

University of Alberta Libraries' Communications and Outreach to International Education



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Concordia University of Edmonton

AAAL Fall Meeting | Augustana Campus Library | Camrose, AB

15 November 2019

University of Alberta Libraries' (UAL) Academic Library Residency Program

- “[...] designed to provide recent LIS graduates with opportunities for early career development and professional work experience in an academic research library.”
- Residents are assigned to work on a major project in collaboration with librarians working outside of their home unit

My Resident Project: Communications and Outreach to International Education

Collaborators: Katherine Koch & Meredith Bratland

Focus: The communications and outreach recommendations arising from the report *Supporting International Students: The University of Alberta Libraries' Response to the University Strategic Plan* (2017)

Project Background

- Report: Extensive study of library services
 - Review of current literature
 - Site visits to university libraries across Canada and in England
 - Interviews with UAlberta international students, faculty, staff, and senior leadership of the Faculty of Graduate Studies and Research

Interview Questions for Librarians

- Are there any specific programs and services designed for international students?
- Does the library have a formal liaison relationship with the International Centre or equivalent at your institution?
- What are your priorities in serving international students?
- Do you offer or do you have plans to offer intercultural training and development to library staff?

Highlights of the Findings

- 29 recommendations aligned to current strategic directions for consideration at UAL
- Suggested next steps for
 - improving existing services, and prioritizing and implementing sustainable and impactful actions that utilize existing best practices in library services for international students
 - developing new initiatives to improve the library user experience for international students

Key Recommendations

1. Send out a call for expressions of interest for three formal library liaison positions with specific responsibility to the International Student Centre.
2. Develop a comprehensive and integrated communications strategy focused on international students in partnership with liaison librarians.
3. Develop and deliver staff training to increase awareness and improve services for international students.

Expected Outcomes

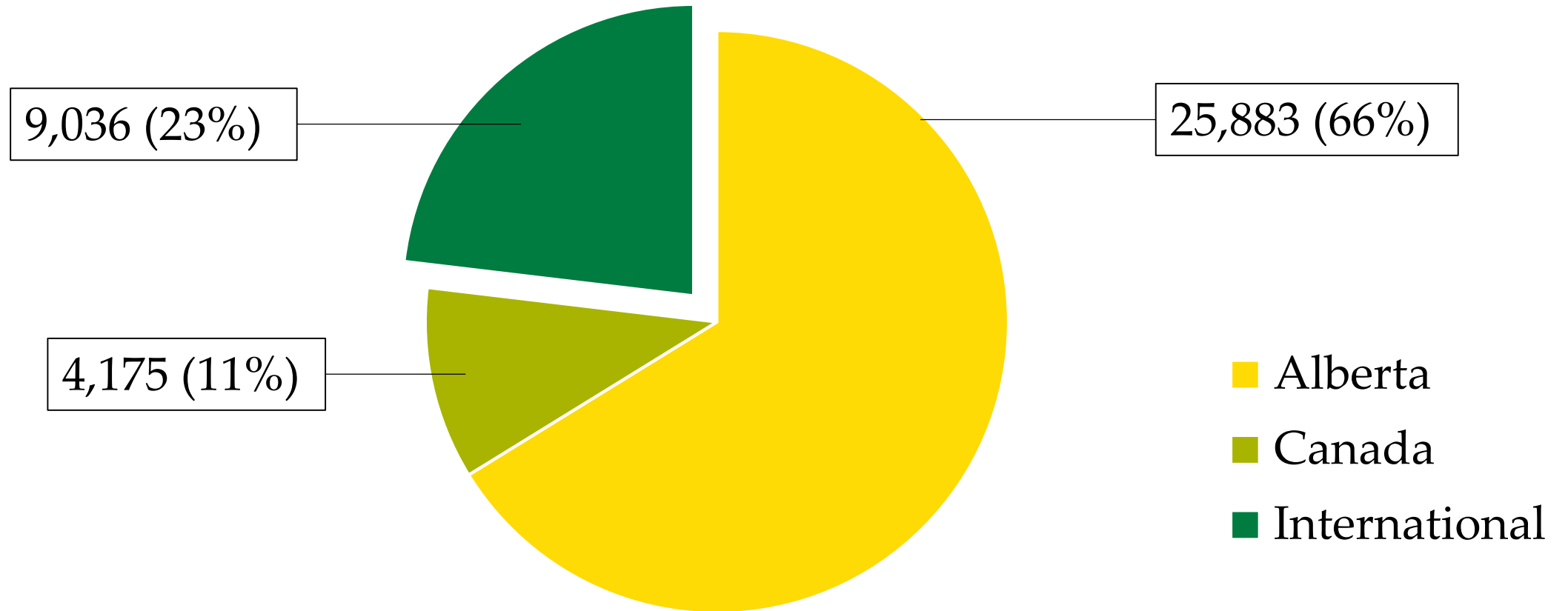
1. Improved/integrated library services and communication with international students and the International Student Centre.
2. Strategic ongoing and sustainable communication regarding library resources and services for international students.

