MAKE A CONNECTION:
LIBRARY SERVICES FOR
INTERNATIONAL STUDENTS

Yi Han
International Student Library Services Liaison
Paul V. Galvin Library
Illinois Institute of Technology
INTERNATIONAL ENROLLMENT

ACADEMIC LEVEL

ILLINOIS INSTITUTE OF TECHNOLOGY

- Private PhD-granting institution in Chicago
- 7,787 students
  - 35% undergrad, 65% grad
- STEM+ (Science, Technology, Engineering, Math)
  - Psychology, Business, Law, Architecture
Highest ratio of international students of all PhD-granting institutions

- 43% international
- over 100 countries represented
TEXTBOOK REJECTION

NO
Did your last library give you all your textbooks?

- 42% No
- 30% Yes, inside
- 16% Yes, all and outside
- 12% Other/mix
Do you find anything confusing about the library?

- “Yes,,, finding one book is like finding a pin in a haystack, and something I've noticed is that most international students are too shy to ask for help.”

- “How the books are sorted, they should be by departments.”
Fixes

- QR Codes for ends of stacks
- How to Find Books LibGuide
- More explanation at orientation
- Walk with student to find the book
Do you find anything confusing about the library?

- “Finding the books with specific call numbers; had to circle all the shelves to find the right number”

- “How to use database?”
**Unique Needs**

**English Barrier**
- Listening difficulties
- Strong accent
- Need time to translate words into their own language first

**Cultural Differences**
- Library cultures
- Classroom cultures
- Writing styles
- Different perspectives of certain concepts
  - Plagiarism
  - References
LISTENING AND SPEAKING SKILLS

- Speech Accent Archive at George Mason University
  (http://accent.gmu.edu/)
- Speak clearly at a normal rate of 10 to 15 percent slower, (not louder)

EAST ASIAN STUDENTS

- Thinking patterns
- Nonverbal communication
OUTREACH TO NEW ADMITS
Provide Online Materials

- Learn before arriving
- Multi-lingual guides are welcoming
- Get information without having to ask
Guides are compiled in a popular place.

Students

Services for undergraduate and graduate students of IIT, Shimer, VanderCook, and I-Share colleges and universities.

| IIT | International | Distance | Shimer & VanderCook | I-Share |

International Students Library Guide

This is a guide designed for international students. It contains detailed helpful information about how to find books, journal articles, language resources, information for your major and some tips for your research at IIT. This guide is updated frequently, so come back often to see if there are new resource or service information for international students.

Nine Things International Students Should Know

The library systems used in the United States may vary from those of your home country. This PDF guide explains the top 9 differences between Galvin Library and your country’s library, including information about textbooks, research help, how to find a book, eat and talk in the library and other differences.

Multilingual Library Virtual Tour

This is a 4 min video which describes what resources and services are available to you at Galvin Library. You can watch this video in English, Chinese, Hindi, Korean...

Library Services for Students

Most libraries in the United States do not only provide books and spaces, but also various services. Use this page to find information on library services: Borrowing & Circulation, Interlibrary Loan, Reserves, and Research Assistance.

Library Guides in Chinese

Galvin Library provides PDF and online research guides which are written in Mandarin Chinese to answer many common questions about using the
Welcome Video

Welcome to Galvin Library

Galvin Library has people, services and resources to help international students use the library. Yi Han, the Libraries' liaison for international students, can speak both English and Mandarin Chinese. She can help you with questions about how to research for your assignment or research papers, how to use the Library, and more.

This guide will explain the features of Galvin Library. Click on any of the tabs above to find information about how to locate books, journal articles, English language learning resources, and more.

Please ask us for help whenever you need it. We are here to help you! Come to the Research Help Office on the upper level, or contact us using email or instant messenger on the Ask a Librarian page.

- Intro to Galvin’s Features
  A short video that describes what resources and features are available to you at Galvin Library.

