Chinese Undergraduate Students and Academic Library Services

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July 11th, 2009
Objectives of the Study

- To examine the characteristics of current Chinese undergraduate students and the patterns of their library use
- To explore their perceptions and expectations of academic library services
- To identify the barriers which they may encounter when seeking information
Introduction to the U of Windsor

- 16,000 students
- 13% international students, 27% are Chinese students (largest on campus)
- The number of Chinese students on campus: 295 in 1999, 952 in 2008
- Leddy Library: main library
Data Collection

- One-on-one in-depth interviews (12 participants)
- All conducted in Chinese
- Interview questions cover three main areas of interest
Participant Profile-Majors
Most Recent Education

- Int. HS in China
- Standard HS in China
- HS outside China
Year of Study
Language Skills
Primary Library Use
Information Sessions

- Never Heard
- Heard, Didn't Attend
- Attended, Useful

Bar chart showing attendance and usefulness across different sessions.
Library Terminology

![Bar chart showing awareness of library terminology]

- **Call Number**
  - Aware: 12
  - Unaware: 1

- **Ref. Resources**
  - Aware: 4
  - Unaware: 4

- **Encyclopedias**
  - Aware: 6
  - Unaware: 5
Circulation Services

- Check In/Out
- Renewal
- Recall
- Reserved

Aware
Unaware
Library Services

ILL | Data Centre | Media Centre | CRC | Archives
---|---|---|---|---
Aware | Unaware | Aware | Unaware | Aware | Unaware
Reference Services
Suggestions by Chinese Students

- Promotion of services
- Handbooks/guides
- Writing center
- Longer hours
- Chinese librarian
- Computer updates
Conclusions

- Study experience before current programs: diverse, interesting

- Language barrier & cultural difference:
  - not as pronounced as previous or graduate students
  - using Chinese to help course study
  - need help in paper writing
Conclusions (Cont.)

- Need library as a study place
- Unfamiliar with or misunderstand many library terms
- Unaware of various library services
Thank You!

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