Appalachian State University Library Internationalization Review

Articulated Commitment

The Library’s dedication to international efforts was solidified in The Appalachian State University Library 2008-2013 Strategic Plan. The plan included the objective to “Provide students, faculty, and staff with opportunities to learn other cultures, peoples, and systems.” In order to fulfill this objective, the Library is committed to three activities as quoted from the Strategic Plan:

Library Strategic Direction III: Engagement

Objective 1: Provide students, faculty, and staff with opportunities to learn other cultures, peoples and systems.

Activity 1.1: Evaluate our collections to address diversity and coverage of international issues. Develop Library collections appropriately, in multiple formats and languages as well as materials.

Activity 1.2: Inventory our current contribution to a diverse campus climate and organize cultural events, displays, and activities in collaboration with other campus units.

Activity 1.3: Investigate international exchanges of personnel, resources, and information with other libraries, particularly with Appalachian's partnership institutions.

The Environment for Internationalization

The Library has a long standing commitment to internationalization. This commitment is seen in development of the collection; services to international students and to faculty and students who are researching global topics; and in the ubiquitous access to the Library’s electronic resources. It is advantageous that both the UNC System and Appalachian State University, through their planning efforts, support global endeavors.

The UNC System’s Long Range Plan includes a commitment to internationalization: "Promote an international perspective throughout the University community to prepare citizens to become leaders in a multi-ethnic and global society."

The Library works in the marketplace for information. This marketplace is internationally based, especially as the information world moves from a print-based environment to a technology-based environment. With collecting resources and making them accessible for scholarship and teaching as one of the Library's primary goals, an international focus is crucial to our success. The external worlds of publishing, technology, and information are increasingly international in scope, bringing an international focus to almost everything we do.

- The library profession is increasingly attentive to international issues and opportunities. Examples include an emphasis on materials in other languages and about international issues; collaborative ventures with information professionals in other countries; and a desire to connect our campus with the world.

- Changes in North Carolina demographics will impact the Appalachian State University Library. In the past fifteen years, North Carolina's Hispanic population has grown 600 percent while the white and African American populations have grown 20 percent (from the UNC Tomorrow Commission statistics). As the population of recent immigrants increases, the Library will
purchase more English language learning resources as well as vernacular materials in the home language of our students.

- Increases in classes and programs with an international focus will impact the selection decisions made by collection development librarians.
- With increasing numbers of students participating in study-abroad, faculty members traveling and teaching abroad, and international faculty members teaching at Appalachian, there will be an increased need for language learning materials, cultural and geographical information, travel guides, and materials in various foreign languages.
- With increased global awareness, there will be a growing demand for materials published outside of the United States. The Library will continue to formulate relations with international publishers and book and film vendors to meet these needs, creating simpler and more efficient methods of acquiring international publications and resources.

Strategy

The following strategies were articulated in the Appalachian State University Library 2008-2013 Strategic Plan to accomplish our internationalization goals:

- Assess circulation, current holdings, and acquisition of materials necessary to increase international awareness amongst students, faculty and staff. Identify areas to target for our internationalization efforts based on current and anticipated campus interests.
- Inventory our current international activities and create targets for future participation.
- Inventory our current activities and relationships with library organizations and associations with an international focus (e.g. ALA International Relations Roundtable (ALA IRRT) and International Federation of Library Associations and Institutions (IFLA)) and create targets for future participation.

Structure, Policies, and Practices

The Library as a whole is supportive of internationalization efforts as seen in travel support for library faculty, outreach to international students, and close cooperation with the Office of International & Development. In addition, the team structure of the Library allows teams and individuals the flexibility to focus on topics of interest. Several librarians and staff have chosen to focus on international concerns in anticipation of the University’s increased internationalization efforts. Moreover, collection development practices allow flexibility in acquiring more resources with an international focus or component. Additional structural support for internationalization efforts includes:

- The Diversity Committee of the Library works to promote international awareness through its various activities.
- Funds are available to support travel for international service and scholarly opportunities. As examples, the Library has supported several faculty librarians to present at conferences in Mexico, Canada, and South Africa.
- The Library recently hired a Faculty Fellows librarian, Xiaorong Shao. In addition to other responsibilities, Dr. Shao takes a lead role in outreach on international issues on campus and beyond. Her goal is to increase campus awareness of international resources in the library and to provide targeted outreach services to international faculty and students. Among her projects, she has worked with local schools, presented and participated in university cultural activities, and
loaned her bilingual language skills to Chinese language speakers who are attending Appalachian or visiting campus. Dr. Shao serves as a member of the University International Education Council.

**Curriculum & Co-Curriculum**

The Library’s educational and research efforts support the University’s diverse curricula, responding to faculty and student interests. Our own curriculum focuses on developing students’ information literacy, i.e. those skills required to find, analyze, and effectively use information. Information Literacy is a fundamental ability in an increasingly international world. However, as a partner in the scholarship, creative, and teaching endeavors on campus, the Library supports a wide range of curricular needs.

