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# INFORMATION PRACTICES AND LIBRARY PERCEPTIONS OF INTERNATIONAL GRADUATE STUDENTS IN THE UNITED STATES

**Lisa Janicke Hinchliffe**

Professor/Coordinator For Information Literacy Services And Instruction

University of Illinois at Urbana-champaign

[ljanicke@illinois.edu](mailto:ljanicke@illinois.edu) | [lisahinchliffe.com](http://lisahinchliffe.com) | [@lisalibrarian](https://twitter.com/lisalibrarian)

# UNIVERSITY OF ILLINOIS LIBRARY AT URBANA-CHAMPAIGN



[https://commons.wikimedia.org/wiki/File:UIUC\\_main\\_library\\_20081010\\_experiment6.jpg#filehistory](https://commons.wikimedia.org/wiki/File:UIUC_main_library_20081010_experiment6.jpg#filehistory)

## Long Tradition of User Surveys

- » Local Survey, 1998
- » Local Survey, 1999
- » LibQUAL, 2000
- » LibQUAL, 2001
- » Graduate/Professional Survey, 2004
- » Undergraduate Survey, 2005
- » Faculty/Staff Survey, 2006
- » LibQUAL, 2008
- » Ithaka S+R Faculty Survey, 2013
- » LibQUAL Lite (Undergraduate Focus), 2014

# GRADUATE/PROFESSIONAL STUDENTS

## 2016 FOCUS

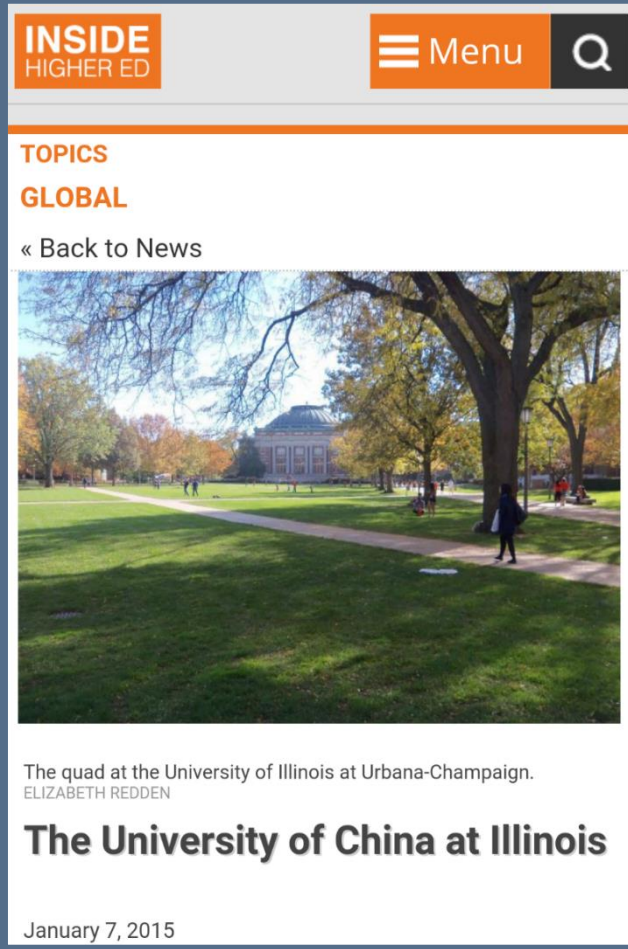
- » Large number and great variety of graduate/professional programs
- » Cycle: Faculty (2013), Undergraduate (2014), Graduate/Professional (2016)
- » Previous graduate student focused survey was 2004
- » Graduate/professional user survey in 2004 was transformative for strategy
- » Strategic areas of focus in 2016: STEM and international

# WHY INTERNATIONAL?

Spring 2015:

4,246 of the 9,554 (44%)

Graduate/Professional students at  
UIUC are international students



The screenshot shows a web page from 'INSIDE HIGHER ED'. The page has a navigation bar with a 'Menu' button and a search icon. Below the navigation bar, there are sections for 'TOPICS' and 'GLOBAL'. A link for '« Back to News' is visible. The main content area features a large photograph of a university quad with trees and a building in the background. Below the photo, the text reads: 'The quad at the University of Illinois at Urbana-Champaign. ELIZABETH REDDEN'. The article title is 'The University of China at Illinois' and the date is 'January 7, 2015'.

