EMPORIA STATE UNIVERSITY LIBRARY SERVICES TO INTERNATIONAL STUDENTS

- ESU Libraries and Archives offers over one hundred fifty databases, thousands of print and digital resources, over one hundred eighty computers/laptops, and a 24/7 learning commons area.
- ESU had a total of 305 international students in the fall semester of 2019. These students hailed from roughly 50 countries. Mainly, the majority of students were from China, South Korea and Japan (178) and 22 were from Saudi Arabia and Paraguay etc.
- International students have been increasing at ESU through the years with primary participation in English, summer intensives, and study abroad programs etc.
- Because of these increases in students, ESU library decided to create specific library services to support them more effectively. Hence, we conducted a library survey to learn more about their information needs.
- 21 international students participated in the survey. The following questions were included: what are the main reasons to use the library; what are barriers to use the library resources; what is unfamiliar in the use of the library in the U.S.; what library services should be added.
- Based on the survey results, collected in the fall 2019 semester, the ESU library team has utilized the findings to restructure existing library programs and create new international students centric specialty offerings.

WHAT ARE THEIR MAIN REASONS TO USE THE ACADEMIC LIBRARY?

- Studying  50%
- Research  32 %
- Using laptops, tablets, scanners and printers  13%
- Asking librarians for assistance  3%
- Never used library  3%

WHAT ARE  THEIR BARRIERS TO USE OF THE LIBRARY RESOURCES?

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Confused about plagiarism and library jargon and systems</td>
<td>5</td>
</tr>
<tr>
<td>Difficulty communicating with librarians and staff (other than language barriers)</td>
<td>1</td>
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<tr>
<td>Lack of understanding of library facilities, resources and services</td>
<td>16</td>
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WHAT IS UNFAMILIAR IN THEIR USE OF LIBRARIES IN THE U.S.?

- Searching library materials – 27%
- Library classifications and library glossaries (e.g. A-Z list, citations, LibGuide) -22%
- Library policy (e.g. checkout policy, Borrowing library materials’ rules) -20%
- Reference services by appointment – 17%
- Interlibrary loan services – 15%

WHAT LIBRARY SERVICES DO YOU FEEL SHOULD BE ADDED?

- Library instructions about facilities, resources and services
- Library instructions about plagiarism, citations and library glossaries
- Library tours and tutorials
- Research advice from librarians who can communicate with you in your language
- Virtual reference services (e.g. Chat or instant message)