



# **MAKE A CONNECTION: LIBRARY SERVICES FOR INTERNATIONAL STUDENTS**

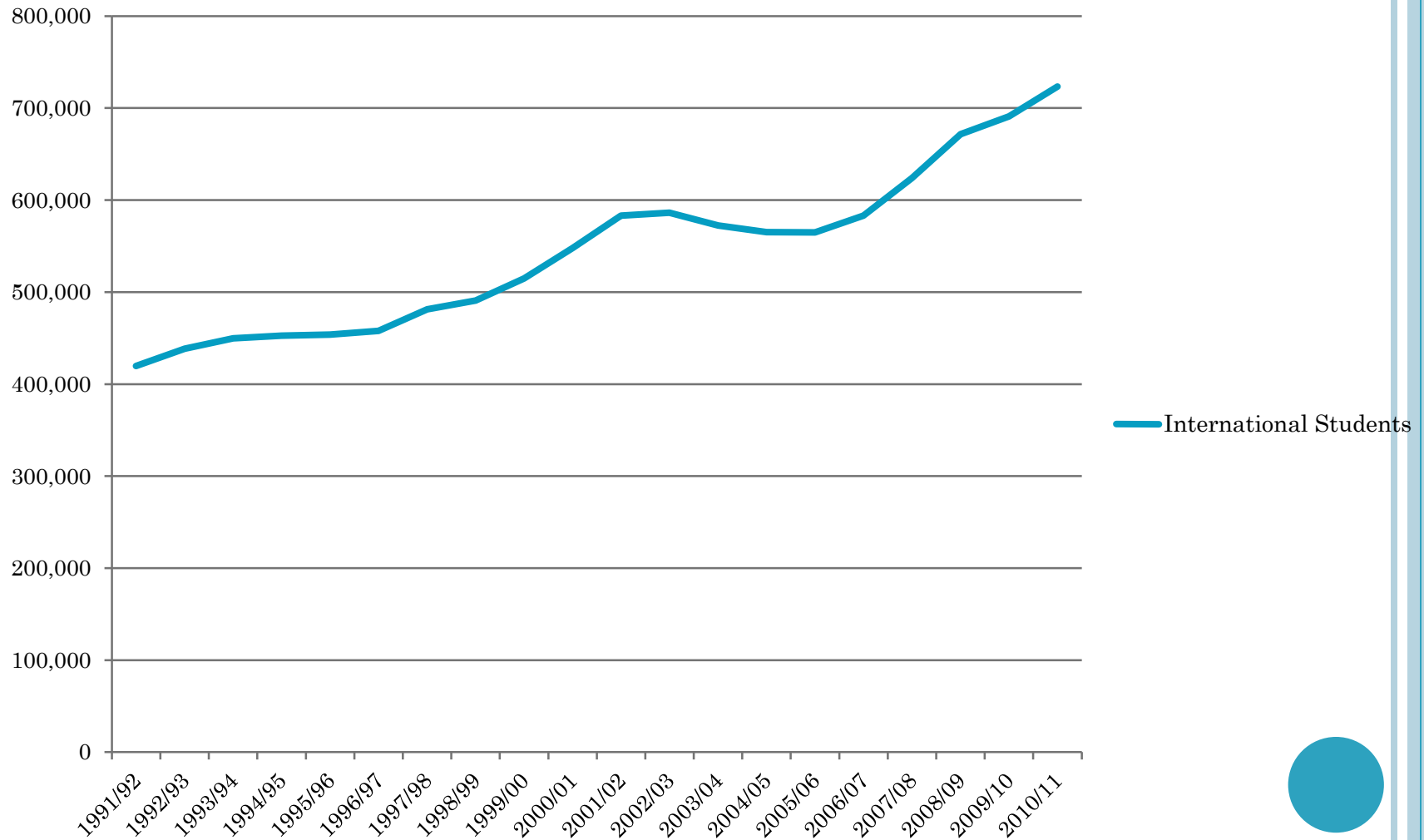
**Yi Han**

**International Student Library Services