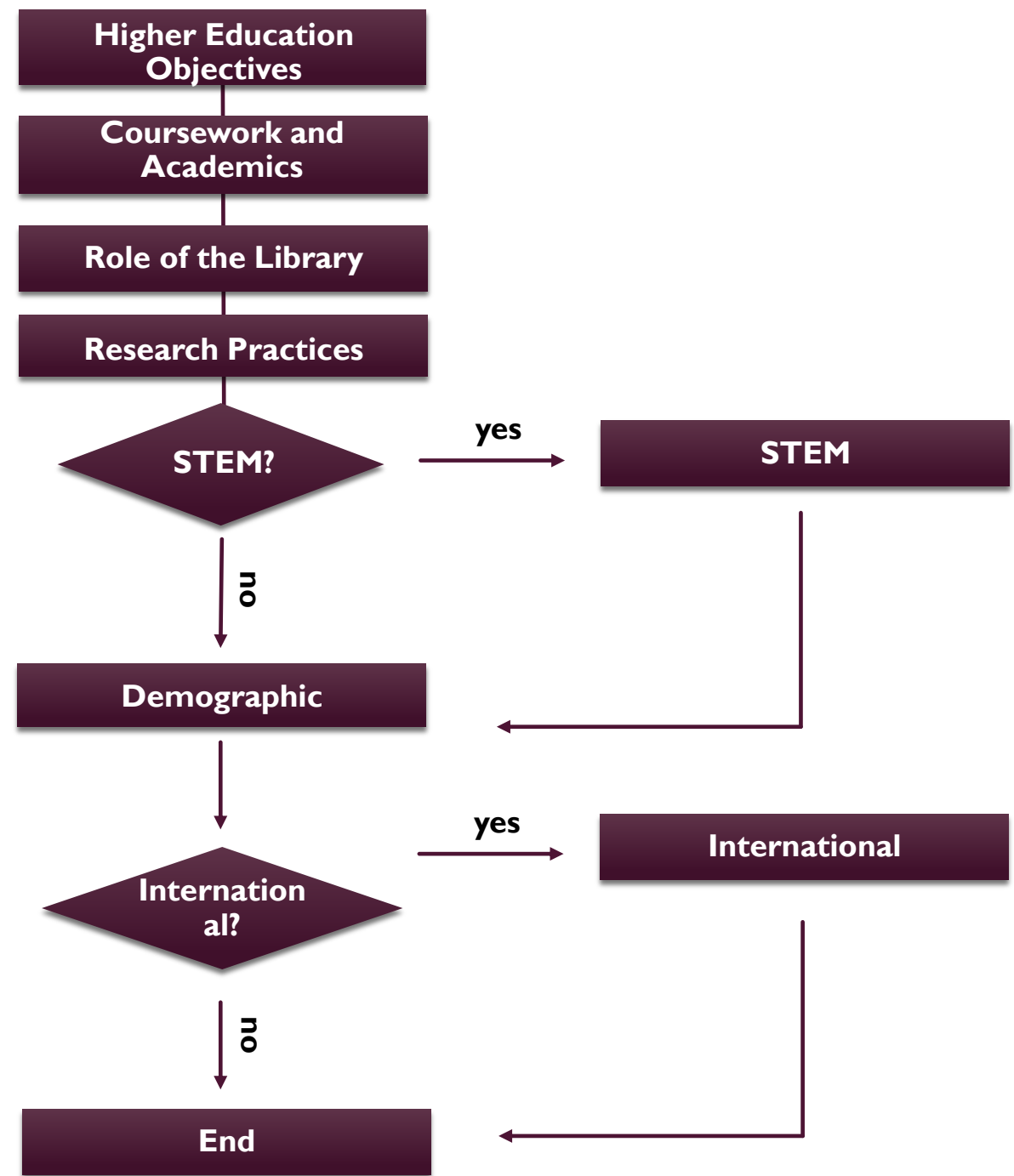
## WORKED WITH ITHAKA S&R

- Local Surveys Program: to help academic libraries plan for the right strategies and future services in support of research, teaching, and learning
- Custom Survey Module Development
- Particular thanks to Roger Schonfeld, Alisa Rod, and Christine Wolf-Eisenberg



**Ithaka S+R** is a not-for-profit providing research and strategic guidance to help the academic and cultural communities serve the public good and navigate economic, technological, and demographic change.

- » All students received five core modules of questions, including demographic questions
- » STEM and/or international students presented with additional modules



## USER CONSENT & DATA SECURITY

- » User consent form: confidentiality (not anonymity)
- » User identifiers stored: separate from responses with crosswalk codes with identifiers only accessible to PI (not full research team)
- » Followed UIUC policies: data security, management, and storage (e.g, file access [not email attachments], Box + secure network drives [not personal Dropbox])



## SURVEY DETAILS

- » Fielded March-April 2016
- » Overall Response Rate: 18%
  - » 1,388 Complete Responses (10,918 invited) – Response Rate: 13%
  - » 492 International Students (38% of Respondents)

