Amari visits their local library for the first time with some new friends they’ve made since moving to Canada. While Amari’s friends used the washroom, Amari asked the front desk staff for a book about people with disabilities in the LGBTQ2+ community and was handed a pamphlet on world languages. Amari wasn’t sure if this was because of their accent, if they weren’t clear enough on the ask, or if they weren’t being listened to, and it was assumed this is what they were looking for. Amari tried to explain themselves better, and the library staff appeared to express disbelief that someone with a disability could also be part of the LGBTQ2+ community and doubted that any books would exist.

Upon returning home, Amari visited the library’s website. It was difficult to navigate as someone who relies on screen magnification. They found it cluttered and interactions to be not very intuitive. The book cover images were low resolution and were unidentifiable when magnified. Amari performed an online search of the library catalogue and couldn’t locate any books about anyone with disabilities let alone in the LGBTQ2+ community but was able to find some at a local bookstore. Amari made a list of titles so they could take the list to the library and see if they could suggest them for purchase as ebooks since this is Amari’s preferred method of reading. Amari prefers ebooks because they can change the appearance and enlarge the text size to make it readable.

When Amari returned to the library with their list, they were greeted by the same library staff as the first visit. Amari asked if they could recommend a few titles, and the library staff was very excited for the list of suggestions. After conversing more, and doing some more searching, some of the titles were available in the library’s ebook collection, but they didn’t have the correct “search terms” so someone could find it. The library staff said that they were going to bring this up at the next staff meeting, and thanked Amari for the suggestions. The library staff asked Amari if they would be interested in any upcoming programs or if they could help Amari with anything else this visit. Amari left this library visit very hopeful and excited about being part of the library community.