**Library Environments**

- The Library makes much of its collection available through the Web. We offer over 250 databases, many of them with literally millions of pages downloadable from desktop computers across campus and from student, staff, and faculty home computers as well. These electronic resources are accessible to campus users as they study, research, and attend conferences abroad.
- The Library has recently acquired a satellite television service, Dish Network, in order to provide extensive foreign television programming to meet diverse needs. With foreign language programming and news from around the world, the television medium is a crucial resource for professors and students in foreign language studies and programs with international components.

**Library Collections**

The Appalachian Collection serves as a window on the world for other global mountain areas. For instance the Collection supports faculty research doing comparative work on Wales.

- The Library’s collection reflects the international interests of faculty and students.
- The publishing industry is international, and the Library has increased its access to smaller foreign publishers through using a range of overseas vendors.
- Over 4% of books acquired since 2000 are in languages other than English or have been translated from other languages.
  - Approximately 20,000 books in the collection are translations into English.
  - Approximately 10,000 books and 16,000 scores and recordings are in languages other than English.
  - A wide swath of books address international, foreign, and cross-cultural topics in interdisciplinary topics. Collection development focuses especially on Spanish-language and Hmong culture materials because of the relevance to the demographics of our region.
  - The Library also acquires travel guides, foreign language learning tools, and country surveys to support travel. Many of our language learning resources are audio books, both physical (in CD and cassette format) and downloadable (such as mp3 format).
- Many international and foreign journals are available:
  - Over 400 electronic serials with the words “international” or “global” in the title.
Over 250 serials with one of these words in the title: African, Asian, Australian, Brazilian, Chinese, European, Japanese, Russian, or Scandinavian.

Many of the other journals are at least partly internationalized, reflecting their disciplines.

- Electronic resources, such as index and news databases, cover international range of journals and subjects, with plans to add more. Examples of databases with exclusively international content include PAIS International, NoticiasFinancieras, Info-LatinoAmerica, Garland Encyclopedia of World Music online, Smithsonian Global Sound and Naxos World Music, GeoScience World, Britannica en Español, Ethnic NewsWatch, Columbia International Affairs Online, and Asian Business.

- The Library serves as the world's library of record for Appalachian materials, ensuring that we have one-of-a-kind holdings regarding African, Native American, and Melungeon peoples of Appalachia.

- The Library's Instructional Materials Center (IMC) is a regionally recognized collection focused on resources for preK-12 students and teachers. This collection is strongly internationalized. As an example, we have almost all the Batchelder Award books (i.e. award-winning children's and YA books translated into English). Librarians prepare online bibliographies of resources for studying cultures around the world (e.g. Africa, Latin America, Asia, the Jewish diaspora, and the Middle East). Also available on the web is a representative list of titles that are Spanish/English bilingual or Spanish only in the collection. While the IMC houses materials in other languages, these Spanish language materials are particularly relevant to the regional preK-12 community.

Library Services

- The Library organizes and sponsors international activities, such as the international program and lecture series “Doorways” and the annual International Film Series, both co-sponsored by the Office of International Education and Development. The goal of the Doorways series is to provide a platform for people to share their research and knowledge on international issues and build relationships on campus based on international affairs. The International Film Series was held during International Education Week and screened films from Iraq (Turtles Can Fly), Japan (Who’s Camus Anyway?), and Mexico (Temporado de Patos).

- Library has subscribed to the “Window to the World” International Television Service. The service offers eight international packages; Arabic Elite, German Language Plus, Taiwanese Mega Pack (Chinese, Japanese), Great Wall TV Package (Chinese), TV Japan, Euronews (various European Languages), and Dish Latino (over 30 channels of Spanish language programming). With foreign language programming and news from around the world, the television medium is a crucial resource for professors and students in foreign language studies and programs with international components.

- Library instruction and reference effectively addresses a range of international research questions, at public service desks, in classes, and in one-to-one consultations. International students taking classes within the University's new General Education program will receive information literacy instruction as a part of the curriculum. The Library is in the early planning stage of analyzing usage statistics to determine how various subpopulations use the collection and library services in their pursuit of international knowledge.

- The Library borrows and lends materials internationally. Many of our interlibrary loan requests are for rare and specialized materials in foreign languages and are borrowed from institutions overseas.
The World Music Guide (http://www.library.appstate.edu/music/world/index.html) developed by the Music Librarian is a model guide to resources about music around the world. It supports faculty and students as the Hayes School of Music internationalizes its curriculum.

**Education abroad**

Library efforts in education abroad have focused on the acquisition of materials and resources with an international travel focus, such as language learning resources and cultural guides, to meet the needs of the expanding University study-abroad opportunities. Language acquisition materials are often in formats such as CDs, cassettes, and downloadable mp3 files.

- A librarian partnered with a faculty member from the English Department to lead study-abroad students to England, Scotland, and Wales three times in the 1990s. Librarians are sometimes involved in service-learning opportunities with students such as Alternative Spring Break trips to Guatemala and to Memphis to work with refugee resettlement services.
- The Library is enthusiastic about the possibility of librarians co-leading future study-abroad programs in partnership with faculty in other departments.

