**Type of Contribution: WORKSHOP**

**Understanding and Developing Services for International Students: A Workshop**

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**Introduction**

International students have become a fast growing body in worldwide higher education. While this growth contributes to the campus diversity and indicates the globalization of education, economy, and culture, these students have difficulty adapting to their life in a new country. This workshop will discuss the challenges faced by international students and offer practical advice on developing inclusive library services to meet the diverse needs of all students.

# Background and purpose

International students have become a fast growing body in worldwide higher education. While this growth contributes to the campus diversity and indicates the globalization of education, economy, and culture, these students have difficulties adapting to their life in a new country. Their unique cultural and linguistic backgrounds, distinct information behaviors and learning styles, and previous library experience present challenges for them to make full use of library resources provided by their host institutions (Hughes 2010; Zhuo and Jiao 2007; Ishimura and Bartlett 2013; Fawley 2011). They lack awareness of their university libraries’ collections and services (Datig 2014) but hesitate in seeking help from library staff (Liu and Winn 2009); grapple with building search strategies and finding information (Bahavar Hanel, Howell and Xiao 2011); have insufficient knowledge about plagiarism and academic citing (Amsberry 2009); and need proofreading of their writing assignments by a native-English speaker (Zhao and Mawhinney 2015). These challenges negatively hinder international students’ ability to achieve academic success abroad.

University librarians recognize the challenges faced by international students and have been striving to engage these students using various approaches and strategies, for example, hosting a library reception for international students (Sheu and Panchyshyn 2017), creating web-based multilingual library tours (Downing and Klein 2001) and vernacular language videos (Li, McDowell and Wang 2016), teaching multilingual library orientation sessions (Zhao, Smith and Torabi 2016; Greenberg and Bar-Ilan 2014; Bosch and Molteni 2011), providing specially-designed research methods and plagiarism workshops to international students (Chen and Van 2011), and employing international student ambassadors to help promote library services to their peers (Zhao and Mawhinney 2017). Some libraries have set up a librarian position to liaise with international students and address their special library and information needs.

The inclusion education model states that every student is entitled to the same privilege and responsibility to participate in learning activities and opportunities. However, the challenges encountered by international students inhibit them to fully take part in those activities. This workshop aims to enhance the capacity of empowering international students to make use of library resources and services among librarians, library staff, faculty and researchers in the library and information science field. While the issues and strategies discussed in this workshop have a perspective from an academic library setting, they are adaptable for other library and information environments.

# Topics

This 60-minute workshop consists of three components:

1. Introducing attendees to using enrolment data to understand the international student population that their respective libraries serve
2. Exploring the challenges faced by international students
3. Discussing various approaches and strategies undertaken in the literature related to addressing the library and information needs of international students.

**Goals and learning objectives**

Participants in the workshop will be able to:

1. Understand the challenges of international students in light of using library resources and services
2. Learn practical strategies to enhance the library experience and academic competencies among international students
3. Develop initiatives to engage international students at the participant institutions

**Format and method**

Lecture, discussion and case scenario

**The target audience**

Between 15 and 30 participants including librarians, library staff, faculty and researchers in the library and information science field

**Duration**

60 minutes

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