



Photo by Andy Barbour: <https://www.pexels.com/@andy-barbour/>

# International Library Ambassadors

A collaborative initiative to increase international students' engagement with Library Services

## Context

- The International Support Tutors (ISTs) in the Faculty of Business and Law and the Library Academic Liaison Team have built strong links over the past few years
- We have worked together to increase student awareness of and engagement with Library support services in order to:
  - Improve the student experience
  - Increase student autonomy
- In autumn 2021 the ISTs recruited international student course reps from among direct entrant students. This has been successful in increasing student engagement with support services

## Approach from International Student Tutors

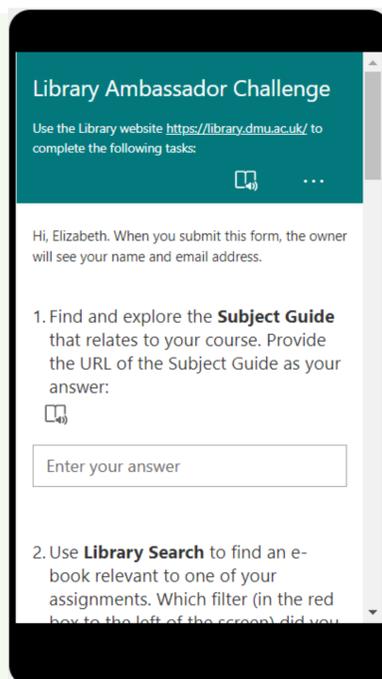
- In January the ISTs approached the Library to suggest that the course reps add a "Library Ambassador" role to their portfolio. The Ambassadors would receive training about the Library so that they could in turn signpost their peers to appropriate Library services
- We thought this was a great way to engage with a sometimes hard to reach group of students so we started to put together a training plan



## Designing the Training Session

On 1<sup>st</sup> April 2022, Joanna Dare delivered the first training session on MS Teams for the 3 existing course reps. Themes included:

- Support teams in the Library and what they do
- How to get help and support
- Referencing and Good Academic Practice
- How to get materials from outside of DMU



## Tasks

After the training session, the students were asked to complete a short series of tasks and record this on an online form. Tasks included:

- Explore the Subject Guides
- Find specific resources
- Use LibChat
- Attend the Academic Support drop-in
- Book to attend an online workshop
- Complete referencing tutorial
- Use our FAQs

All three trainee Library Ambassadors completed the tasks in May 2022

## Evaluation

The ISTs held a debriefing for the trainee Library Ambassadors after they completed the tasks and gathered feedback:

- The trainees felt that responsibility for library support could easily be incorporated into their current course rep responsibilities;
- They reported positive experiences using LibChat, tutorials and the Subject Guides ("they're more helpful than Google Scholar"!)
- Some discrepancies between the Cite Them Right referencing style endorsed across DMU and the information provided on referencing by individual members of staff came to light. The ISTs are asking the Faculty to reinforce the Cite Them Right information

## Next Steps

- We plan to train all of the new reps in the upcoming academic year and make them use these resources
- We are asking the current reps to write their experience down to share with future students
- The reps will introduce the library service to new students next academic year