**Engagement with institutions in other countries**

A group of four librarians visited Fudan University Library, Beijing Normal University Library and Shaanxi Normal University Library in China in May, 2008. The Fudan and Appalachian Library Exchange Program Agreement was signed during the visit. The exchange officially begins in the Fall semester 2009 with each library sending a librarian to work in the host library for one to six months. Other international activities include:

- The University Librarian, Dr. Mary Reichel visited and shared information with academic librarians in several countries throughout Western Europe in April, 2008.
- Marilia Antunez, Collection Management Librarian for Health and Allied Sciences, traveled to Limón, Honduras in September, 2008 with a non-profit health worker group, Limón Aid. Ms. Antueuez, a native Honduran, worked as a bilingual interpreter and volunteer aid worker for the group.
- An Appalachian State librarian was part of the first group of librarians invited by the National Library of Cuba to visit the National Library, other libraries, and the Library Science Program at the University of Cuba. She returned to Cuba in 2007 with a private international organization to visit libraries and deliver book donations.
- Librarians at Appalachian State University have traveled to Mexico for La Feria Internacional del Libro de Guadalajara (International Bookfair of Guadalajara) in 2001 and 2005 and to present a program for the annual conference of La Asociación Mexicana de Bibliotecarios in 2004 and at the Tercer Encuentro Sobre Desarrollo De Habilidades Informativas, Ciudad Juarez, Chihuahua, Mexico in 2002.
- The Library has worked with the Library Science program to promote the creation and advancement of the first public children’s library in Bolivia, Biblioteca Th’uruchapitas. This sister libraries project is an ongoing commitment for the University.
- In 2004, an Appalachian librarian attended the IBBY Conference (International Board on Books for Young People) in Cape Town, South Africa, to do a poster session on the “Sister Libraries: Bolivia” project.
Library internationalization culture

The Library has many faculty and staff with experience in traveling, studying, and living outside of the United States as well as possessing diverse language skills including Spanish, Chinese, French, Japanese, German, and Italian.

Selected faculty and staff also have background and expertise in second-language acquisition. One librarian is the statewide chair of REFORMA, an organization devoted to promoting library services to Latinos and the Spanish-speaking, and has given presentations including a talk on “ESL and SSL: English and Spanish as Second Languages Collection Development” at the First Joint Conference of Librarians of Color in Dallas. Another librarian has a certificate of teaching English as a Foreign Language.

- The Library has several librarians with diverse and international experiences unique to underrepresented students and faculty. In addition to our Faculty Fellow, Xiaorong Shao, Marilia Antunez was hired in 2007. Marilia immigrated to the United States from Honduras at the age of eleven and speaks fluent Spanish.
- The mission of the long standing Library Diversity Committee is to provide leadership and services on issues related to multiculturalism and international education for library staff as well as faculty and students on campus. Activities sponsored by the Diversity Committee include a biannual orientation and reception for international students, cultural event celebrations, and participation in the University Diversity Week and the International Education Week.
- The Library is committed to having a welcoming and inclusive environment for all patrons.

International Scholars and Students

- In the past the Appalachian Library has hosted librarians from Ecuador, Nicaragua, China, Costa Rica, and Nigeria for long- and short-term appointments.
- In 2009, Appalachian State University Library will host the first visiting librarian from Fudan University for a period of six months.
- Several international students have worked as student assistants in the Library. This commitment to hiring international students was reiterated recently in a Library Faculty meeting in 2007.

Synergy and Connections Among Discrete Activities

Librarians partner and consult with the Office of International Education & Development, the Global Studies Program, Office of Diversity, Equity, and Compliance, and the Office of Multicultural Student Development. In a more informal sense, librarian subject specialists communicate with teaching faculty about all areas of curriculum and interest, including international topics. Finally, synergy for internationalization is strong among many interested staff and faculty in the Library, resulting in research, presentations, new services and resources, and strategic goals for future international endeavors.

Conclusion

In summary, the Library's support for international efforts is strong and long standing. Our collections have a wide range of materials relevant to international issues, and we support further growth in these areas, particularly in foreign language materials. Our collections include resources relevant to international study in all formats, from books and films to journals and databases. We work with foreign language publishers and a wide range of vendors to ensure broad collection development efforts. Our services to the campus community include programming and presentations on international topics, as well
as both virtual and in-person reference tools and instruction for inquiries and work in international areas. Library staff and faculty often approach their work with an international perspective, especially as it relates to scholarship, teaching, and engagement activities on campus. The Library has traditionally been a strong collaborator with other campus units and institutions, leading to international scholar exchanges, presentations and conferences abroad, projects with international libraries, and faculty-librarian partnerships. Finally, the Library is fortunate to have valuable faculty and staff who have specialized skills and backgrounds which reinforce the Library's stated commitment to internationalization.