Liaison**

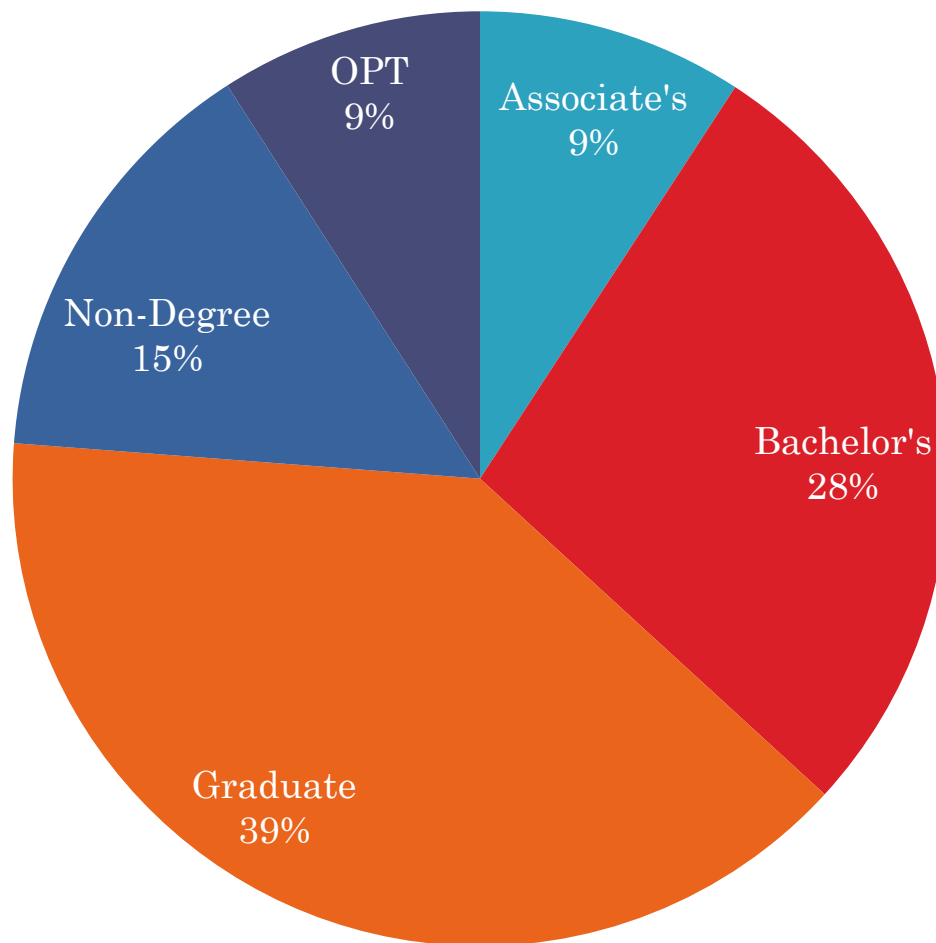
**Paul V. Galvin Library**

**Illinois Institute of Technology**

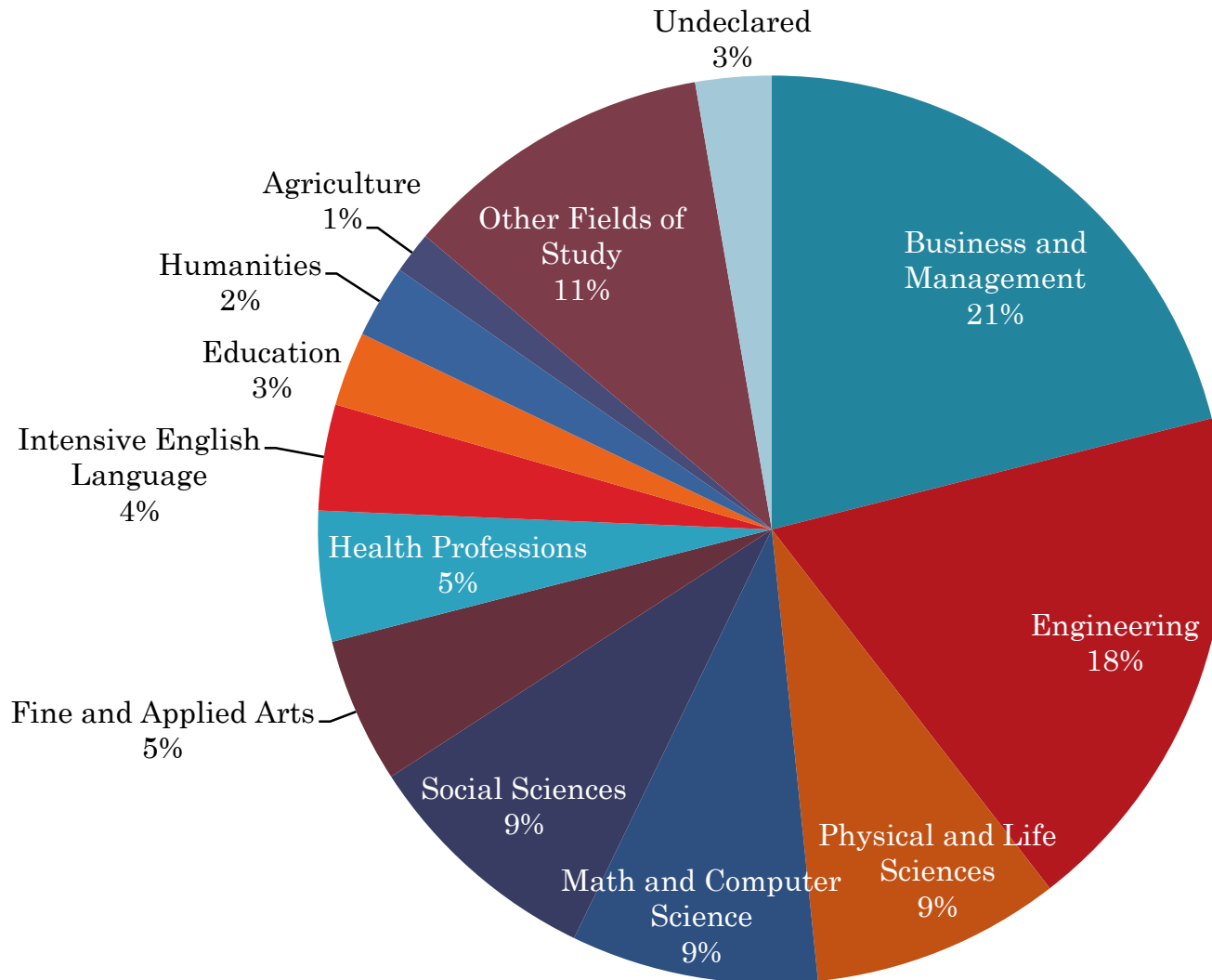
