



Bridging the Gap

Bespoke library services for international student success

University of Technology Sydney (UTS) Library

Meijun Huang & Hossain Salahuddin

Meijun Huang

Information Services Librarian

UTS Faculty of Science

UTS Faculty of Engineering and Information Technology

Experience

University of Technology Sydney Library – 10 years

Tsinghua University Library – 10 years

Other Academic Libraries in China – 8 years

Member of the UTS Library's International Team





Hossain Salahuddin

Information Services Librarian

UTS Business School
UTS Faculty of Law

Experience

University of Technology Sydney Library – 10 months
Westpac Banking Corporation Research Team – 8 years

Came to Australia as an International Student
Member of the UTS Library's International Team

A photograph of a modern building at night, illuminated from within. The building's facade is a dark, perforated metal mesh. The letters "UTS" are prominently displayed in large, white, illuminated characters at the top right. In the foreground, several tall, conical structures are illuminated with a vibrant green light, creating a striking contrast with the dark building and the night sky. A large, semi-transparent white circle is overlaid on the right side of the image, containing the text "About UTS".

UTS

About UTS

UTS History

- Founded in 1988, we are a young university
- One of Australia's leading public university with a focus on technology
- 130 undergraduate and 210 postgraduate courses
- 46,000 total students - 33% of them are International
- 49% of UTS students have a language background other than English.

• Source: [Ranking | Facts & Figures](#)

UTS' Priorities

- **Improving the first year student experience**

Developing a student identity, a **sense of belonging** to the university, navigating the system: supporting students to understand the **UTS environment**.

- **English language skills**

Students are expected to have sufficient English language proficiencies to be successful.

- **Academic integrity**

Academic Integrity is a big focus. UTS believes that **good academic practice** demands personal integrity and respect for scholarship.