Communications Plan

- An articulated strategy for library communications to international students
- A detailed outline of
 - the activities and specific recommendations that will be planned, executed, and evaluated
 - our mission, our audience, key messages, and benchmarks
- Working draft completed January 2019

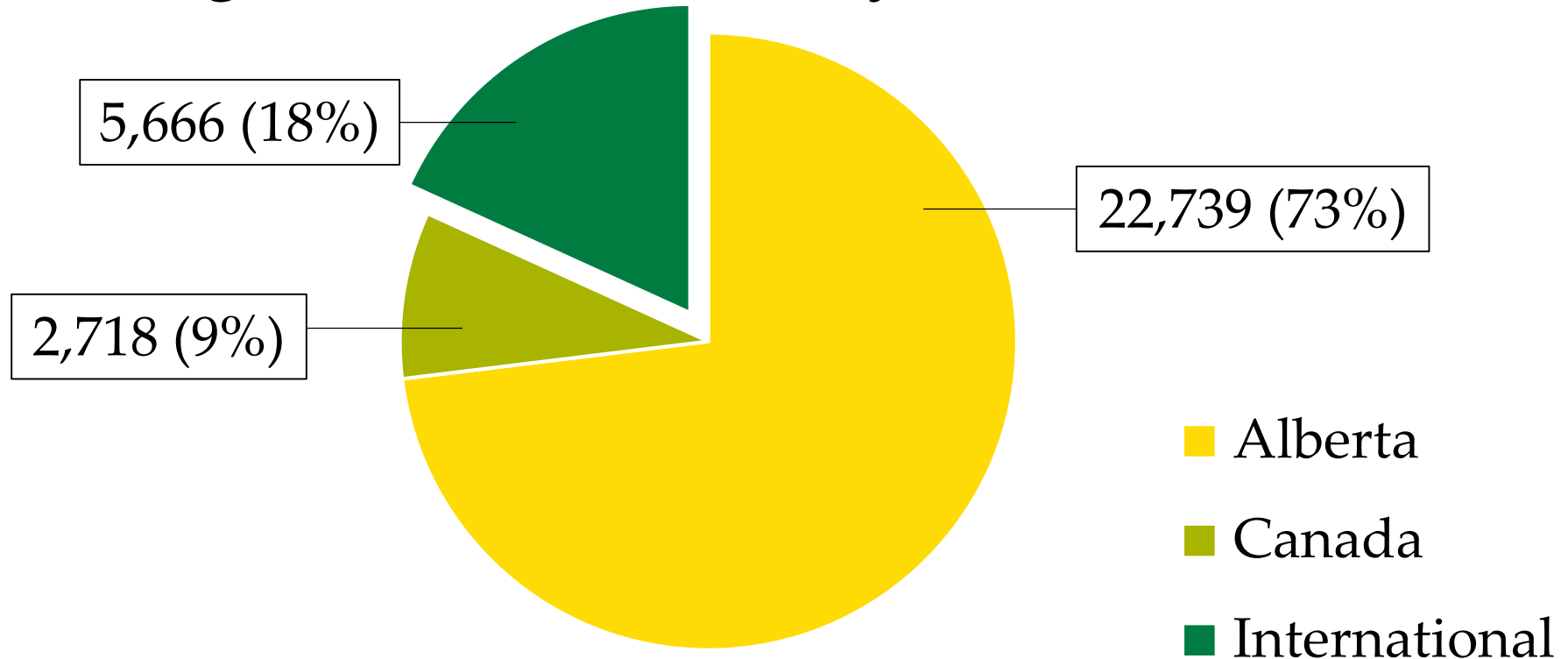
The UAlberta Context: The Big Picture

Student Population by Home Address



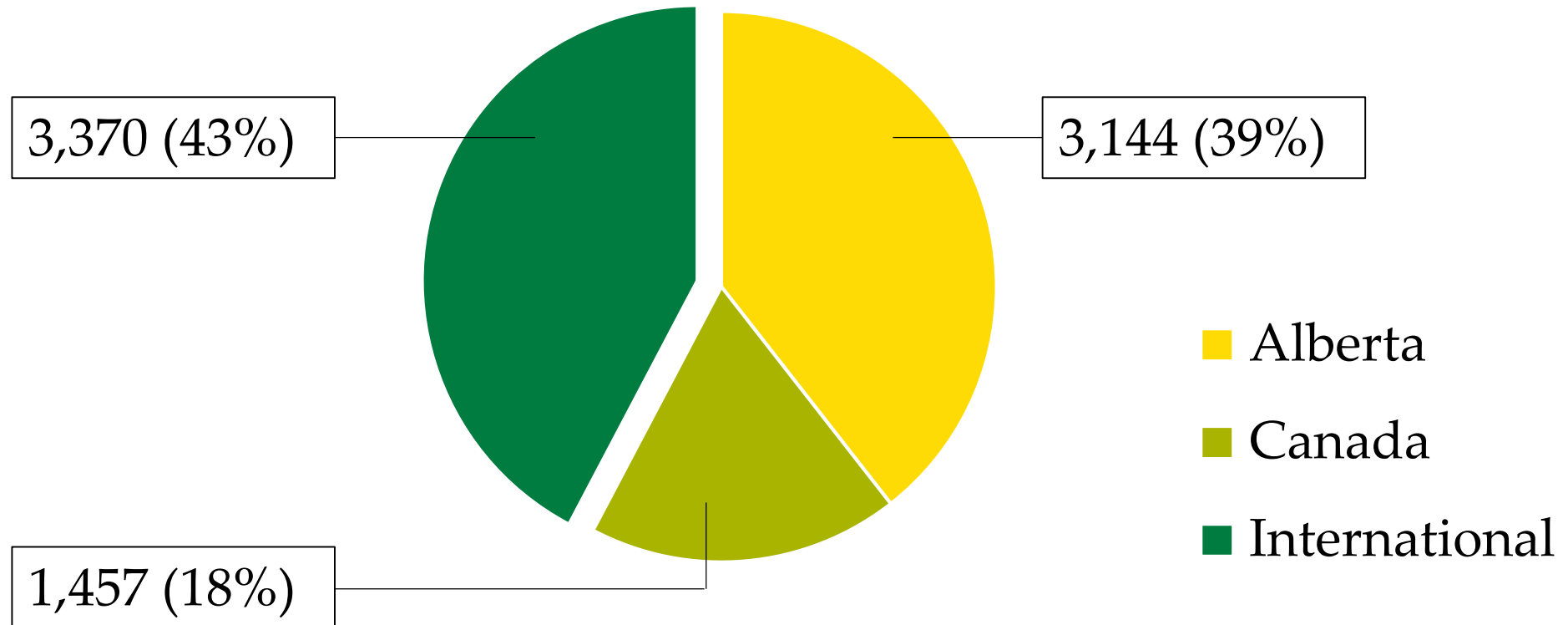
The UAlberta Context: Undergraduate

Undergraduate Students by Home Address



The UAlberta Context: Graduate

Graduate Students by Home Address











Projects

Library Outreach via University of Alberta International (UAI) Website

UNIVERSITY OF ALBERTA LIBRARIES		
Our Principles	Our Values	Our Mission