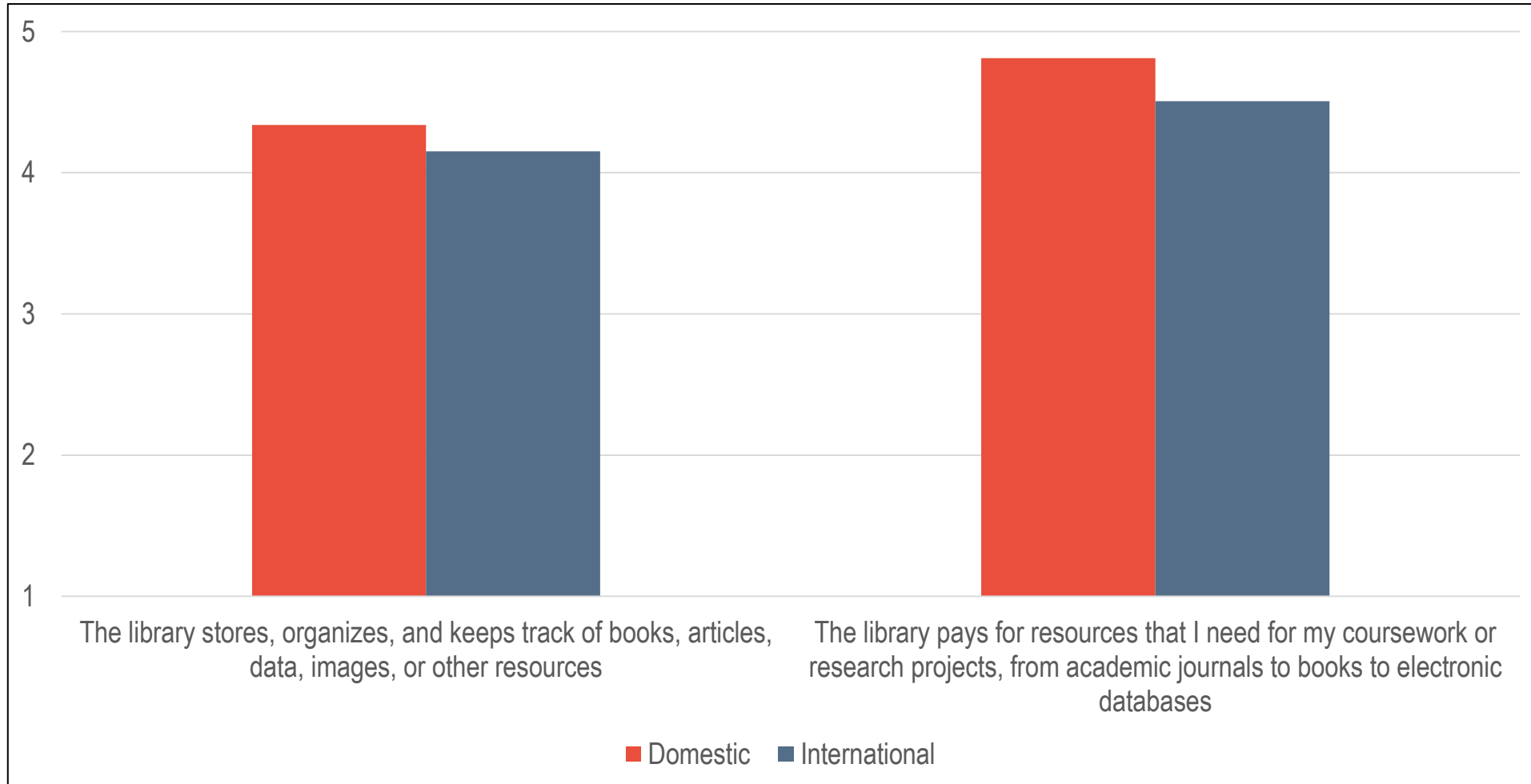
## RESEARCH QUESTIONS

- » RQ1: How are international graduate/professional students different than graduate/professional domestic students?
- » RQ2: How are international graduate/professional students who completed their undergraduate degree in the United States different from those who did not complete their undergraduate degree in the United States?