Literature Scan

Academic library's role in supporting International Students

What the Literature Says

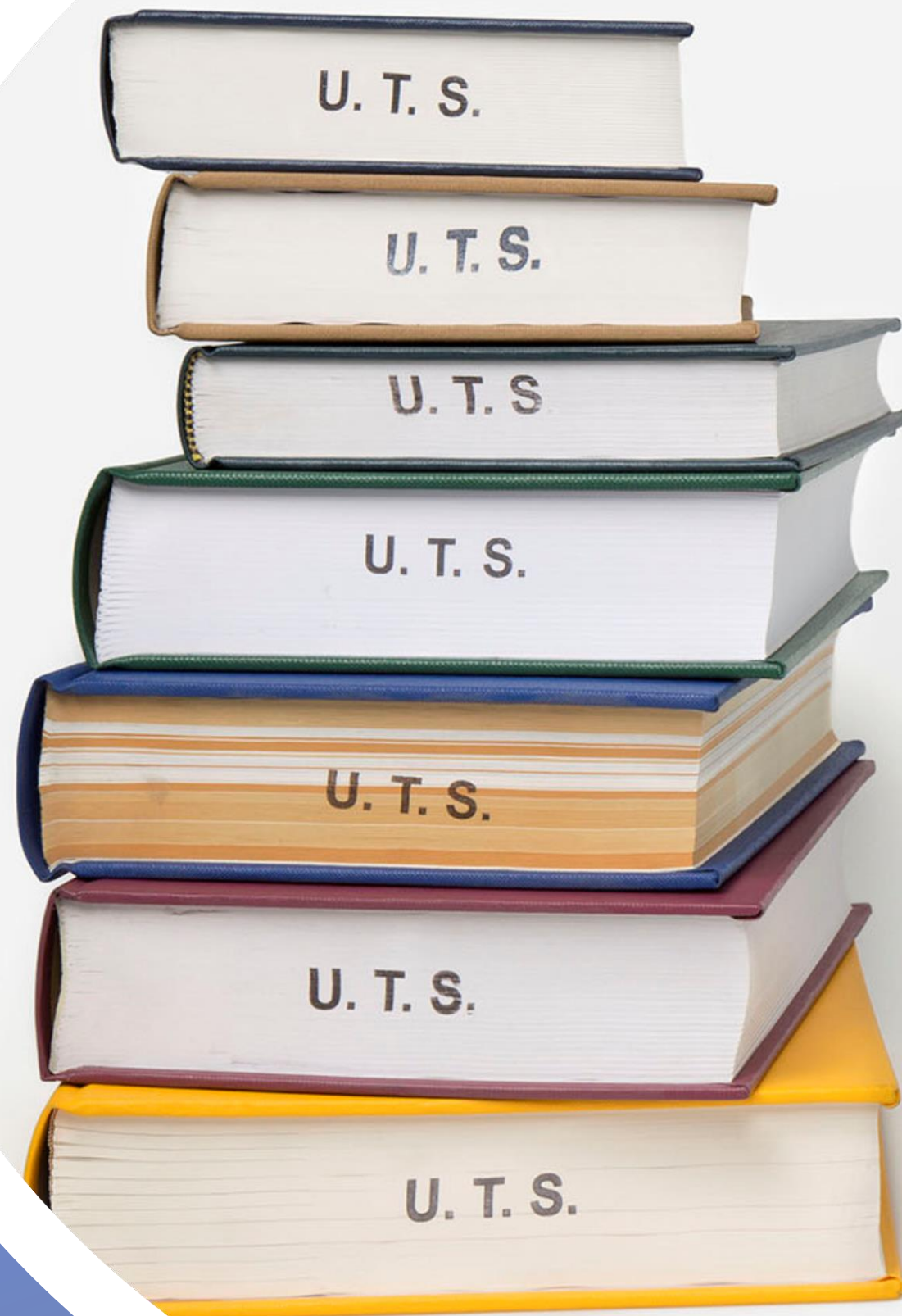
Challenges

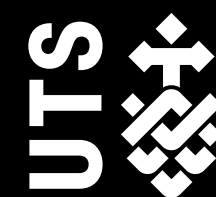
- Three barriers of unfamiliarity: Language, Culture and Technology
- 'Library Anxiety',
- Difficulty in understanding Library vocabulary ('third language'),
- Proficient in internet searching, but not in complex research using specialist library databases.

Strategies

- The library provides a vital space to facilitate 'academic integration',
- Staff need to develop cross-cultural communication skills,
- Having diverse workforce makes it easier for international students to interact and seek help,
- Make library support materials available in multiple languages,
- Promote Library as a welcoming, inclusive, social place; a convenient point of contact,
- Run orientation and workshops in partnerships with the international student office and academic advisers.