<ul style="list-style-type: none">• Accountable• Open• Responsive• Sustainable• Transparent	<ul style="list-style-type: none">• Collaboration• Inclusivity• Innovation• Intellectual Freedom• Service	<ul style="list-style-type: none">• We collaborate at the University of Alberta to advance teaching, learning and research.• We provide access to the past and present through collections, services, spaces and expertise.• Our work empowers learners, scholars and researchers with local and global impact.• Together we shape the future.
Collections	Annual Statistics	
<ul style="list-style-type: none">• Over 5.2 million print and electronic titles• Over 120,000 scholarly e-journals from across disciplines from a wide range of publishers• 1.31 million e-books• 1,100 online databases• 43,000 items in ERA (Education & Research Archive), U of A's institutional depository	<ul style="list-style-type: none">• 2.8 million visitors to our 10 libraries• Over 2.5 million view of the U of A Libraries homepage• Over 120,000 research questions answered via physical and virtual service points• Over 680 classes taught to more than 21,500 students, faculty, staff, and community members	

November 2018

UNIVERSITY OF ALBERTA LIBRARIES			
			
At the University of Alberta, our Public Services Librarians are subject specialists, available to help you with a wide range of questions.			
			
J.A. Weir Law Library	John W. Scott Health Sciences Library	Bibliothèque Saint-Jean	Rutherford Library

November 2018

Library Displays

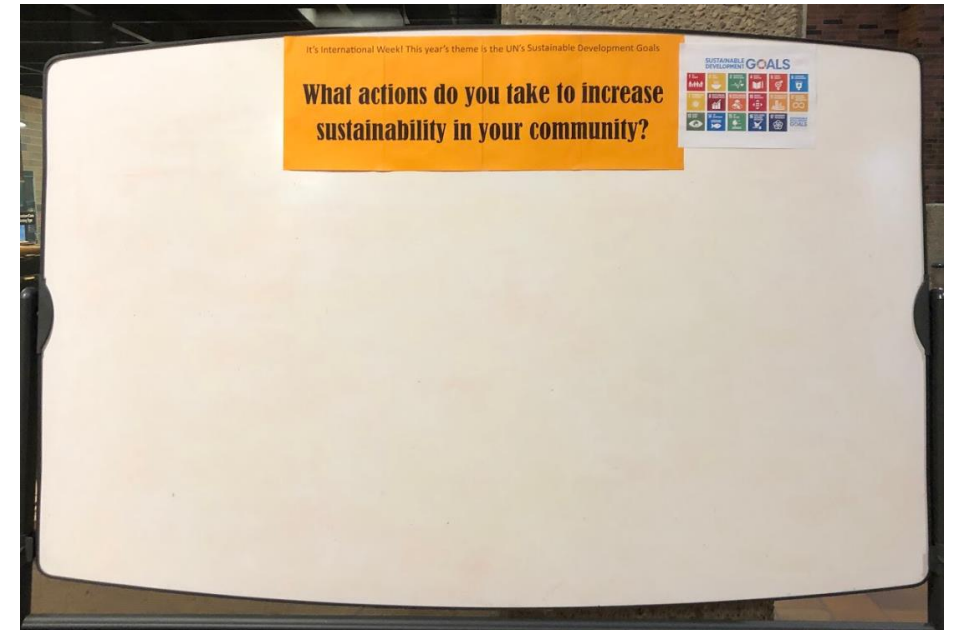
International Week – February 4-8, 2019

- Focus: UN's Sustainable Development Goals
- Coutts Library: Display
- Rutherford Library: Question board