# ROLE OF THE LIBRARY

# HOW USEFUL IS IT TO YOU PERSONALLY THAT YOUR CAMPUS LIBRARY PROVIDES EACH OF THE SERVICES LISTED BELOW?

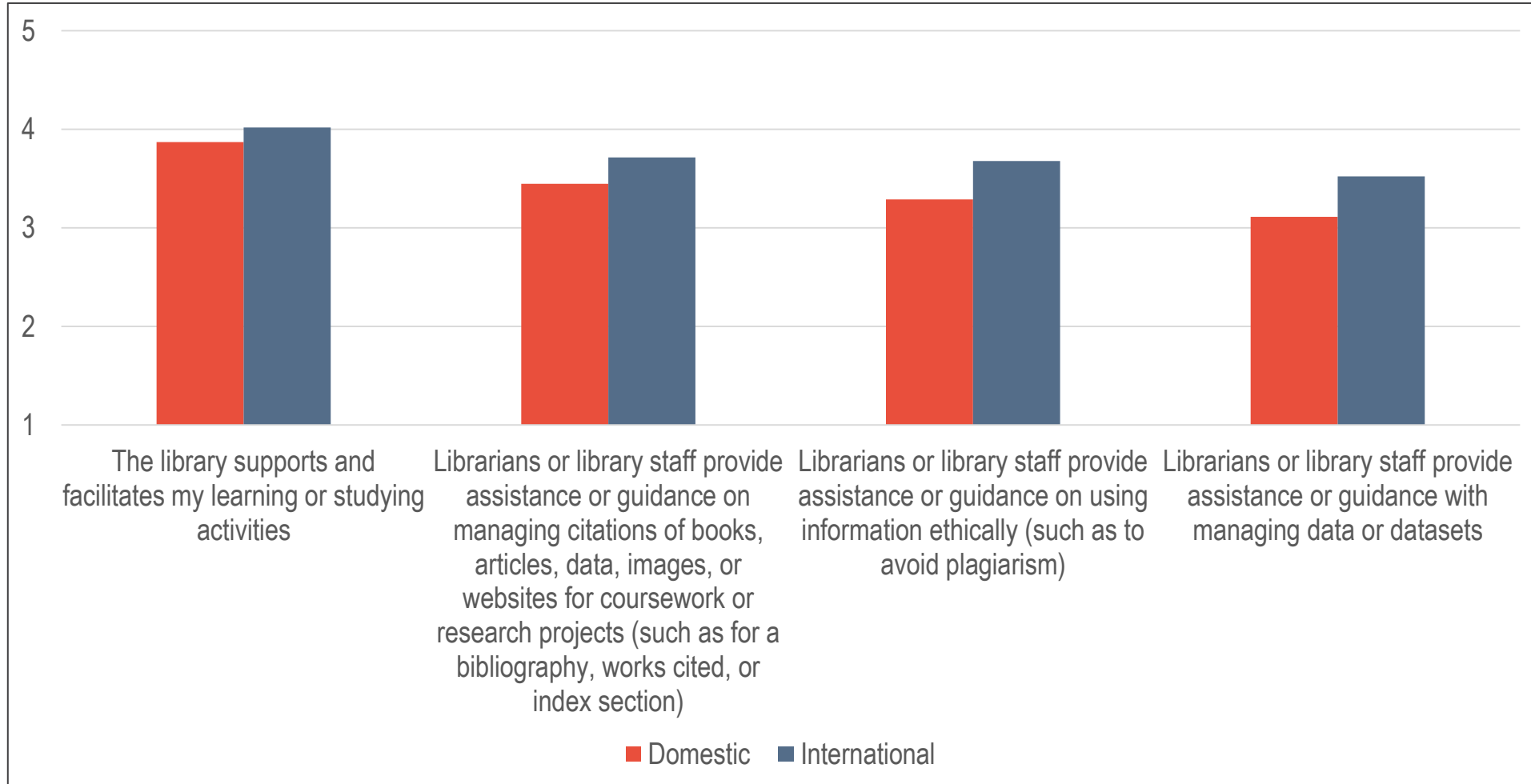
Average (mean) responses, where 1 = not useful at all and 5 = extremely useful.



*p < .01 all statements.*

# HOW USEFUL IS IT TO YOU PERSONALLY THAT YOUR CAMPUS LIBRARIANS OR LIBRARY STAFF PROVIDE EACH OF THE SERVICES LISTED BELOW?

Average (mean) responses, where 1 = not useful at all and 5 = extremely useful.