*See the [bibliography](#) at the end of the presentation





Resources and Services at the UTS Library

Supporting Academic Integration of International Students

Role the UTS Library plays

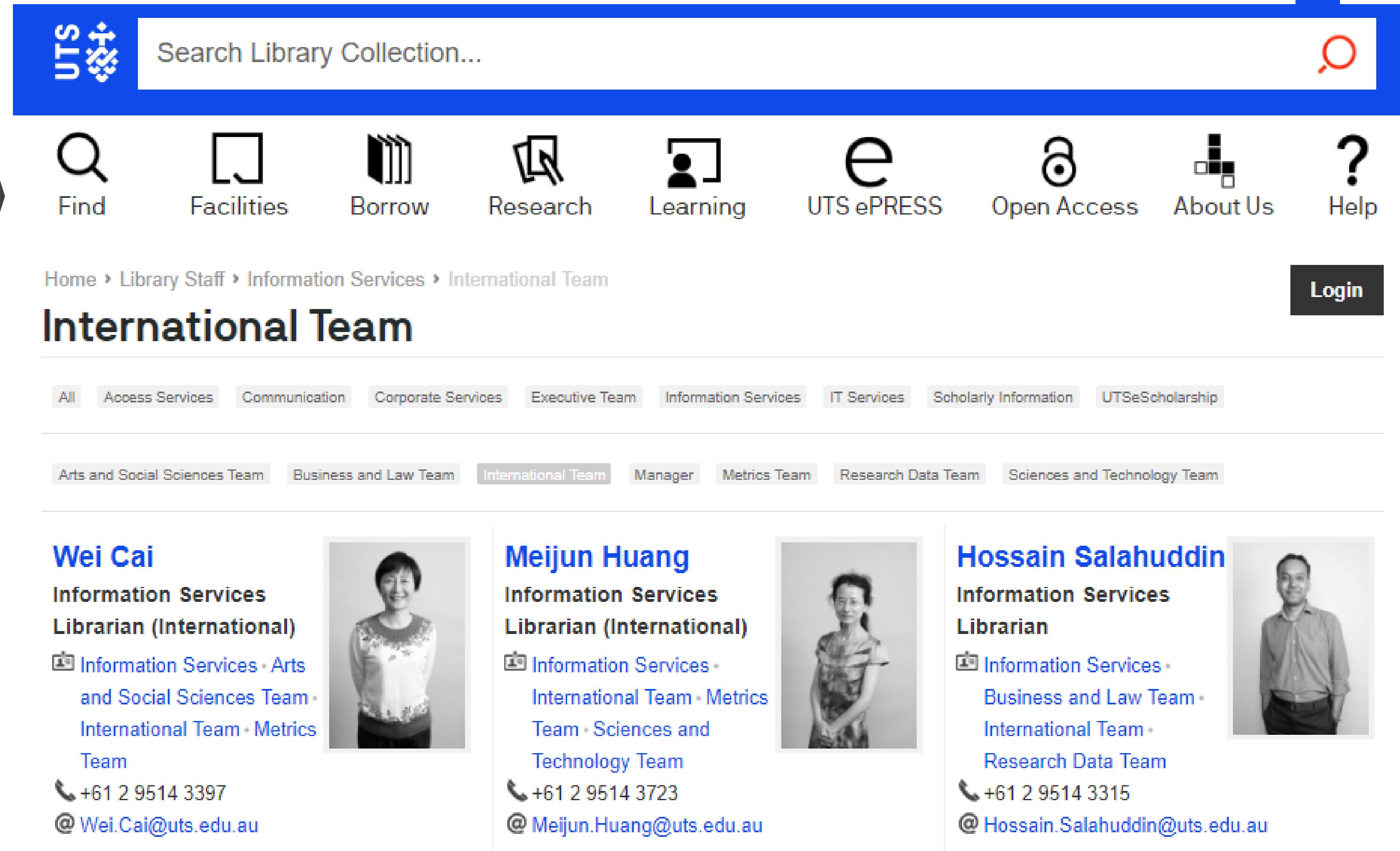
In supporting academic integration of international Students, the UTS Library offers -

- Dedicated International Team (bilingual support)
- Resources on General and Academic English
- University's Academic Advisers in the Library
- Study and Research Help Desk
- Library Rovers (mostly international students)
- Using various social media platforms (FB, WeChat, Weibo, Youku)
- Bilingual web pages, video captions
- Tailored programs and workshops for international students



UTS Library's International Team

- We understand some of the unique challenges faced by many international students
- We offer bilingual support to integrate them into the UTS environment



The screenshot shows the UTS Library website interface. At the top, there is a blue header with the UTS logo and a search bar labeled "Search Library Collection...". Below the header is a navigation menu with icons for Find, Facilities, Borrow, Research, Learning, UTS ePRESS, Open Access, About Us, and Help. A breadcrumb trail reads "Home > Library Staff > Information Services > International Team". A "Login" button is visible in the top right. Below the breadcrumb, the page title "International Team" is displayed. A series of filter tabs are shown, including "All", "Access Services", "Communication", "Corporate Services", "Executive Team", "Information Services", "IT Services", "Scholarly Information", and "UTSeScholarship". A second row of tabs includes "Arts and Social Sciences Team", "Business and Law Team", "International Team", "Manager", "Metrics Team", "Research Data Team", and "Sciences and Technology Team". The main content area features three staff profiles, each with a photo, name, title, and contact information:

