

# Reaching Out and Beyond: Making Library Centered Connections

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## Introduction

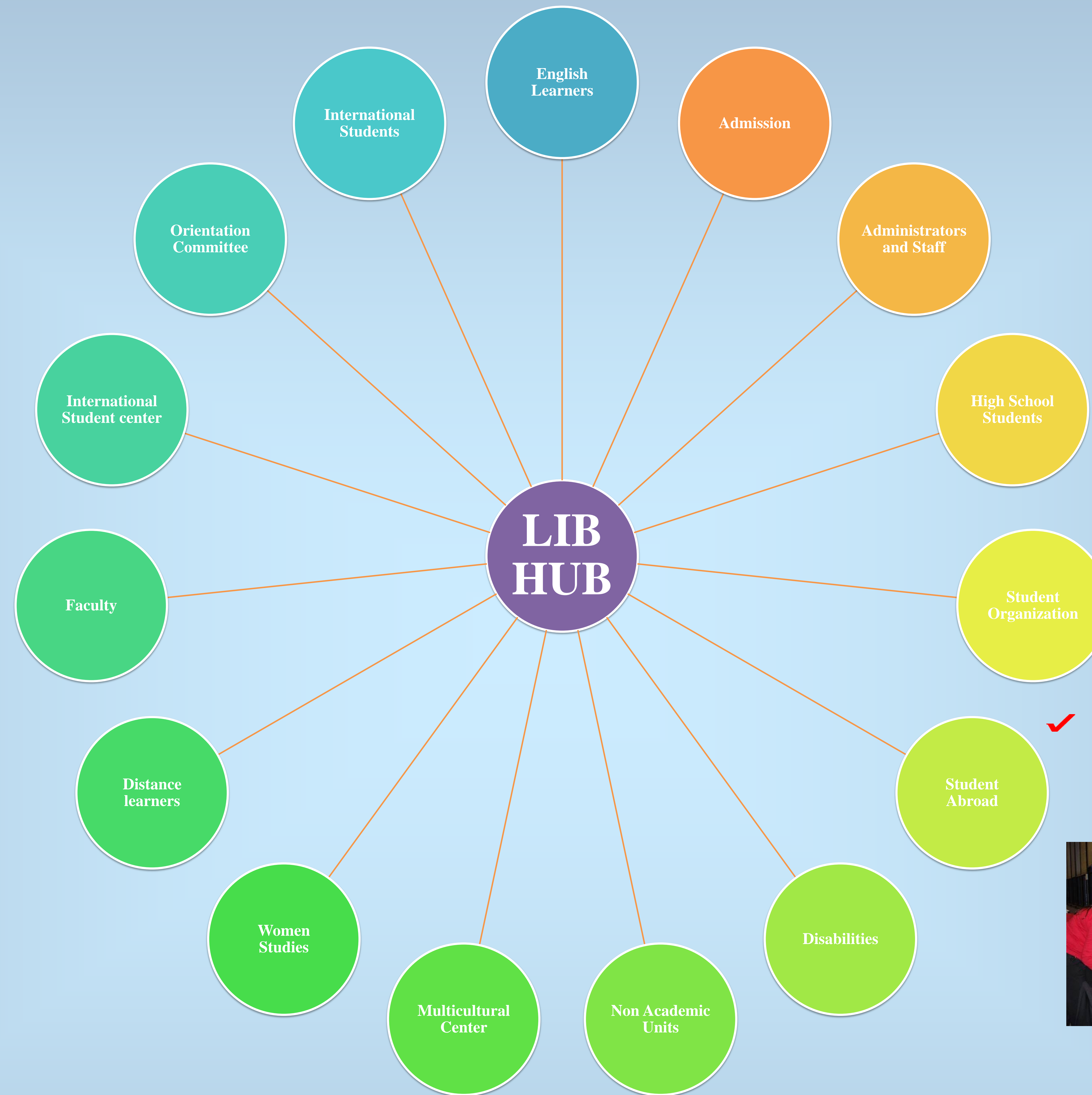
The hub on campus, academic libraries play a significant role in promoting diversity and academic success. Library resources and services have a great impact on the university's recruitment, retention and graduation. This poster session discusses some innovative practices in outreach, effective support in student learning, diverse models in services, and successful approaches in connecting with the campus community. With graphics, photos, charts and text on one big poster, a panel of three presenters from different institutions will share their experiences in reaching out to diverse users.

Jiaqi, currently a GLIS student and Reference Assistant in Dominican University in Illinois, will give her perspectives on how to reach out to English-as-a-Second Language (ESL) instructors and students. Details include how she worked with instructors to integrate information literacy and ESL objectives and concepts into ESL curriculum; and how they built those concepts together into the ESL learning outcomes. More importantly, as a former ELS student herself, she has insightful views and strategies in providing the best campus experience for English learners. Whether students need to find reading material for pleasure or for classes, or to conduct research, the library is the place to start. By using some of the online tools that help ESL students develop and organize research projects, she helps identify and reflect on print and electronic resources that instructors and librarians can use with ESL students. ESL students benefit a lot from this model because it offers more learning opportunities, and stresses the cross-applicability of language and information literacy concepts and skills.

