



University Library: Strategy for Supporting International Students 2015-2017

Introduction

Anglia Ruskin University Library's vision is of “a university community empowered by accessible, innovative, responsive library services and supported by an excellent range of high quality resources and committed staff.” <http://libweb.anglia.ac.uk/policiesplans/mission.htm>

Our University community is diverse, inclusive and international. Our students come to the UK from over 100 countries and Anglia Ruskin programmes are delivered worldwide through partnerships in the Caribbean, Malaysia, India, Africa and Europe.

This University Library strategy 2015-17 has been updated to ensure that our services continue to empower this multi-cultural and geographically widespread community. It is informed by the SCONUL guidelines for good practice “Library services for international students”, 2008 and the QAA Guidance notes on International students studying in the UK, 2012

<http://www.qaa.ac.uk/en/Publications/Documents/International-students-studying-in-the-UK.pdf>

The context of this strategy is our University's commitment to sustain and expand the number of international students studying with Anglia Ruskin both in this country and through worldwide partnerships. Goal 7 of the University's Mission states “3,000 of our campus-based students will be from outside the EU and we will educate 20,000 students off-site.” Strategies to achieve the target are set out in Anglia Ruskin's Corporate Plan 2015-2017

<http://www.anglia.ac.uk/about-us/corporate-plan-and-leadership>

Aims of this Strategy

- To ensure that the University Library plays a full part in supporting the international targets of our University
- To ensure that our library is responsive to the needs of all our international users
- To ensure that off-site international users of our library receive an equivalent high quality service to users on-site in the UK
- To maintain awareness amongst library staff of the particular needs of international library users

Our definition of “international students” for this strategy

Our definition of “international students” includes both those coming from around the world to Anglia Ruskin in the UK to study - and those studying on Anglia Ruskin programmes with partner colleges outside the UK. We recognise that the support needs of these 2 groups of customers may differ.

Section 1 - Access to resources

1a. The key role of our University Library is to provide access to high quality resources for the whole Anglia Ruskin community. Access is provided using the standard Anglia Ruskin username and password to all University Library collections at <http://libweb.anglia.ac.uk>

1b. IT issues

We recognise that easy access to our web resources off-site is important for all our users and particularly for those outside the UK.

- The University Library offers a dedicated point of contact for queries about library login at <http://libweb.anglia.ac.uk/authen/library-login.htm>
- At the start of each term an additional “IT Sorted” help desk has been established to help students with initial set up.
- The “Ask Us” service provides FAQs, instant messaging and email form contact options for IT and library issues, prominently available from the University Library homepage.
- Other IT issues will be dealt with by the IT Help Desk team at their onsite library helpdesks or via telephone <http://libweb.anglia.ac.uk/askus/address.htm>. This is a 24 hour, 365 day a year service.
- An IT guide and options to book appointments with IT advisors are available from the Study Skills Plus website <http://web.anglia.ac.uk/anet/studyskillsplus/>

1c. Plain English

The University Library recognises that students whose first language is not English may have problems understanding library jargon. We will therefore try to use as little jargon as possible in our library and on our web pages. Within our website we offer an International Student Guide <http://anglia.libguides.com/International> which includes a glossary of key library terms and links to dictionaries and language resources.

1d. Access to books

On-site students have full access to all our book collections and free inter library loans. All students can access our substantial and expanding e-book collection through the website homepage.

The University Library will work with academic staff to create online reading lists for each module. ReadingLists@Anglia gives students on and off site direct access to online reading material.

1e. Access to journals and specialist resources

As the University Library increasingly subscribes to online journals and databases the whole University community benefits from easy access to these resources via the “search” option on the website homepage.

1f. Access to library study space and computers

The University Library recognises that international students in the UK cannot always return home in vacations. We will continue to be responsive to on-site international students’ needs by providing long opening hours.

1g. Internationalisation of resources and knowledge

In order to support our growing number of international students, the University Library will seek to internationalise its resources. When decisions are being made about purchasing new resources, librarians will consider how well the resource meets the needs of international research and study. In addition, on-site and online we will endeavour to provide access to international news sources.

As Anglia Ruskin continues to increase its activity in the international research arena, library professionals will work to develop their knowledge of appropriate resources in order to support our University's Research Institutes and Faculty researchers.