- Wei Cai**
Information Services Librarian (International)
Information Services · Arts and Social Sciences Team · International Team · Metrics Team
+61 2 9514 3397
Wei.Cai@uts.edu.au
- Meijun Huang**
Information Services Librarian (International)
Information Services · International Team · Metrics Team · Sciences and Technology Team
+61 2 9514 3723
Meijun.Huang@uts.edu.au
- Hossain Salahuddin**
Information Services Librarian
Information Services · Business and Law Team · International Team · Research Data Team
+61 2 9514 3315
Hossain.Salahuddin@uts.edu.au

<http://www.lib.uts.edu.au/about-us/staff-profiles/information-services/international-team>

English Language

WORKSHOPS



Tools for English
Language Improvement

HELPS



English Language and
Academic Literacy Support

ACADEMIC
LANGUAGE
SUPPORT



[expand all](#)

▼ Clarity English

▼ IELTS Help

▼ Read & Write Toolbar

Help

Academic Language

▶ Ask a Librarian

English Language

Forms

HeadsUp

▶ Referencing

Study Guides

▶ Study Skills

▶ Support for Students

▶ Tours & Workshops



research help

finding information
assignments
catalogues
databases
internet research

research
help
i

Study & Research Help Desk

- Dedicated librarian available to answer any student questions, such as:
 - Study help
 - Referencing questions
 - Research strategy
 - General information





Library Rovers

- They float around the library
- Current UTS students – experienced in UTS systems and processes
- Many of them are international students
- Approachable and available for instant help



UTS:
HELPS
HIGHER EDUCATION LANGUAGE
& PRESENTATION SUPPORT
STUDENT SERVICES UNIT
www.ssu.uts.edu.au

Library Orientation

Getting started

- Improving first year international student experience
- Supporting student integration into the UTS academic environment

Library Tours & Workshops

Join us and learn how to find your way around the library and locate your readings with our [Tours](#) and [Quick Start workshops](#) for new students. Book in via the [UTS Orientation website](#).



Announcement
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HeadsUp: Orientation

If you missed out on attending a session, or want a quick refresher, have a go at our [HeadsUp: Orientation module](#). It will explain how to locate your reading list and find key library resources.

- Library tours (in English & Chinese)
- Library Quick Start Workshops (in English & Chinese)
- Tools for English Language Improvement workshop



UTS Library Play Day

- Free Pizza
- Digital Tinker Kits – Maker Space
- PlayStation and X-Box
- Board games
- Ping Pong
- Paper planes
- Giant Snakes & Ladders
- Space Team
- Tarot Readings
- Trivia
- Zombie Scavenger Hunt
- Spy Games
- Photo Booth

