

Reaching Out and Beyond: Making Library Centered Connections

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Introduction

The hub on campus, academic libraries play a significant role in promoting diversity and academic success. Library resources and services have a great impact on university's recruitment, retention and graduation. This poster session discusses some innovative practices in outreach, effective support in student learning, diverse models in services, and successful approaches in connecting with the campus community.

Non-traditional Library User Groups

Traditionally, liaisons reach out to faculty, students and academic units. However, to meet the growing needs of 21st Century users and accommodate diverse user expectations, University of San Diego (USD) Copley Library has started reaching out to those non-academic units and invisible groups. Some examples of such groups: Admissions, Athletics, Bookstore, Catering, Center for Health and Wellness, Center for Inclusion and Diversity, Center for Student Success, Disability Services, Distance Learning, Facilities Management, Financial Aid, International Center, Residential Life, Staff, Student Organizations, United Front Multicultural Center, neighborhood high schools and the community, etc.



Proactive Outreach Programs

Ranked #1 in the nation for undergraduate study abroad participation, USD has very successful international exchange programs. To reach those hundreds of students and faculty abroad, (semester) at sea, or in the distance (learning), Copley Library has started developing effective outreach programs and helping patrons stay connected with the library anywhere and anytime. From electronic access to digital delivery, and from orientation to diverse library events, librarians as changemakers engage all users, collaborate with the community, connect on demand, and transform the library services to meet ever changing needs.

Chinese American Librarians Association (CALA)

Established in 1973, CALA is a professional organization with over 39 years of demonstrated commitment and contributions to diversity.

It aims to enhance communication among Chinese American librarians, to collaborate with librarians of all cultural backgrounds on the discussion and promotion of library services to all in the United States, and to take a leadership role in global reach with special emphasis on Asian and Pacific Rim countries.



2012 CALA MW Annual Conference



Jiaqi & Yi present at CALA MW Annual Conference

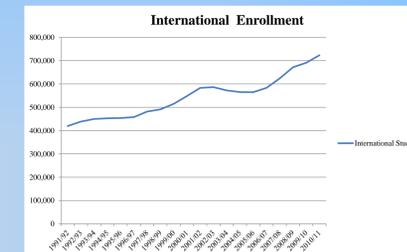


English as a Second Language (ESL) Students

- Understand ESL learner's prior library experiences
 - Investigate and survey their needs
 - Develop strategies to address the needs
 - Create Libguides as a go-to resource
- Collaborate with ESL instructors and create a unique curriculum model for ESL learners
 - By using online tools, engage ESL students in library research projects

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International Students



Institute of International Education. (2010). "International Student Enrollment Trends, 1949/50-2009/10." Open Doors Report on International Educational Exchange. Retrieved from <http://www.iie.org/opendoors>

Unique Needs
English Barrier
 Listening difficulties
 Strong accent
 Need time to translate words into their own language first
Cultural Difference
 Library resources / catalog / system / courses / info literacy / class settings
 thinking patterns / learning styles / research approaches

Library Orientations

- ✓ Big auditorium lectures
- ✓ Library tours
- ✓ Library workshops (bilingual)
- ✓ Resource fairs
- ✓ Open hours
- ✓ One on one crash courses



Spring 2011 IIT Student Resource Fair



Spring 2011 Paul V. Galvin Library Workshop



Fall 2011 IIT International Student Orientation

Library Instructions

- Course-related instruction sessions
- Open workshop sessions
- When teaching international students
 - Classroom cultures
 - Databases translation function: Ebscohost
 - Thesaurus: finding synonyms
 - Writing styles
 - Different perspectives of certain concepts
 - Plagiarism
- Online Guides
 - The International Student Library Guide

Multilingual Library Virtual Tour
<http://guides.library.iit.edu/multilingualguides>

