

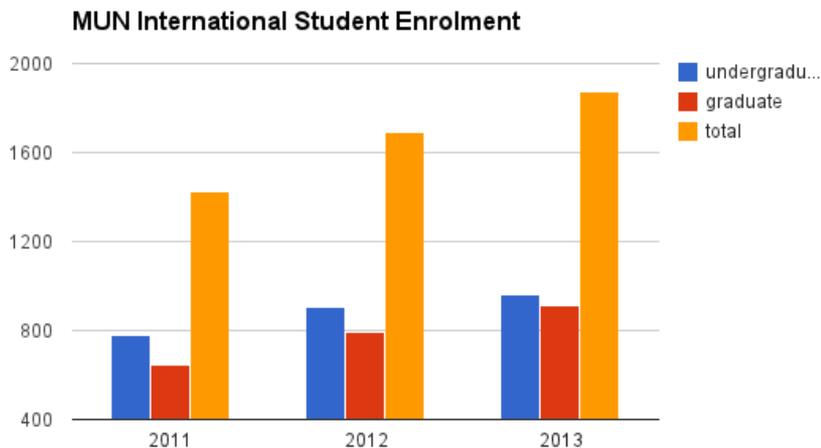
Internationalization and the Canadian academic library: What are we offering?



Jeannie Bail, Ryan Lewis, Amanda Power
Queen Elizabeth II Library | Memorial University of Newfoundland

CAPAL/ACBAP Annual Meeting | May 25-26, 2014
Brock University, St. Catharines, ON

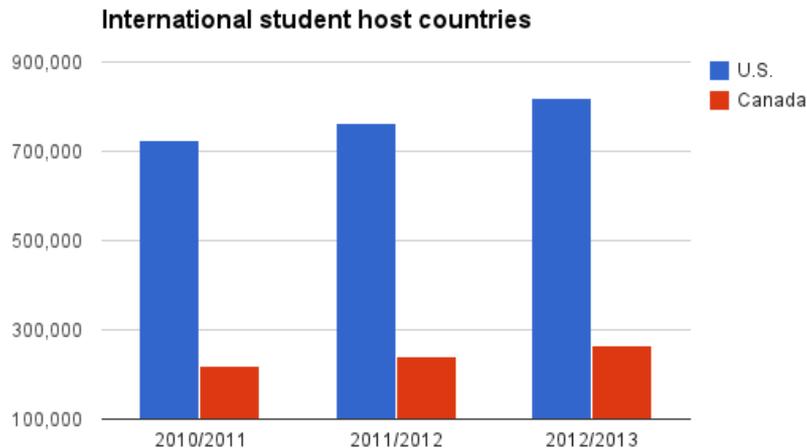
Library services for international students at Memorial University



(Memorial University of Newfoundland: Internationalization White Paper, 2014)

- Specialized services didn't really start until 2010; initiative based on visual cues that the student population was changing, not from needs assessment
- Discussion Group in the fall; Information Services and Cataloguing and Metadata librarians lead conversation
- More information literacy occurs in course-requested sessions - can be regular classes, or ESL-based

International students at Canadian institutions



- Although the number of international students studying in Canada has steadily increased, it is not one of the top outbound destinations (Institute of International Education, 2012; Canadian Bureau for International Education, 2014). The U.S. is #1, followed by the U.K. and France (UNESCO Institute for Statistics, 2009)
- Most enroll in Business or Science programs (Institute of International Education, 2012)
- Canada wants to double its number of international students by 2022, from 265K to 450K (CBC, 2014)
- BC hosted over a quarter of international students studying in Canada in 2012 (CBC, 2014)

Literature review

The literature on International students focuses on:

- [Outreach](#)
- Collaboration/Partnerships
- Staff Training
- Specialized Resources and Services

We limited our research to studies published in the last 20 years, with the exception of two seminal works (Kline & Rod, 1984; Goudey & Moushey, 1984)

Literature review - Specialized Resources and Services

Webpages
Library liaisons
Floor maps
Virtual tours
Multilingual
Paperbacks
Online Tutorials
Library jargon
Dictionaries
Language glossaries
Foreign language materials
Library of Congress Classification