Section 2 - Support and advice

2a. Recruitment

The University Library will play its part in recruiting international students, both to the UK and worldwide, through promoting its services via our Library website. Information on our web pages will make clear what level of service students can expect from us. This information will also be provided to the International Office and International Student Support for use in recruitment literature.

The University Library also offers tours and library activities during Open Days and to other groups of potential international students. We work closely with the Language Services Unit to offer library tours, induction and skills training to international students on short courses prior to study on full degree programmes.

2b. Orientation and Induction

Library orientation and induction is crucial for all students and particularly for international students. On-site the University Library works with International Student Support to provide orientation and induction to all international students. Online induction to library services will be offered at <http://anglia.libguides.com/gettingstarted>

2c. Advice and help

The University Library prides itself on its friendliness and attention to customer service. On-site our service points provide answers to student questions during our staffed hours. Appointments can also be made with Academic Services staff via our "Book a Librarian" service for help with assignments. International researchers will be encouraged to make contact with their Subject Librarian and Research Support Librarian for detailed assistance delivered either face-to-face or by email.

The University Library maintains an online help service "Ask Us", prominent on the website homepage, which provides equivalent off-site support to students. During staffed hours this includes a live Chat service through which students can chat online to library staff. Students outside the UK are encouraged to use this online support service. Academic Services librarians may also be emailed for research assistance.

All help and advice access points in the library and the wider institution are communicated to students through the International Student Guide

<http://anglia.libguides.com/content.php?pid=458234&sid=3763851>

2d. Guides to resources

Librarians will maintain simple, up-to-date online guides to University Library resources and services including subject guides and guides on skills enhancement, plagiarism and referencing, all available through the Study Skills Plus website

<http://web.anglia.ac.uk/anet/studyskillsplus/>

Guides include information in a variety of formats to meet different learning styles including videos, worksheets and interactive tutorials.

2e. Information and research skills

Librarians work closely with academic staff to embed information skills sessions into on-site modules. International students are particularly encouraged to attend all library support sessions and staff work with pre-sessional tutors to target International Students who require extra language support. Library staff will endeavour to maintain awareness of different learning styles as they deliver these sessions. Issues such as correct referencing and the avoidance of plagiarism are regularly covered. Additional drop-in classes are provided through the Study Skills Plus website <http://web.anglia.ac.uk/anet/studyskillsplus/>

Information literacy, the ability to handle information effectively and ethically, is a key skill required by students. Our online Information Skills tutorial <http://anglia.libguides.com/infoskills> provides support in this area for off-site students. Our internationally recognised guide to Harvard referencing is also online at <http://libweb.anglia.ac.uk/referencing/harvard.htm>.

Section 3 - Communication and feedback

3a. The University Library recognises the importance of maintaining clear communication with all our users. We will always seek to communicate in simple, straightforward language and style.

3b. Library news

Students are kept up-to-date with library news through our Notice Board feature on the website at <http://libweb.anglia.ac.uk/>. RSS feeds may be set up from this. Any access issues or new online resources will also be highlight on the digital library updates http://libweb.anglia.ac.uk/services/service_status.html.

The University Library also has a presence on Facebook *Anglia-Ruskin-University-Library* and Twitter <http://twitter.com/#!/ARULibrary>.

3c Feedback

It is important for the University Library to gather feedback on its services from its users. To enable this, a feedback link is provided on our website <https://angliaruskinuniversitylibrary.wordpress.com/about/>

In particular we wish to know what our international students feel about the library. We will take note of the library ratings and comments in the International Student Barometer survey. We will also ensure that international students are included in our on-site focus groups and that their responses are noted.

Section 4 - Library staff development

4a. In order to ensure that the University Library maintains responsiveness to the needs of international students it will be necessary to provide all library staff with appropriate staff development opportunities. This may be achieved through the following:

- Learning Hours on cultural awareness, off-site services, learning styles, online support, plain English etc.
- Attendance at relevant internal University and external library sector training events
- Contact with international students at enquiry points and through online services

Conclusion

This Strategy for Supporting International Students seeks to clarify the ways in which the University Library will support the international mission and targets of Anglia Ruskin. We recognise that the achievement of high standards of support and service to our international students depends on the dedication and motivation of library staff, and our ability to work in effective partnerships with academic staff and other support units within our University.

Updated JC 09/01/2015