# INTERNATIONAL ENROLLMENT



# ACADEMIC LEVEL



# FIELDS OF STUDY



# 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



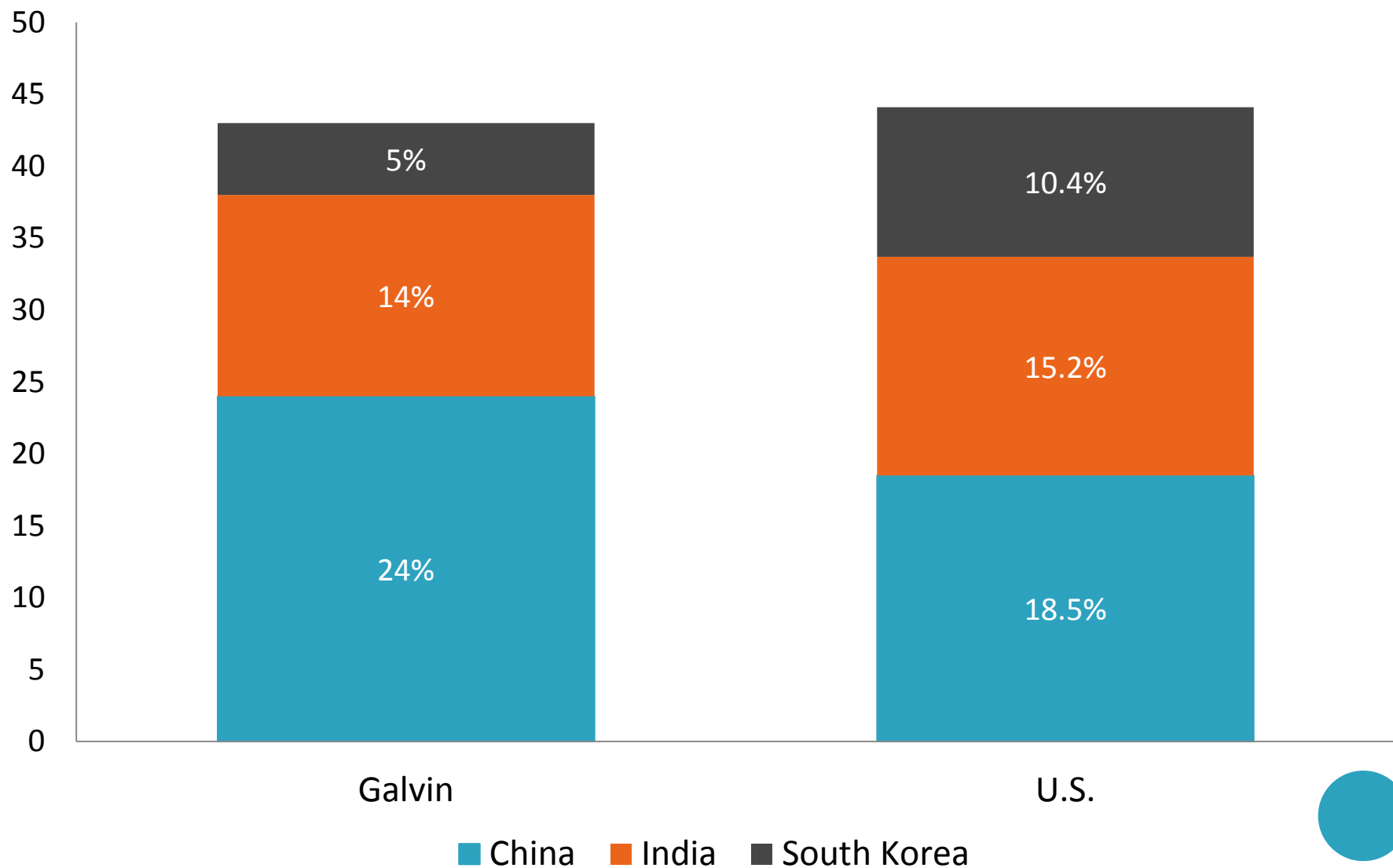
# ILLINOIS INSTITUTE OF TECHNOLOGY



- Highest ratio of international students of all PhD-granting institutions
  - 43% international
  - over 100 countries represented