Yi, International Student Library Services Liaison in Illinois Institute of Technology, will talk about international student services. International students are always considered as a unique user group with a unique need on campus. How can academic libraries effectively serve this diverse population? In an effort to educate and prepare international students to get along with and succeed in the new academic environment, the Paul V. Galvin Library at Illinois Institute of Technology provides them various services and resources through orientation activities and library instructions. Her presentation will focus on how she discovers ways to adapt library services, orientations, and online and in person instruction to best meet the international students' information needs. It will focus on the understanding the unique needs and concerns of international students, educating international students through orientation and online information, building relationship with the faculty, and delivering instruction sessions for international students.

Li, Head of Access & Outreach Services in University of San Diego (USD), will discuss how extensively she reaches out to those underserved groups on and off campus. Traditionally, liaisons reach out to faculty, students and academic units. However, to meet the growing needs of 21st Century users and accommodate diverse user expectations, Li has started reaching out to those off campus, non-academic units, non-traditional library services; and invisible groups. Some examples of such groups include: Admissions, Athletics, Bookstore, Career Services, Catering, Center for Health and Wellness, Center for Inclusion and Diversity, Center for Student Success, Counseling Center, Dining Services, Disability Services, Distance Learning, Facilities Management, Financial Aid, high schools, International Center, Parent Relations, Professional and Continuing Education, Recreation, Residential Life, Staff, Student Financial Services, Student Organizations, United Front Multicultural Center, prospect parents and students, etc.

Ranked #1 in the nation for undergraduate study abroad participation, USD has very successful international exchange programs. Each year, hundreds of students and faculty study and work abroad, or have the semester at sea, or get enrolled in the distance learning programs. While the library is the heart of the campus, it is important that the library develops effective outreach programs and helps patrons stay connected with the library anywhere and anytime. From electronic access to digital delivery, proactive outreach programs include office visits, open hours, individual consultation, group workshops, online tutorials, LibGuides, print materials such as flyers, brochures, e-format, phone, fax, email, orientations, and tours. Internally and externally, the library engages all users, collaborates with the community to establish the relationship, and enhances overall library services. In conclusion, librarians are changemakers. By connecting on demand, the library is transforming itself to tailor its services to meet ever changing needs.



