A **Toolkit** for Reframing Services for a Diverse Group:
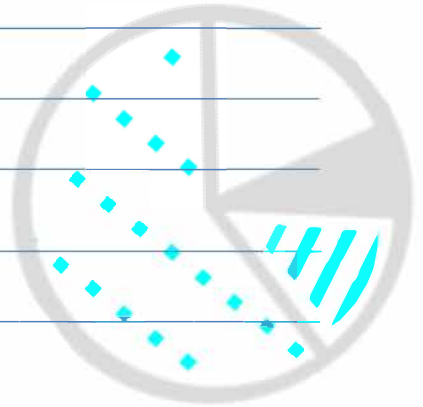# a research study of international students at Illinois Institutions

Your Institution

❑ International students make up what percentage of your user population? Which campus office(s) can help you to find out this information?

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❑ Are international students mentioned as part of your university's strategic plan?

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❑ How do you currently contact or build relationships with international students?

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Notes:

Assess

Most services already exist

Don't create new, just modify

Make your library visible

❑ List one or two of your existing services that could be restructured or enhanced to meet an international student's need.

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❑ Think of one or two ways you can market to *OR* directly reach your international student community.

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Update Your Own Knowledge

Seek out campus workshops

Attend library conferences and workshops

Professional journal and readings

Create opportunities or events to talk to students

Hire international students

Conduct surveys, focus groups, talk tables

❑ What do you want to learn about international students and their home countries? Research habits? Textbook policies? Writing proficiencies?

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❑ What will you do to expand your own knowledge of international students?

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Partners

International Student Center

Admission Office

Student Employment

Student Organizations

Student Affairs

Teaching/Learning Centers

Faculty advisors

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Which campus offices can you work with to offer the following activities for international students? Make your own partner list.

- **Information sessions:**
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  _____

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- **Social events:**
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  _____

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- **Cultural celebrations:**
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  _____

  _____

- **Other:**
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Redesign

- Redesign current orientation

- Initiate opportunities to speak and to listen

- VIP: give impression that librarians = approachable/friendly

- Create sense that library spaces are welcoming

- Build relationships with incoming students early

❑ Think about your current orientation; it's activities, learning sessions, social events, etc. What can be altered or enhanced? Think of events unique to your institution; what other changes are possible?

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❑ How can you best promote or market your orientation session or events? How best to reach diverse student groups on your campus?

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Create

Create instruction sessions

Work with faculty to create course content

Partner with Writing Center

Partner with Career Services

❑ What types of learning materials do you or can you provide specifically for international students?

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❑ Instruction session topic ideas:

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- ❑ Provide online resources
- ❑ Bilingual or multilingual welcoming, not necessary.
- ❑ Hire student employees
- ❑ Build multilingual collections (books, films, newspapers)
- ❑ Language programs or books
- ❑ Assign a person or share duties among staff
- ❑ Book readings or discussion events
- ❑ Writing/research competition
- ❑ Library handbook/manual
- ❑ Promote your services
- ❑ Start an email list
- ❑ _____
- ❑ _____
- ❑ _____
- ❑ _____

Exercise:

Imagine if you were in a country not of your birth. You have some fluency with the language, but this is your first time in this country. You are not just a tourist but are pursuing a university degree, maybe even an advanced degree. Your family's hopes and dreams support your tuition, and are invested in your academic success.

1. How would you build relationships on campus to help you achieve your academic goals?
2. How would you meet local people and experience food, customs, and culture?
3. Everyone needs social engagement – friends; how would you make friends?

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