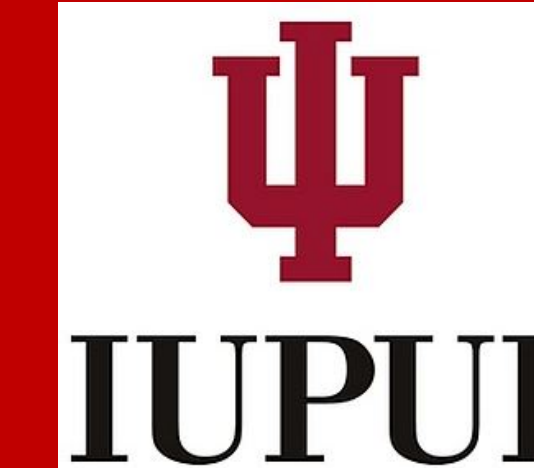


Improving the Experience of International Students at IUPUI University Library

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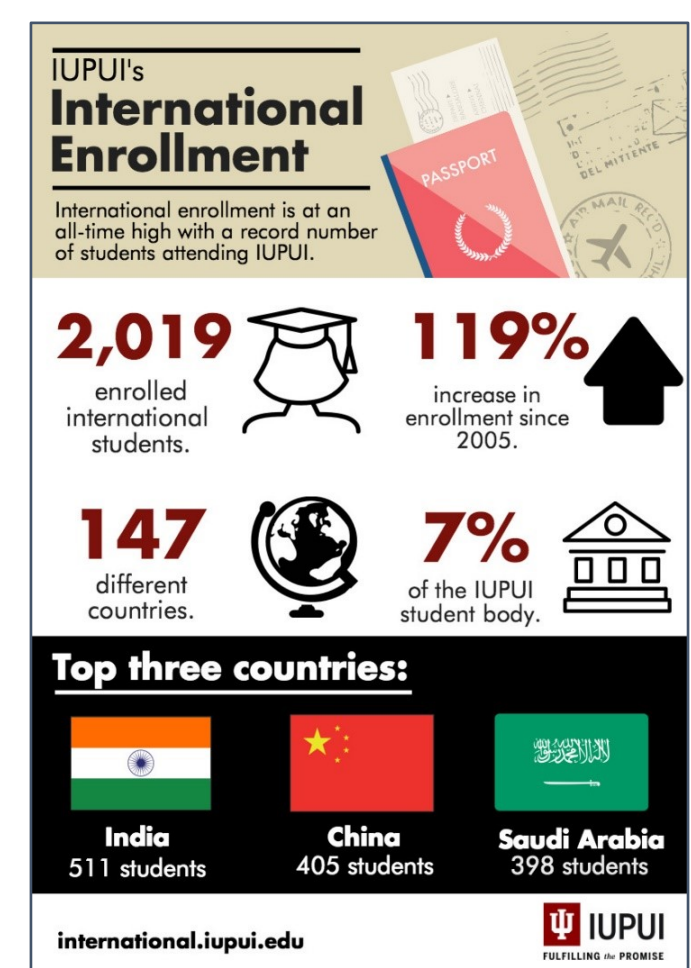
Who
3 librarians and 2 staff members; all have international experience

What
A working group to improve the experience of international students in the library

Goals

1. Provide better customized library services for international students who had different library service models in their home country
2. Improve their library experience by being proactive rather than reactive
3. Facilitate training for librarians and staff in how to better serve international students

Why
Growing enrollment trend of international students who need support



Aug 17 - International Student Orientation Services Fair, OIA

71 Students from at least 11 countries and 8 fields of study

Feb 18 - IUPUI International Festival

Interacted with 120 students, Surveyed 6

What do you like about the University Library?

- I like it because it has rich resources.
- Space/facilities
- Private Study Room
- Efficiency and Friendly
- nice and everything is there and I am able to study well.
- Computers

Mar 2 - Speed Friending Conversation & Pizza

20 student participants
15 survey respondents

Q1: Did you enjoy the event, "Make a new friend: Speed Friending for International and Domestic Students" at University Library?

Feb-Jun - Developed and launched **Glossary of Terms** on library website

- 487 page views between 20 Jun-26 Oct

Created **Workshops** for international students

1. Introduction to an Academic Library in U.S. Context
2. Challenges to Freedom of Speech: Copyright, and Censorship in the U.S. & Libraries
3. Scholarly Communication for Graduate Students: Publication, Open Access, Open Data and Impact

Aug 15 - International Student Orientation Services Fair, OIA

94 Students from at least 8 countries and 17 fields of study

Next steps

- Continue to build the relationship with OIA and other campus units
- Participate in campus events on global learning
- Employ better assessment tools
- Publish a paper about our journey



IUPUI Climate Survey 2014

Approximately 13% of international faculty/staff and 15% of international students report experiencing bias/harassment/discrimination based on their citizenship status – compared to only 1% of native U.S. citizens for both groups.

Jun 2 – Librarians form International Students Working Group in UL, two staff join in fall

Sep & Oct - Intercultural Learning Community of Practice
2 librarians joined

Nov 4 - Internationalization Vision Statement
Collaborated with Associate Dean to compose

Library Staff Training

Oct 2 - Engaging Diversity, Equity, and Inclusion for Library Staff
Presenter: Dennis Rudnick, MC

Library Staff Training

Nov 9 & 16 - Importance of Language in Serving International Students
Presenters: Director and other staff from International Student Services, OIA

Professional Development

Aug 2 - Purdue Information Literacy Research Symposium: Faces and Spaces of Information Literacy: With International Students in Mind
2 librarians participated

Library Staff Training

Aug 4 - Culturally Responsive Teaching Workshop for Teaching Librarians at UL
Lead by: Dennis Rudnick, MC

Sep 9 – Gateway to Graduation International Student Panel
1 librarian participated in collaboration with the IL CoP

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“Our growing international student population at IUPUI reflects the increasingly global nature of our campus and strengthens our educational and research programs by reinforcing and adding to a worldwide network of talent,” said **IUPUI Chancellor Nasser Paydar**. “This not only enhances the dynamic and diverse nature of our campus, but it also helps our students develop as global citizens, both of which are strategic priorities for IUPUI.” 9/14/15

Collaborations

- University Library (UL) Administration
- Office of International Affairs (OIA)
- UL Educational Services Charter Group
- UL Campus Outreach Group (COG)
- Multicultural Center (MC)
- Office for Intergroup Dialogue and Civil Community
- Intercultural Learning Community of Practice (CoP)

Findings

- Collaboration is key
- Librarians can leverage relationships with liaison areas (schools, departments) to advertise and advocate
- Students use the library as a social space
- Workshop plans are stalling:
 1. Fall is a busy time for teaching librarian faculty members
 2. Challenge to market workshops to students without offering course credit
- Surveys need to fit event and not duplicate other UL efforts like COG’s “I Heart UL” campaign