media (e.g. television, film, books) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentary Media (e.g. television, film, videos) (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lib Guides (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zines (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q21 Please rank these topics from most important (1) to least important (6) to you.

- \_\_\_\_\_ Information on gender identity (1)
- \_\_\_\_\_ Information on sexual orientation (2)
- \_\_\_\_\_ Health and wellness information (3)
- \_\_\_\_\_ Social and community resources (4)
- \_\_\_\_\_ Educational or professional resources (5)
- \_\_\_\_\_ Entertainment and Culture Resources (6)

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Q22 I have used library resources to access information on the following:

	Yes (1)	No (2)
Understanding and accepting gender identity (1)	<input type="radio"/>	<input type="radio"/>
Understanding and accepting sexual orientation (2)	<input type="radio"/>	<input type="radio"/>
Coming out to family and friends (3)	<input type="radio"/>	<input type="radio"/>
Counseling or psychological resources (4)	<input type="radio"/>	<input type="radio"/>
Religious and spiritual information (5)	<input type="radio"/>	<input type="radio"/>
Social and political information; activism (6)	<input type="radio"/>	<input type="radio"/>
LGBTQ+ friendly colleges (7)	<input type="radio"/>	<input type="radio"/>
LGBTQ+ friendly businesses and employers (8)	<input type="radio"/>	<input type="radio"/>
Dealing with crime against LGBTQ+ people (9)	<input type="radio"/>	<input type="radio"/>
Dealing with discrimination against LGBTQ+ people (10)	<input type="radio"/>	<input type="radio"/>
Health and medical information (11)	<input type="radio"/>	<input type="radio"/>
Dating and relationships (12)	<input type="radio"/>	<input type="radio"/>
Appearance, clothing, and styling (13)	<input type="radio"/>	<input type="radio"/>
Finding support, social, or community groups (14)	<input type="radio"/>	<input type="radio"/>
Social gatherings and cultural events (15)	<input type="radio"/>	<input type="radio"/>
LGBTQ+ history (16)	<input type="radio"/>	<input type="radio"/>

Financial information (17)

Legal information (18)

Other, please describe (19)

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## End of Block: Information Seeking Behaviours

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### Start of Block: Patron Experience

Text Please answer a few questions about your experience with UIUC Libraries.

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Q23 I am more likely to approach library workers if I know they are LGBTQ+.

- Extremely likely (1)
  - Moderately likely (2)
  - Slightly likely (3)
  - Neither likely nor unlikely (4)
  - Slightly unlikely (5)
  - Moderately unlikely (6)
  - Extremely unlikely (7)
- 

Q24 I am afraid of possible disclosure or "outing" when I try to access transgender- or LGBTQ+-specific resources at my library.

- Strongly agree (1)
- Agree (2)
- Somewhat agree (3)
- Neither agree nor disagree (4)
- Somewhat disagree (5)
- Disagree (6)
- Strongly disagree (7)

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Q25 The library hosts events, exhibits, or other programs that address the LGBTQ+ experience.

- Strongly agree (1)
  - Agree (2)
  - Somewhat agree (3)
  - Neither agree nor disagree (4)
  - Somewhat disagree (5)
  - Disagree (6)
  - Strongly disagree (7)
- 

Q26 I see the library as a safe place for transgender people.

- Strongly agree (1)
  - Agree (2)
  - Somewhat agree (3)
  - Neither agree nor disagree (4)
  - Somewhat disagree (5)
  - Disagree (6)
  - Strongly disagree (7)
-

Q27 I have been misgendered by a library worker.

Yes (1)

No (2)

Prefer not to respond (3)

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Q28 What factors 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)

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Q29 Have you ever had a positive experience with a library worker where your gender was a factor in the interaction.

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

*Skip To: Q30 If Q29 = No*  
*Skip To: Q30 If Q29 = Prefer not to respond*

*Display This Question:*  
*If Q29 = Yes*

Q29 If yes, please briefly describe your positive experience, if you are comfortable doing so.

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Q30 Have you ever had a negative experience with a library worker where your gender was a factor in the interaction?

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

*Skip To: End of Block If Q30 = No*  
*Skip To: End of Block If Q30 = Prefer not to respond*

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*Display This Question:*  
*If Q30 = Yes*

Q30 If yes, please briefly describe your negative experience, if you are comfortable doing so.

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**End of Block: Patron Experience**

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**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](mailto:spencerk@illinois.edu).

**End of Block: End**

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