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

Jeannie Bail, Ryan Lewis, Amanda Power
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Library services for international students at Memorial University

- 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

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


- 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

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

- 0-5%:
  - Number of Institutions: 9

- 5-10%:
  - Number of Institutions: 6

- 10-15%:
  - Number of Institutions: 3

- 15-20%:
  - Number of Institutions: 2

- Don't know:
  - Number of Institutions: 0
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

<table>
<thead>
<tr>
<th>Service</th>
<th>Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff translation</td>
<td>4 libraries</td>
</tr>
<tr>
<td>AV Library Tours</td>
<td>2 libraries</td>
</tr>
<tr>
<td>Pamphlets/Flyers</td>
<td>3 libraries</td>
</tr>
<tr>
<td>Libguide</td>
<td>1 library</td>
</tr>
<tr>
<td>Multilingual welcome page</td>
<td>1 library</td>
</tr>
<tr>
<td>Library orientation</td>
<td>1 library</td>
</tr>
<tr>
<td>Do not provide services in other languages</td>
<td>21 libraries</td>
</tr>
</tbody>
</table>
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


In Memorial University’s Research Repository: http://research.library.mun.ca/6417/