- View this video in other languages
MULTILINGUAL LIBRARY VIRTUAL TOUR

English
Chinese
Korean
Spanish
Hindi

Translated by volunteer students.

http://guides.library.iit.edu/multilingualguides
**In New Student’s Flash Drive**

- Top 9 differences between Galvin Library and Your Country’s Library

- Multilingual Glossary Wordlist

<table>
<thead>
<tr>
<th>English</th>
<th>Chinese</th>
<th>Korean</th>
<th>Japanese</th>
<th>French</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archives</td>
<td>档案</td>
<td>문서</td>
<td>アーカイブ</td>
<td>Archives</td>
<td>archivos</td>
</tr>
<tr>
<td>Call Number</td>
<td>索书号</td>
<td>청구기호</td>
<td>請求番号</td>
<td>Numéros D'Appel</td>
<td>clasificación</td>
</tr>
<tr>
<td>Catalog</td>
<td>目录</td>
<td>도서목록</td>
<td>カタログ</td>
<td>Catalogue</td>
<td>Catálogo</td>
</tr>
<tr>
<td>Check-out</td>
<td>借出</td>
<td>대출</td>
<td>チェックアウト</td>
<td>Sortie</td>
<td>Préstam</td>
</tr>
<tr>
<td>Circulation</td>
<td>流通书籍</td>
<td>대출대</td>
<td>循环</td>
<td>Circulation</td>
<td>Circulación</td>
</tr>
<tr>
<td>Copy Card</td>
<td>复印充值卡</td>
<td>복사카드</td>
<td>コピーカード</td>
<td>Photocopie de carte</td>
<td>Credencial / tarjeta para fotocopias</td>
</tr>
</tbody>
</table>

Multilingual Glossary Wordlist: words are selected from [http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/projpubs/languagetble.pdf](http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/projpubs/languagetble.pdf).
NEW STUDENT ORIENTATIONS
WHAT IS THE BEST ORIENTATION METHOD?

- Big auditorium lecture
- Library tours
- Library workshops
- Resource fairs

☑️ All of the above
# Auditorium Orientations

## Pros
- Reach wide audience
- Surface topics only
- No promotion needed
- Legitimized
- Advertise other events

## Cons
- Impersonal
- Surface topics only
- One of many lectures
FALL 2011 ORIENTATION
Combat Boredom

http://www.flickr.com/photos/vissago/3786690528/in/photostream/
SNOOZE DETERRENTS

- Use Prezi (or anything other than PowerPoint)
- Co-present
- Cover “your first week” needs only
- Step away from the catalog
LIBRARY TOURS AND WORKSHOPS

- Textbooks
- Library Catalog
- Reference services
MAKE UP FOR THE CONS

Auditorium Orientation’s cons
- Impersonal
- Surface topics only
- One of many lectures

Workshop’s pros
- Personal
- In-depth topics
- Top questions asked by international students
- Interactive with students
Library Orientation in Chinese

- Fully attended
- Showed interest
- Asked a lot of questions
STUDENT RESOURCE FAIRS
COURSE-RELATED INSTRUCTION SESSIONS

- Writing for Nonnative English Speakers
  - Comm 111 and English 053
- Professional Learning Programs
  - Visiting cohort
- Courses or programs have a lot of international students
  - PhD Environmental Engineering Group
  - Master of Public Administration Program
When Teaching International Students...

- Classroom cultures
- Databases translation function: Ebscohost
- Thesaurus: finding synonyms
- Writing styles
- Different perspectives of certain concepts
  - Plagiarism
THE DEFINITION OF PLAGIARISM

- China
  - No clear definition of plagiarism
  - ‘Intellectual property’ a foreign concept.

- Mexico
  - Sharing is common, but students will deny
  - Professors do not expect citations in paper
THE DEFINITION OF PLAGIARISM

- Greece
  - Copying from textbook is wrong, but that copying from the Internet is acceptable.

- Africa
  - In Mauritian, academic culture plagiarism is not considered wrong, but is widely accepted.
OPEN WORKSHOP SESSIONS

- Bilingual sessions: finding journals and articles
- 30 Minutes to Success
  - Free Internet vs. Library Databases
  - Databases search training session
  - Avoiding plagiarism
BILINGUAL LIBRARY GUIDES

- Print & Online bilingual guides
- Online research guides in Chinese
  - Research papers guide
  - Finding journals and articles
BUILD RELATIONSHIPS

Stage 1
- International Center
- Orientation Committee
- Admissions

Stage 2
- Student life
- Friendly professors
- ESL courses
- Writing Center
RECOMMENDATIONS

- Know and consult your international population
- Assess confusing building signs and set-up
- Train your staff
- Library instruction begins *before* classes start
RECOMMENDED BOOK


THANKS

Yi Han
International Student Library Services Liaison
312.567.5991
yhan27@iit.edu