Literature Review: Library Instruction

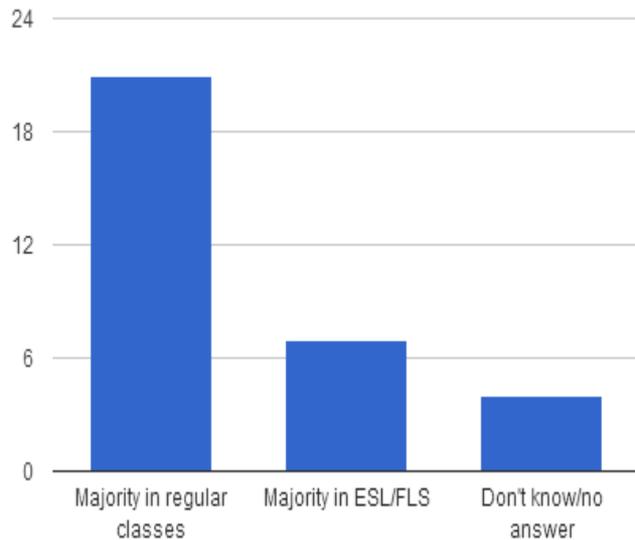
- Goudy & Moushey, 1984
- Kline & Rod, 1984

Types of LI: tours, one time sessions, workshops (emphasis on hands-on), credit courses, point-of-use instruction, virtual instruction, and classes tailored to specific fields of study

Content of LI: effective searching techniques (truncation, phrase searching, Booleans), call numbers, fair use, citation styles, plagiarism, academic honesty, copyright, evaluating resources, Google/GS, library homepage overview

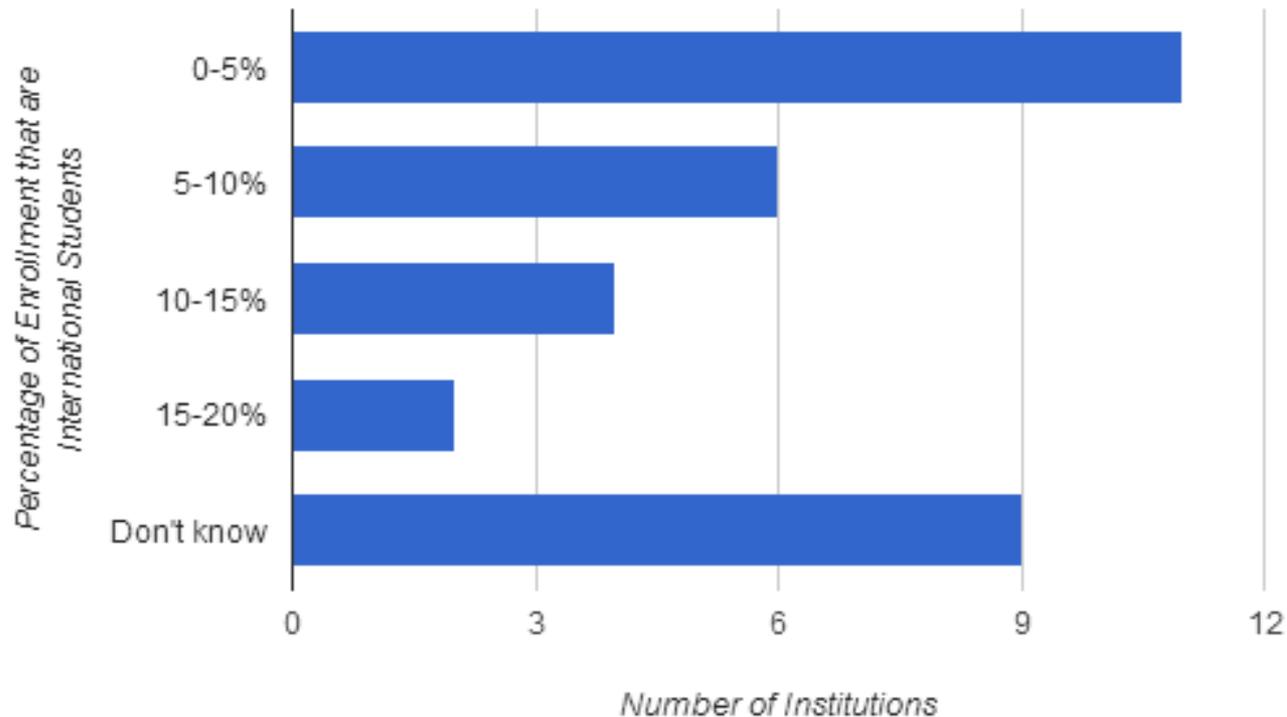
Canadian studies?