# TOP 3 COUNTRIES OF ORIGIN



# PAUL V. GALVIN LIBRARY



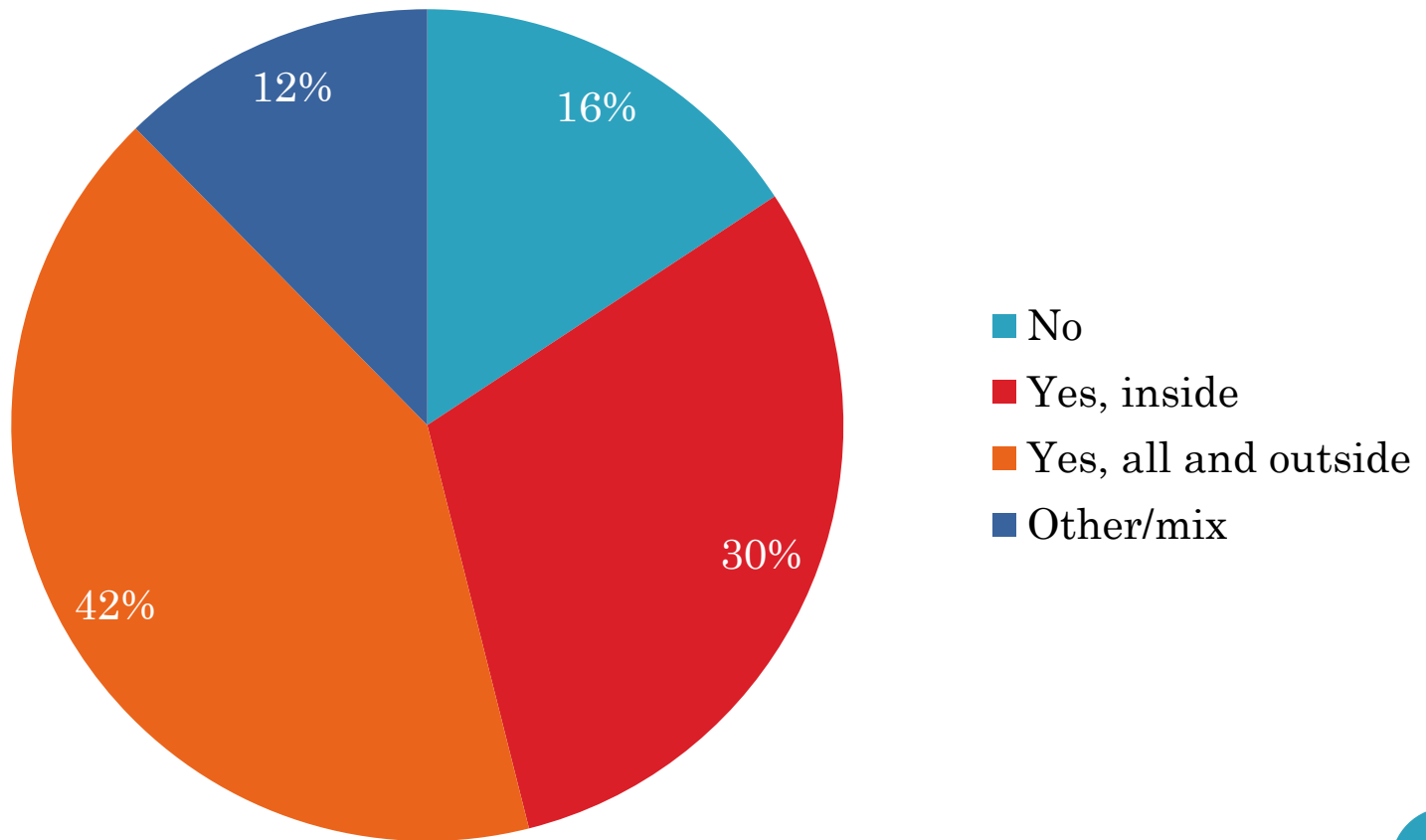


# TEXTBOOK REJECTION

**NO**



# DID YOUR LAST LIBRARY GIVE YOU ALL YOUR TEXTBOOKS?



# 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



# LIBRARY STAFF TRAINING

- 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



services

Library Home Find It Research Help **Services** About

**SERVICES**

- > Borrowing & Circulation
- > Interlibrary Loan
- > Reserve a Room
- > Printing, Copying, & Scanning
- > Computing & Wi-Fi
- ▼ **Services for...**
  - **Students**
  - Faculty & Staff
  - Alumni
  - Users with Disabilities
  - University Technology Park
- > Off-Campus Access
- > Microfiche Scanning
- > Recommend a Resource
- > Lost & Found

Library > Services > Services for... > Students

## 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

LIBRARY.IIT.EDU/STUDENTS


Guides are compiled in a popular place.