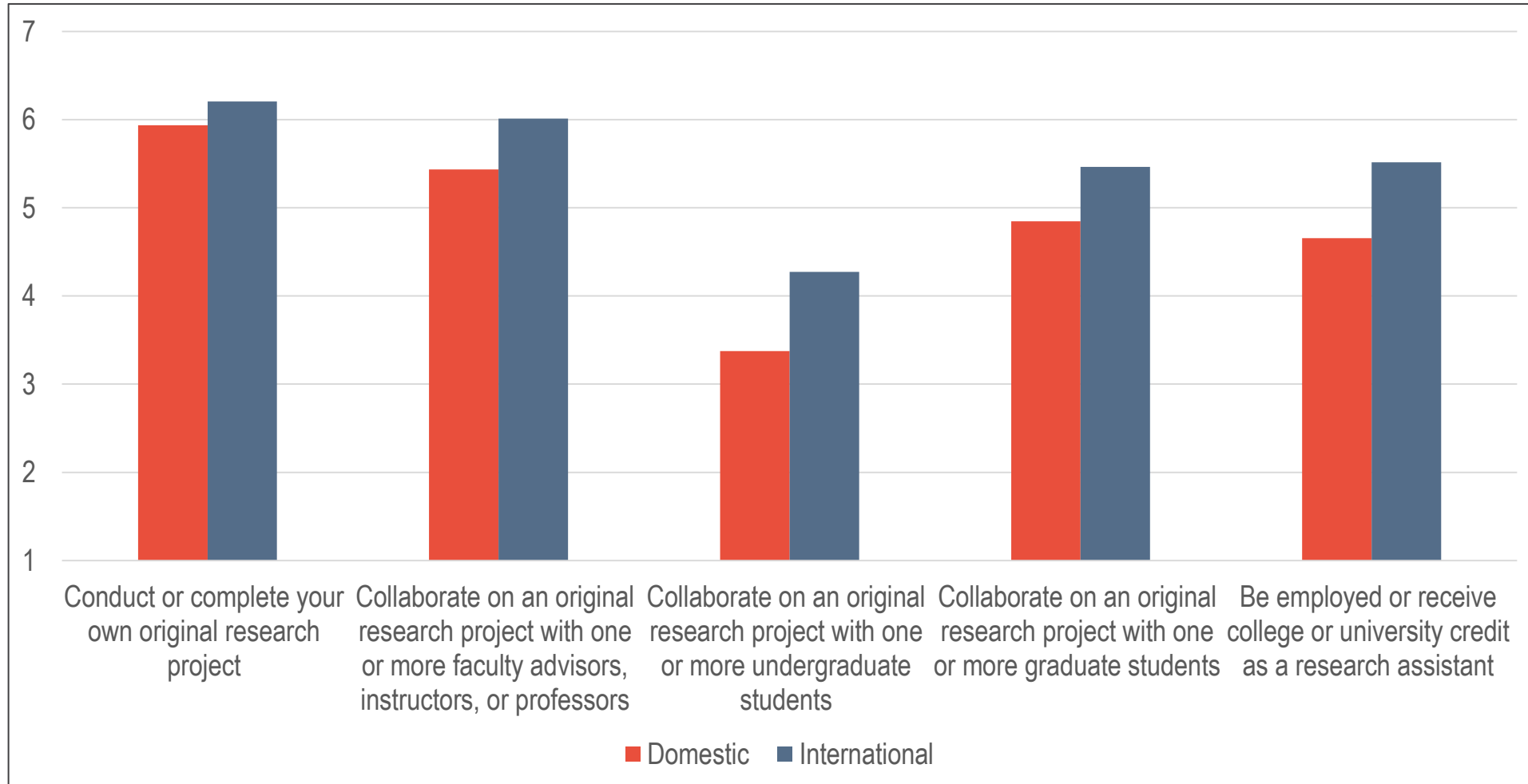


$p < .01$  all statements.

# RESEARCH PRACTICES

# HOW IMPORTANT OR UNIMPORTANT IS IT TO YOU TO DO EACH OF THE FOLLOWING BEFORE YOU GRADUATE FROM THIS COLLEGE OR UNIVERSITY?

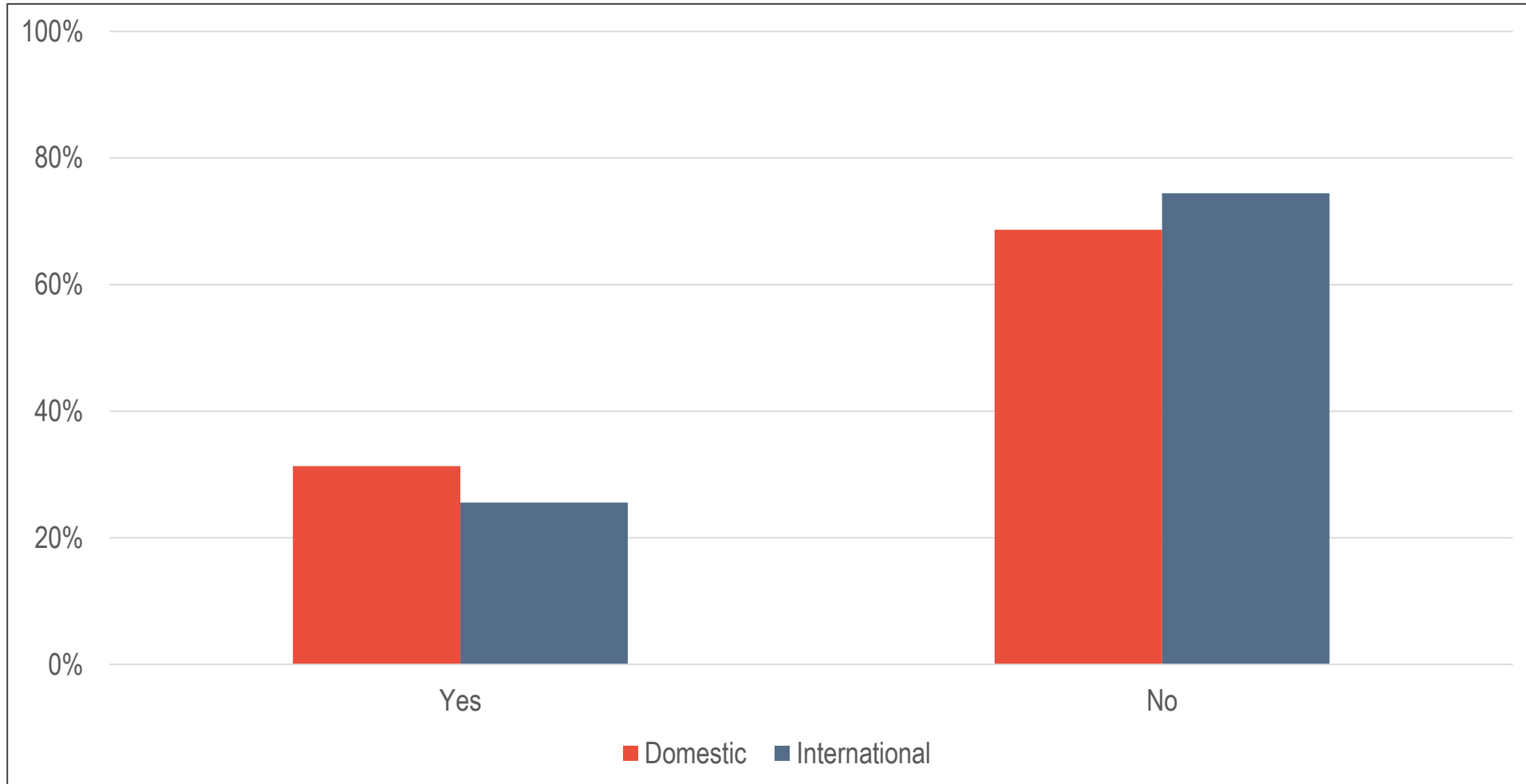
Average (mean) responses, where 1 = very unimportant and 7 = very important.



