

Drag Queen Story Hour @ APL

The nitty gritty questions answered

1. Did you vet and train Noelle Diamond?
 - a. DQSH really has nothing to do with training the drag queens or helping out. They simply allow a bigger audience to see what's going on at different venues across the country. We emailed back and forth with John (Noelle) many times going over things, and also did a quick "lesson" before the DQSH started that night. We talked about how to hold a book when reading in front of an audience, that he should give a few seconds and let the audience scan the illustrations before turning to the next page. I mentioned early on that I play ukulele in my storytime and it was his idea to add in the keyboard (which worked out great!) for one of the songs. We talked about speaking slowly. He never did make it to a storytime to watch, but he did so great without any prior knowledge of what a storytime entails (besides what we talked about). He chose the craft and we prepared all of the parts and the instructions. He, Lisa, and I went through lists of possible book options. He checked out a few and he was the one who chose the final books (Jacob's New Dress, Not Quite Narwhal).
 - b. DQ people are natural performers and it shows.
2. What were some of the negative things that your administration heard from patrons about the event?
 - a. The library did receive a few (5 or 6) negative phone calls and at least 2 positive ones as well. The staff responded professionally. The callers usually had no idea what DQST really was or why people would choose to bring their children. We did our best to explain why we were offering this program "diversity, community and inclusion" and that this was a requested program.
3. Did our PR department delete any negative comments from social media?
 - a. Yes - one from Facebook and one from Twitter, and they were only deleted because they violated our social media policy in that they included obscene language.
 - b. The other negative comments, which were vastly outweighed by the positive ones, we either responded to with information and resources or let our patrons respond to for us (which they did, mostly very positively).
4. How was everyone directed to respond to negative feedback from patrons online AND in-person? How did your director respond?
 - a. I emailed all staff to let them know that the program was happening and asked them to please print the flyer and post it at each location. They were directed to feel free to share with those patrons and friends who they felt would be interested in such an event.



Albany Public Library

www.albanypubliclibrary.org

Drag Queen Story Hour @ APL

The nitty gritty questions answered

- b. Our PR dept. created a Facebook event for this Story Hour. Staff were directed as follows "If you choose to show interest in it or follow it please be aware that the public may make negative comments, please do not engage with those who may do this. If you see something that is of a particularly negative nature you may bring it to the PR dept's attention via email. They will be monitoring the posts activity and their email.
5. Was it a deliberate decision to host the program at 6PM while most storytimes are in the morning?
- a. Yes we were looking to replace a summer program that wasn't working out. This was a time we already had a program planned for and it fit with John's schedule.



Albany Public Library

www.albanypubliclibrary.org