Tags: [general](#), [international students](#)

Last update: Oct 3rd, 2011

URL: <http://guides.library.iit.edu/internationalstudents>

 [Print Guide](#) [RSS Updates](#)

Home

## Introduction

## Books


## Articles

## Language Resources

### Information for Your Topic/Subject

[Library Home Page](#)

### 30 Minutes to Success

[Home](#) [Print Page](#)

**Search:**



 **Welcome Video**



- **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**

 **Welcome to Galvin Library**

Galvin Library has people, services and resources to help international students 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](#).







## 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

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



# 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/>

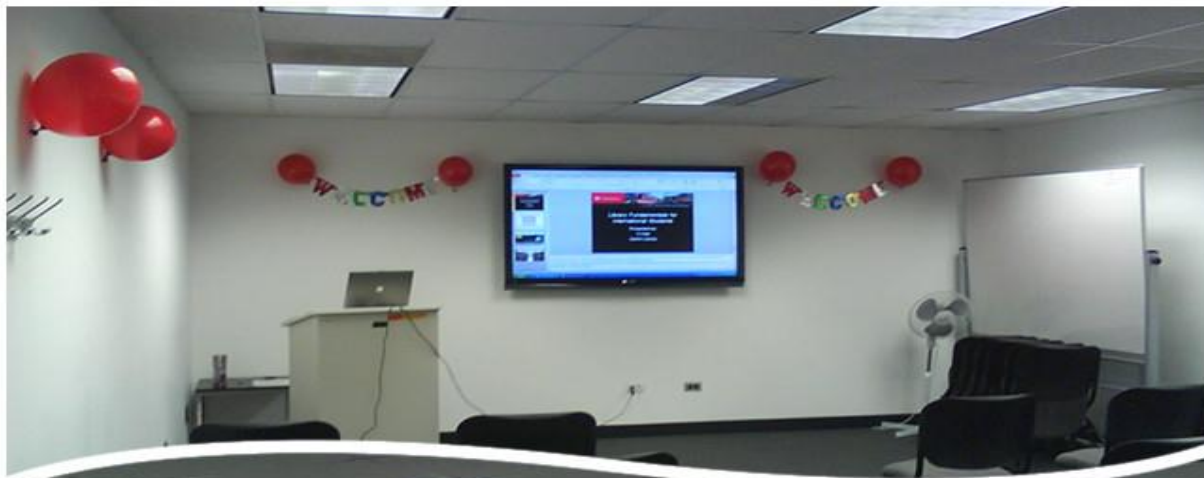
# SNOOZE DETERRENTS

- 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





# LIBRARY INSTRUCTION



# 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.



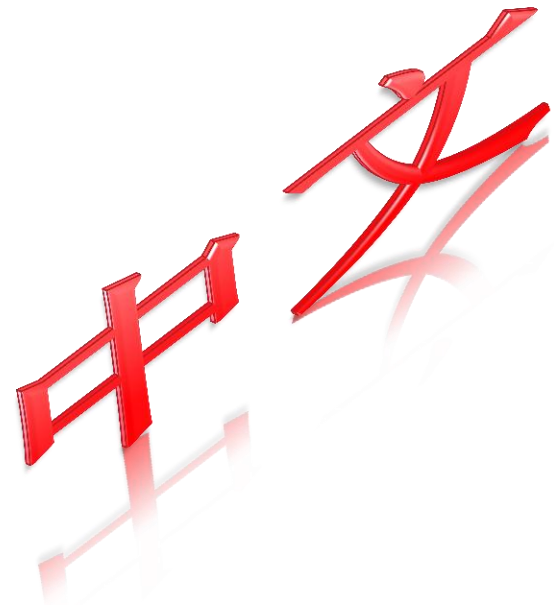
# OPEN WORKSHOP SESSIONS

- 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

Jackson, P. and Sullivan, P. Eds. *International Students and Academic Libraries: Initiatives for Success*. Chicago: Association of College and Research Libraries

Lipson, Charles. *Succeeding as an international student in the United State and Canada*. Chicago: University of Chicago Press



# THANKS

Yi Han

International Student Library Services Liaison

312.567.5991

yhan27@iit.edu