$p < .01$  all statements.

**HAVE YOU EVER BEEN DIRECTED BY A FACULTY ADVISOR, INSTRUCTOR, OR PROFESSOR TO CONSULT WITH A SUBJECT LIBRARIAN OR DEPARTMENTAL LIBRARY LIAISON AT THIS COLLEGE OR UNIVERSITY (I.E. A LIBRARIAN WHO SPECIALIZES IN YOUR MAJOR, FIELD, OR PROGRAM OF STUDY)?**

*Percentage of respondents that indicated yes or no.*

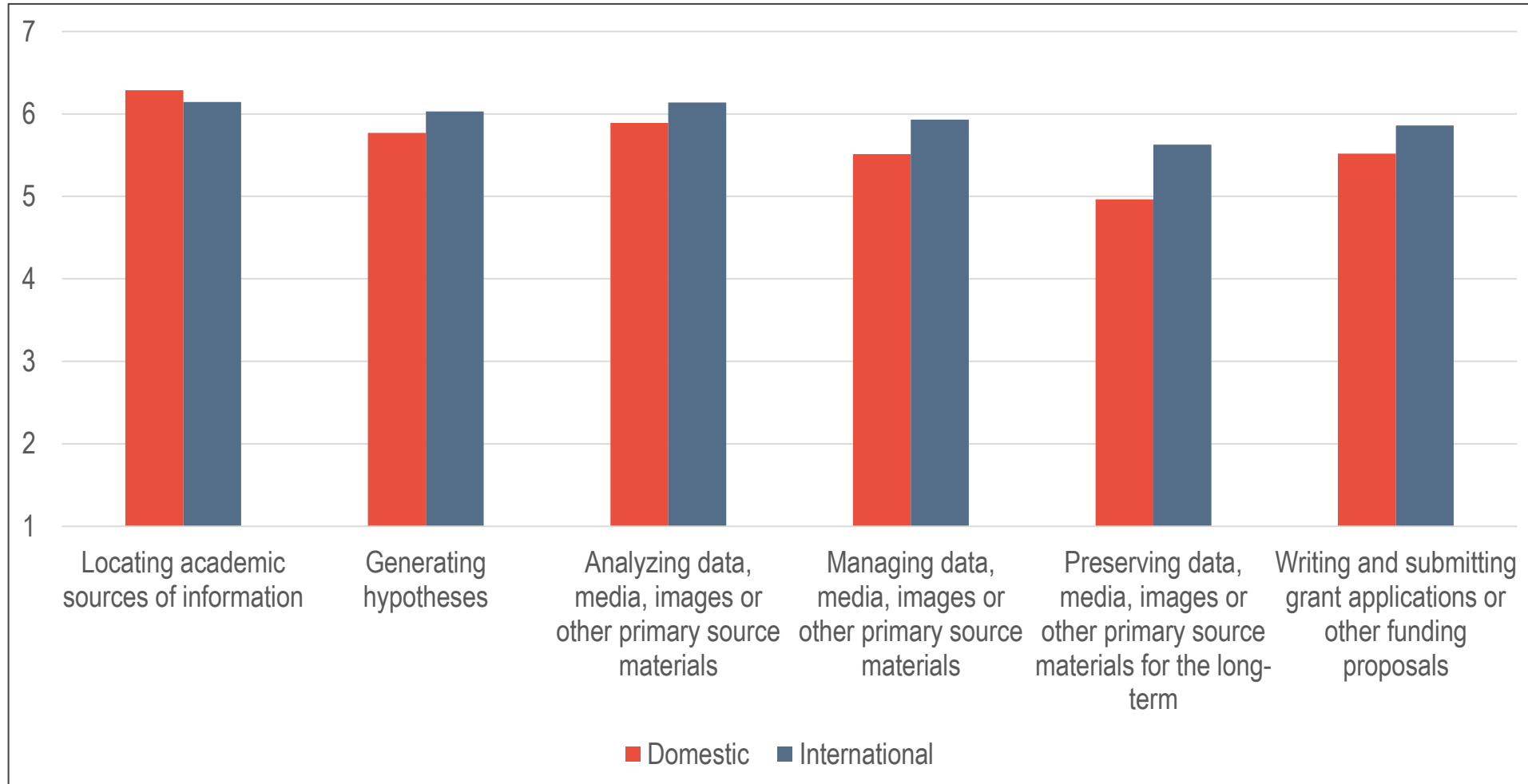


*p < .01.*



# HOW IMPORTANT OR UNIMPORTANT IS IT TO YOU TO ACQUIRE EACH OF THE FOLLOWING RESEARCH SKILLS AS A RESULT OF YOUR EXPERIENCE AT THIS COLLEGE OR UNIVERSITY?

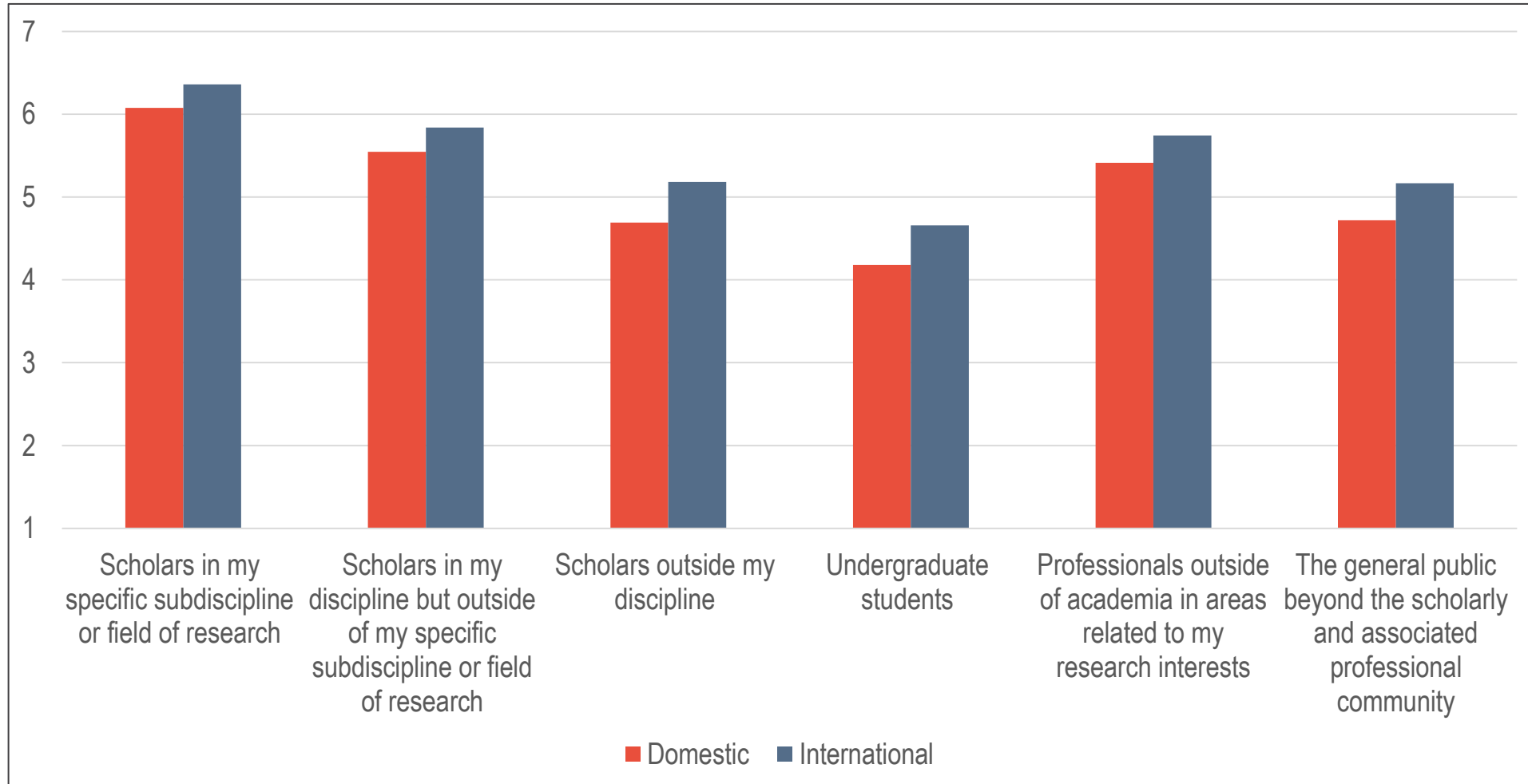
Average (mean) responses, where 1 = very unimportant and 7 = very important.



$p < .05$  all statements.