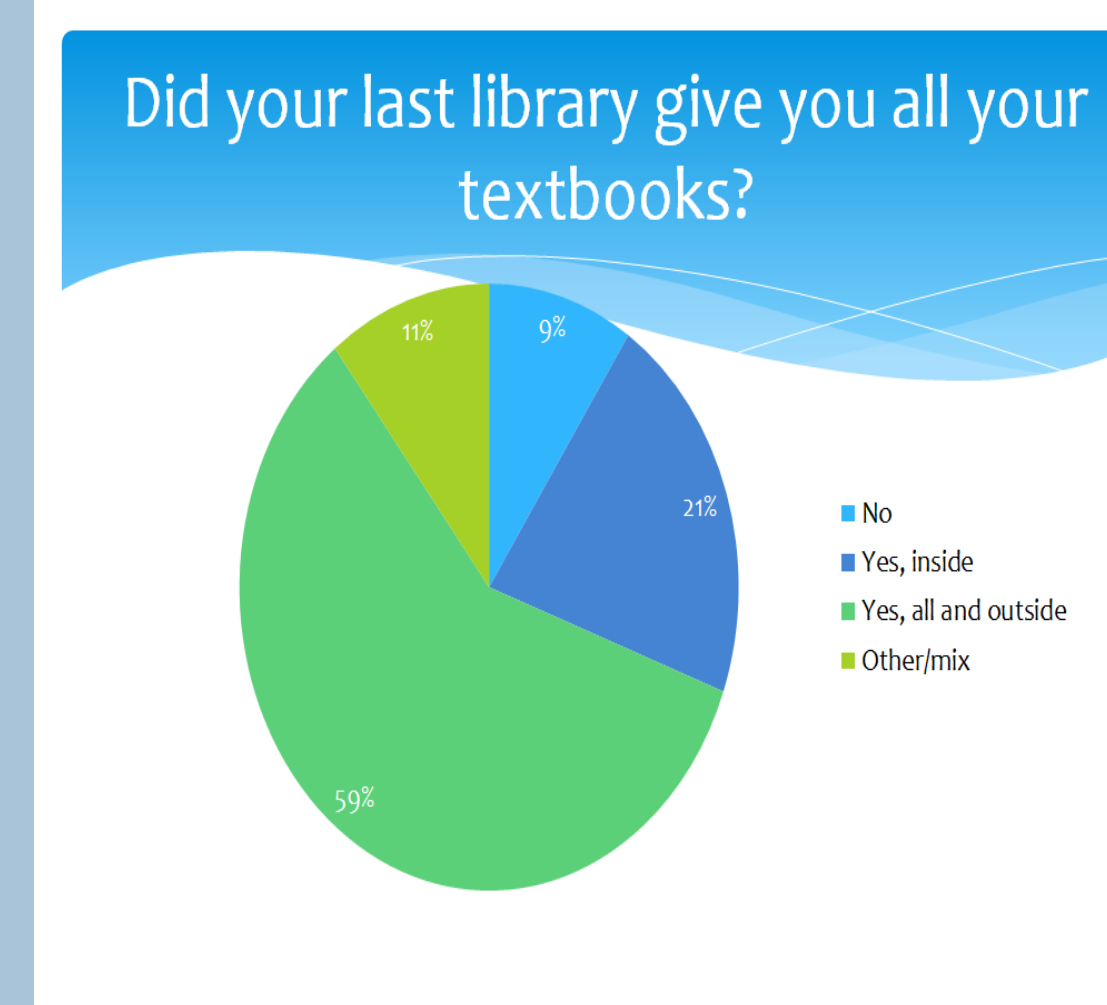
## For ESL Students

Librarians collaborate with ESL instructors.  
 Creating a new model

1. Low-anxiety interaction environment
2. Student preferences
3. More sustained learning
4. Shared information and resources with ESL and library Research project and the online tools

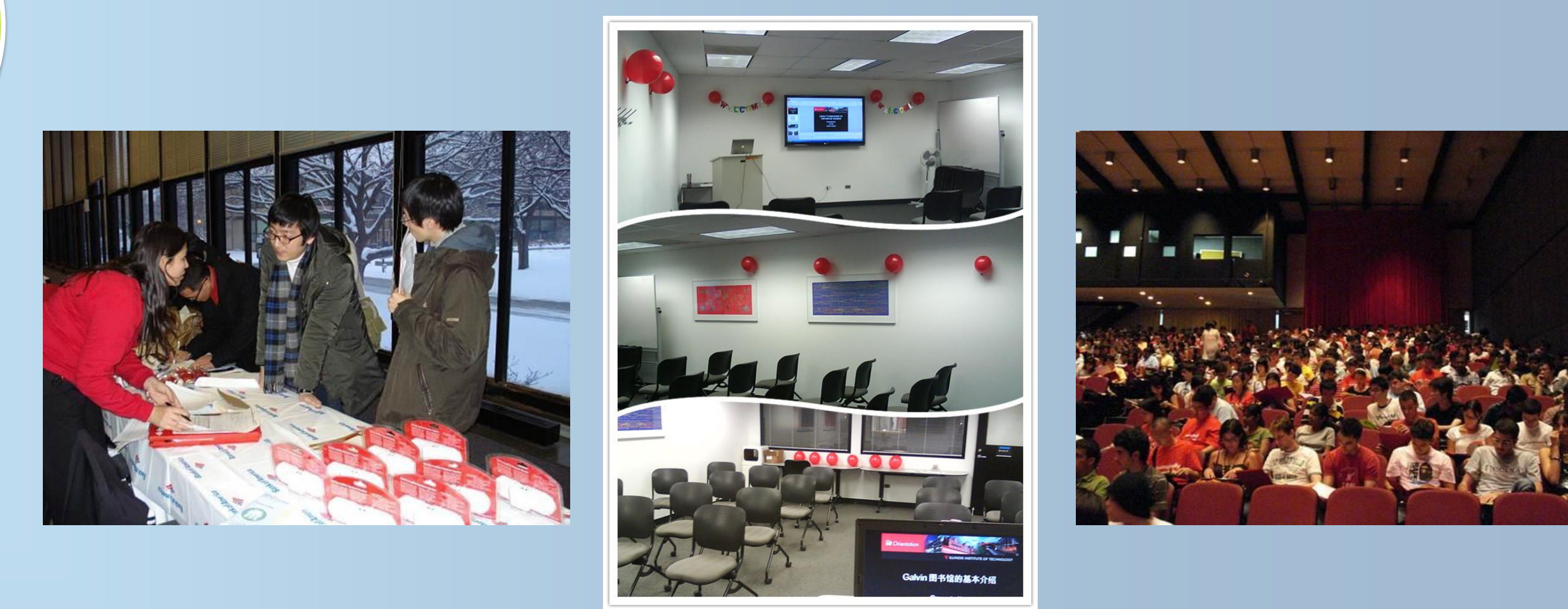
## Unique Needs

**English Barrier**  
 Listening difficulties  
 Strong accent  
 Need time to translate words into their own language first  
**Cultural Difference**  
 Library resources / catalog / system / courses / info literacy / class settings  
 Thinking patterns / learning styles / research approaches



## Library Orientations

- Big auditorium lecture
- Library tours
- Library workshops (bilingual)
- Resource fairs
- Open hours
- One on one crash courses



## Library Instructions

- Course-related instruction sessions
- Open workshop sessions
- When teaching international students
  - Classroom cultures
  - Databases translation function: Ebscohost
  - Thesaurus: finding synonyms
  - Writing styles
  - Different perspectives of certain concepts
    - Plagiarism
    - References