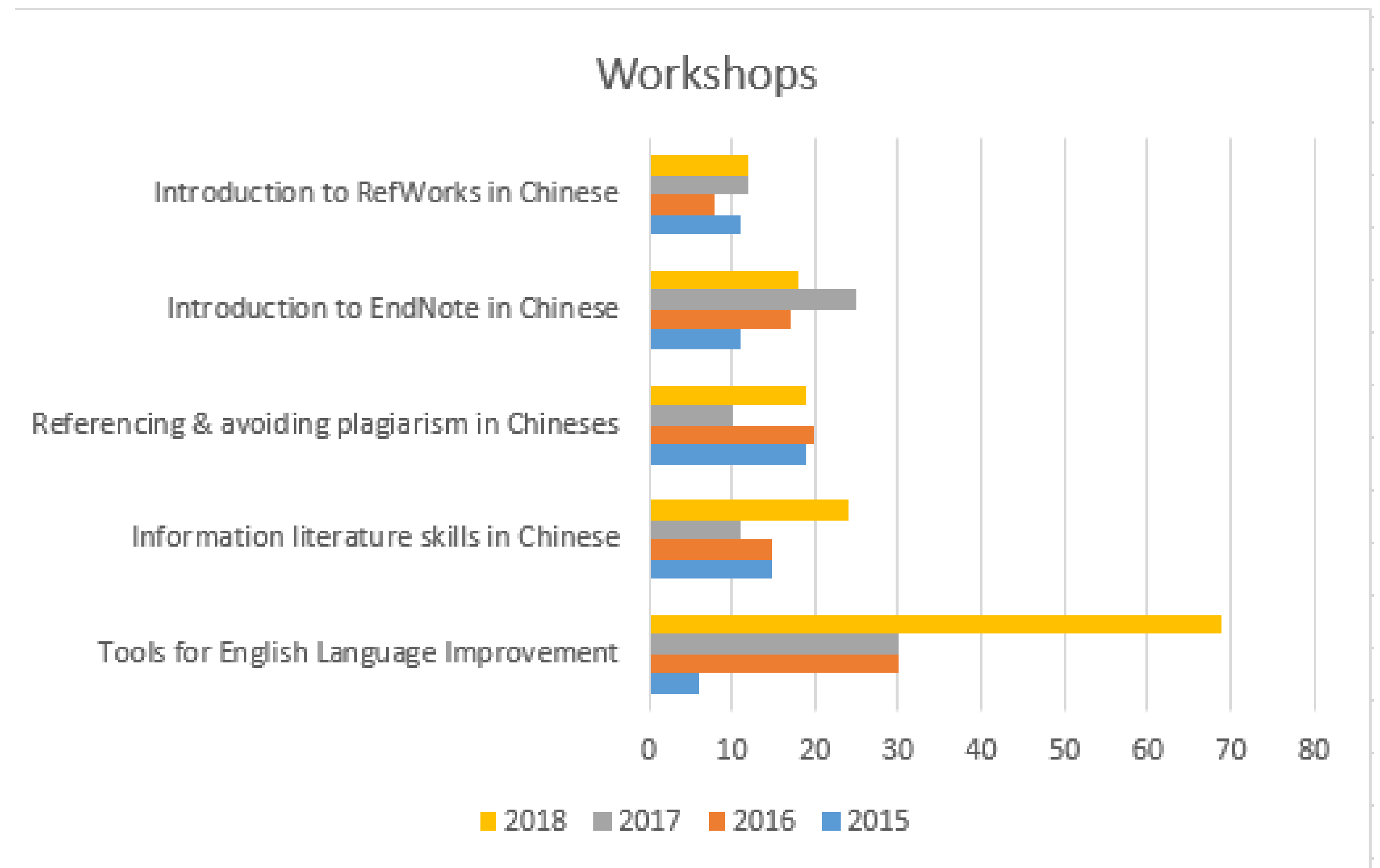
Academic Integrity

- Referencing & avoiding plagiarism workshops in English & Chinese
- Embedding the content in core subjects
- Additional help for international students enrolled in subjects: Advanced Communication Skills in Science and Communications for IT Professional



Workshops and consultations in Chinese

- Understanding Australian academic context
- Starting on your assignment
- Information literacy skills
- Referencing
- Using reference management tools: EndNote, RefWorks



What we have learned

Key learnings

- Ensure staff are aware of cultural diversity and different learning styles,
- Identify the different needs of various groups within the international student community/ies – and deliver *targeted* services to meet those needs,
- Use clear, jargon-free, stylistically neutral language in library guides, websites, workshops and library online learning tutorials,
- Provide English language learning resources that are easy and compelling to use,
- Collaborate with academics, faculties and other support units to deliver seamless programs and services for international students,
- Provide as many digital resources as we can for our alumni community to support their lifelong learning.



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Thank
you

