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**Everyday Life Information Needs and Information Behavior of LGBTIQ People[[1]](#footnote-1)**

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# Abstract

Individuals constantly seek information as the progress through their lives. Unfortunately, in the process of meeting the need for information in everyday life, individuals are exposed to different conditions. Some individuals are in the disadvantaged part of society and many are deprived of public services. This disadvantaged, or socially excluded group is composed of the people deprived of state or civil society privileges and rights because of their physical, mental, social, political, economic, religious, cultural and ethnic reasons (Unegbu 2012, 99). Also, exposed to social exclusion are those from the sexual minorities of lesbian, gay, bisexual, trans, intersex, queer (LGBTIQ) identities, who are among the disadvantaged groups.

Social exclusion can negatively affect the ability of these individuals to meet their everyday life information needs effectively because it makes accessing the information they need difficult. Social institutions such as libraries (in particular, public libraries) play an important role in meeting the information needs of these individuals by making important information more or less accessible.

Studies of everyday life information (seeking) behavior of the disadvantaged groups (Wicks 2001; Fisher, Baker, and Brown 2003; Hayter 2005; Clemens and Cushing 2010; Hanson-Baldauf 2013; Markwei 2013; Song et al. 2013; Adeyemi et al. 2014) have become increasingly important in the field of Library and Information Sciences (LIS) and show that the information behavior of LGBTIQ people is increasing together with seeking information about everyday life. Although some of these studies focus on the information needs of the LGBTIQ people during their coming-out process (Stenback and Schrader 1999; Creelman and Harris 1990; Hamer 2003), others focus on their general information needs (Whitt 1993; Taylor 2002; Keilty 2007; Walsh 2014; Drake and Bielefield 2017; Andrés-Vázquez and González-Teruel 2015), and others focus on the accessibility of library collections and information services available to this user group (Joyce and Schrader 1997; Vincent 2014; O’Leary 2005; Curry 2005). Indeed, the literature reveals that LGBTIQ people are not particularly satisfied with the available resources and services offered in (public) libraries (Keilty 2009, 3279).

The need for this study arose when it was recognized that despite the increasing number of studies on this subject, there is no exploratory research in the national LIS literature that identifies the information needs of LGBTIQ individuals. It has been observed that along with the lack of literature. Thus, with this study it is aimed to answer the following questions:

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

In this context deep interviews with adult LGBTIQ individuals were conducted within the framework of maximum diversity and snowball sampling methods. A pilot meeting was held on April 27, 2017. Then, minor changes were made to the questions of the interview and all interviews (2 gay, 1 lesbian, 2 trans, 1 bisexual, 1 intersex /pansexual) were completed during the period of May 4, 2017-January 15, 2018 in Ankara, Turkey. Subsequently, interviews were deciphered/transcribed and qualitative data analysis was carried out.

As a result, answers to these research questions through literature and findings, reveals us the information needs and behavior of the LGBTIQ people, difficulties encountered in information seeking and the role of the library and other organizations in meeting these information needs. This study is unique in terms of literature determining the information needs of the LGBTIQ individuals in Turkey. In addition, the study attempted to find solution to the problems of everyday life and determine the organic link –if any- between libraries, especially the public libraries, and LGBTIQ people.

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1. The information presented in this paper is drawn from the ongoing doctoral dissertation of the author, conducted under the supervision of Prof. Dr. Oya Gurdal Tamdogan. [↑](#footnote-ref-1)