# HOW IMPORTANT OR UNIMPORTANT IS IT TO YOU THAT YOUR RESEARCH REACHES EACH OF THE FOLLOWING POSSIBLE AUDIENCES?

Average (mean) responses, where 1 = very unimportant and 7 = very important.

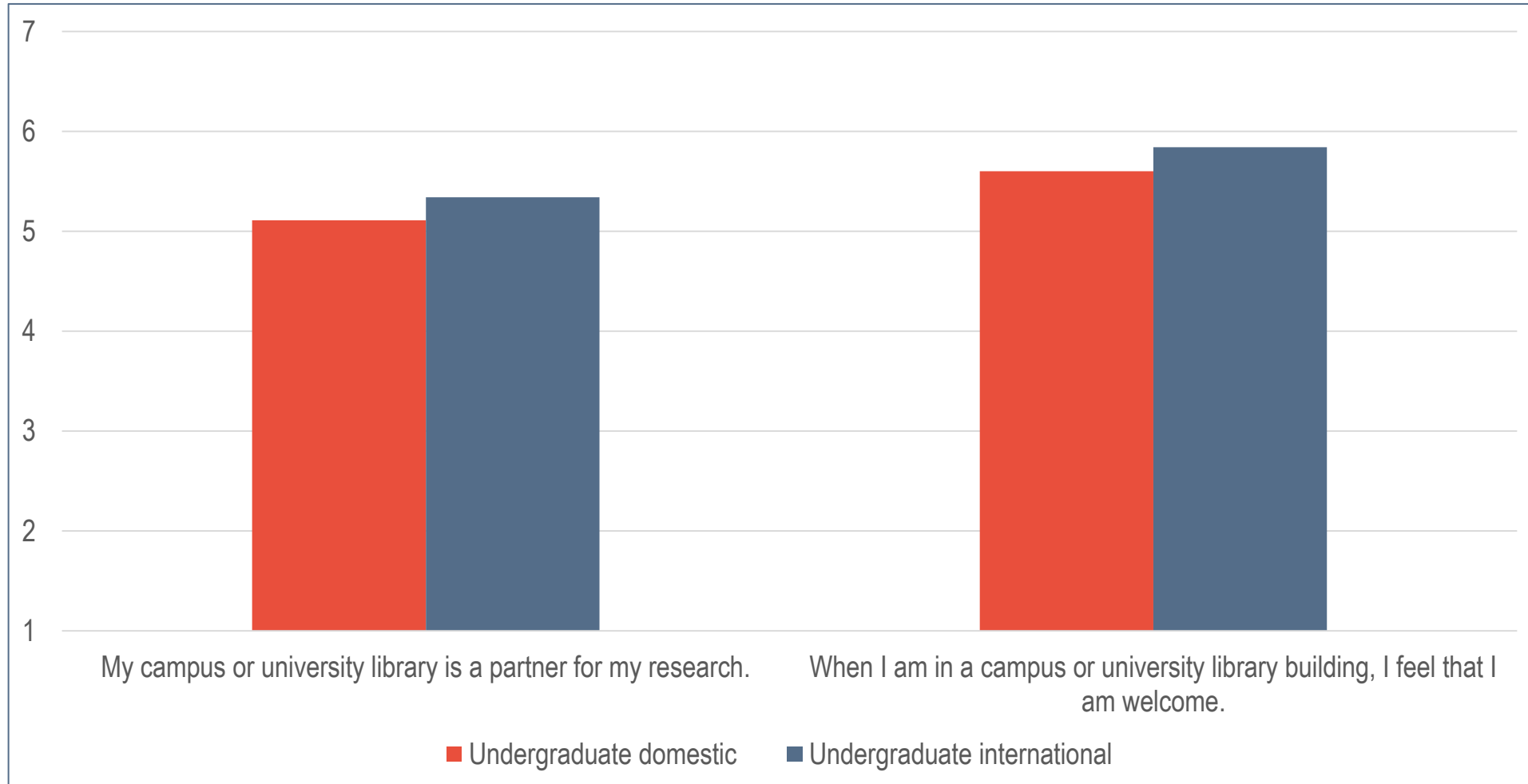


$p < .01$  all statements.

# EFFECT OF UNDERGRADUATE COLLEGIATE EXPERIENCE

**PLEASE READ THE FOLLOWING STATEMENTS AND TELL US WHETHER YOU STRONGLY AGREE WITH THE STATEMENT, AGREE, SOMEWHAT AGREE, NEITHER AGREE NOR DISAGREE, SOMEWHAT DISAGREE, DISAGREE, OR STRONGLY DISAGREE.**

*Average (mean) responses, where 1 = strongly disagree and 7 = strongly agree.*



*Mean differences were not statistically significant.*

# REFLECTIONS

- » Librarians report observed differences between international and domestic students
- » Previous studies have found substantial differences in experiences and perceptions of international graduate students compared to domestic students
- » Differences appear to be decreasing

# QUESTIONS & DISCUSSION

THANK YOU!