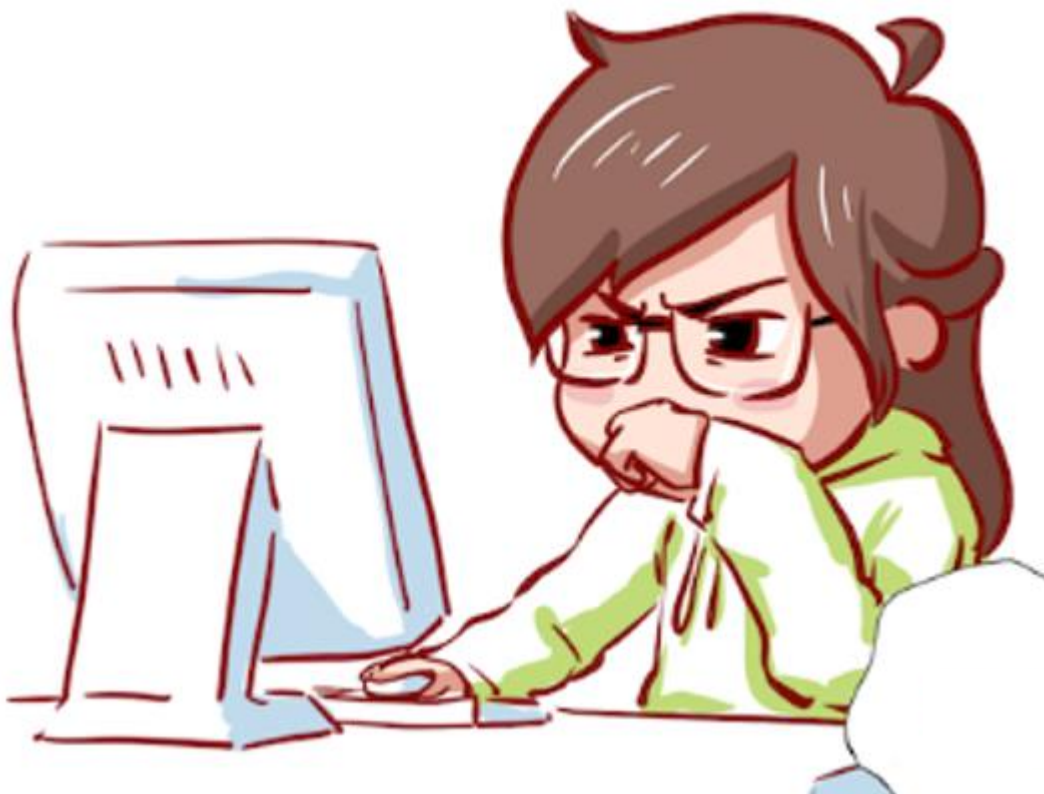
End of Semester Reading at Rutherford Library

- Display of fictional works in numerous languages

Collaborators: Milamem Gabbar, Amy Southgate, Jamie Spivak, Carmen Loconte



Collaboration with Student Artist



图书馆界面这个功能

My UAlberta | Find a Person | ONEcard | Bear Tracks



ask us

chat

email

about us

你一定要善用！！



毕竟……人民币上的那个人
曾经也是图书管理员

English Conversation Club (ECC)

- A place where, during the Fall and Winter semesters, international students can
 - practice and improve their spoken English,
 - learn about Canadian culture,
 - share experiences, and
 - make friends
- Guided sessions promote expansion of vocabulary and increased understanding of English and Canadian expressions

English Conversation Club (ECC)