International students enrolled in regular classes or language classes



- 21 institutions answered that international students were enrolled in regular classes
- 7 institutions answered that the majority were enrolled in second language classes
- 4 institutions did not answer this question

Percentage of international student enrollment at surveyed institutions



Library instruction offered to international undergraduate and graduate students

Undergraduate Instruction

- almost 40% offer formal specialized instruction sessions
- 15% stated they do not offer specific instruction for international students

Graduate instruction

- between 15-30% provided some library instruction to international graduate students (regular or irregular)

Library coordination with other campus organizations

37% work with International Student Office

Other organizations:

Student Advising Office

Continuing Education Office

Second Language Programmes

Individual Faculty

Community Organizations

Most common types of language services for international students

Staff translation	4 libraries
AV Library Tours	2 libraries
Pamphlets/Flyers	3 libraries
Libguide	1 library
Multilingual welcome page	1 library
Library orientation	1 library
Do not provide services in other languages	21 libraries

Conclusions

- Numbers of international students at Canadian universities have risen considerably over the last 20 years
- Specialized instruction for international students has risen slightly in the last 20 years
- Libraries reach out to international student offices and organizations on campus, but need to continue to establish these connections
- There are two competing assumptions on Canadian campuses, concerning International Students:
 - a) International students are a specific population on campus with different needs than domestic students
 - b) International students are to be treated the same as domestic students

References

Canadian Bureau for International Education (CBIE) (2014). About IE: Facts and figures: Canada's performance in international education, 2012. Retrieved from <http://www.cbie-bcei.ca/about-ie/facts-and-figures/>

CBC News. (2014, January 15). Canada wants to double its international student body. Retrieved from: <http://www.cbc.ca/news/canada/british-columbia/canada-wants-to-double-its-international-student-body-1.2497819>

Goudy, F. W., & Moushey, E. (1984). Library instruction and foreign students: A survey of opinions and practices among selected libraries. *Reference Librarian*, 3(10), 215-226. doi: 10.1300/J120v03n10_22

Institute of International Education (IIE). (2012). International Student Enrollment Trends, 1949/50-2012/13. Open Doors Report on International Educational Exchange. Retrieved from <http://www.iie.org/opendoors>

Ishimura, Y., Howard, V., & Moukdad, H. (2007). Information literacy in academic libraries: Assessment of Japanese students' needs for successful assignment completion in two Halifax universities. *Canadian Journal of Information and Library Science*, 31(1), 1-26. Retrieved from: <http://www.utpjournals.com/Canadian-Journal-of-Information-and-Library-Science.html>

Kline, L. S., & Rod, C. M. (1984). *RQ*, 24, 210-216.

Memorial University of Newfoundland. (2014). *Internationalization White Paper for Memorial University*. Retrieved from: http://www.mun.ca/vpc/Intl_White_Paper_FINAL.pdf

Morrissey, R., & Given, L. M. (2006). International students and the academic library: A case study. *Canadian Journal of Information & Library Science*, 30(3/4), 221-239. Retrieved from <http://www.utpjournals.com/Canadian-Journal-of-Information-and-Library-Science.html>

UNESCO. (2009). Global education digest 2009: Comparing education statistics across the world. Retrieved from: <http://www.uis.unesco.org/Education/GED%20Documents%20C/ged-2009-final-4-err-en.pdf>

Link to our paper

In Memorial University's Research Repository:
<http://research.library.mun.ca/6417/>