- **When?** Fridays, 3 – 4:30 pm
- **Where?** Telus 134
- **Who?**
 - International students who want to practice and improve their English
 - International and Canadian students who want to share their cultural experiences
 - Canadian students who want to engage with international students
 - Members of staff and/or faculty interested in the concept

Facilitation of ECC Sessions

English Conversation Club:
Music and musical
instruments in the Canadian
context

Lucinda Johnston & Victoria Eke
8 March 2019

- Photos of Canadian artists
- Historical overview of music in Canada
- Song recognition
- Popular genres across Canada
- Internationally popular Canadian artists and bands
- Canadian musical instruments

Facilitation of ECC Sessions

English Conversation Club: Libraries and Library Services

Victoria Eke
veke@ualberta.ca
22 March 2019



Wellness at University of Alberta Libraries

Erin Sanderman and Shawna Manchakowsky
UAL Wellness Committee



- Kahoot! Game: Identify the University of Alberta library!
- The roles of UAL librarians
- Services – at the library, at the service desk, and online
- UAL wellness initiatives

ECC Participation

- **Weekly attendance:**
 - 30-40 students
 - 3-5 members of staff and/or faculty
- **Countries of origin:**
 - Brazil, China, Colombia, France, Germany, India, Iran, Japan, Mexico, Peru, Philippines, Taiwan, Thailand, Turkey
- **Areas of study:**
 - Computing Science, Education, Engineering, Psychology, Mathematics, Medicine

ECC: Participant Feedback

"Good chance to meet people with diverse backgrounds."

"I am not familiar with some topics at all. ECC made me feel comfortable to talk about these topics."

"I started to see [ECC] like a family! It is beyond the conversation. Special thanks to Canadian friends who help us engage with Canada!"

"I appreciate [the] people facilitating ECC. Thank you so much."

"I personally like more native speakers to join the conversation. I really enjoyed the time when there was one native speaker (or people who have speak English for years) in a small group. They could offer an alternative way of saying an awkward sentence we said."

"Interesting topics, amazing presenters, both friendly and helpful native speakers, and many friends. All these above make ECC one of my favorite events on campus. And it's weekly! I'm always looking forward to Friday! Thank you for having ECC!"

"The format for helping people to learn and understand English is brilliant."

ECC: Rutherford Library Edition

- A casual meeting, curated by David Sulz, where various topics are discussed
- **When?** Determined on a weekly basis
- **Where?** Rutherford Learning Lounge
- **Who?**
 - Any student and member of faculty or staff interested in participating in ECC during the spring and summer months

Spring Training Workshop

Spring Training session spotlight:

Perspectives on Intercultural Interactions:

Gavin Palmer from University of Alberta International will be leading this interactive workshop that focuses specifically on library service:

What does library service look like to you? What does it look like to people from around the world? This interactive workshop on perspectives, expectations, and cultural viewpoints will use library specific case studies to work through activities and reflect on our practice. Questions, issues and personal experiences will be encouraged. Through exploring communication strategies, culture, cultural values, and traits, we will gain insight into how we see the world, and others in our space; how others see the world and us in their space; and communication methods to bridge those gaps in perceptions. [Register via LibCal](#)

Impact

- Increased communications and activity between UAL, the International Student Centre, and international students
- A better understanding of librarian roles and library services available on the part of international students
- Increased awareness and understanding of the particular needs and perspectives of international students on the part of library staff

Into the future...

- Additional offerings of *Perspectives on Intercultural Interactions* workshop
- Provision of informational materials in multiple languages
- Provision of a library orientation session for ECC in the Fall semester
- Provision of library orientation sessions for all Young Physician Training Program attendees
- Continued librarian involvement in ECC

Acknowledgements

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Shawna Manchakowsky

Angie Mandeville

Gavin Palmer

Erin Sanderman

Amy Southgate

Jamie Spivak

Weiwei Shi

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Amanda Wakaruk

Questions or comments?



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Thank you!