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## **SURVEY RESULTS**



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## EXECUTIVE SUMMARY

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### Introduction

Research universities have long supported study abroad programs of varying nature, including short-term study tours and service learning experiences, as well as semester- and year-long academic programs. For this survey, “study abroad program” was broadly defined as a short-term, formal, credit-bearing educational program taking place outside of the country of the home institution. As society becomes more globally focused, and industry requires workers who are prepared to work in a multinational environment, these programs are becoming more critical to America’s competitiveness.

Providing research materials and library services targeted to participants in these programs is a particular challenge. This survey was designed to explore how ARL member libraries are responding to the needs of faculty and student participants in various types of study abroad programs. It explored which library services and resources are provided to participants, how library support is staffed and administered, whether collections are physical or online, and how services are delivered.

The survey was distributed to the 123 ARL member libraries in May 2008. Fifty-three libraries completed the survey by the deadline of June 27 for a 43% response rate. Forty-four of the respondents (83%) reported that their university sponsors study abroad programs. The number of programs per institution ranges from as few as two to as many as 1200, with an average of 141 and a median of 50. At 26 institutions, study abroad programs receive library support, at

12 they do not. Four respondents did not supply this data, though one explained, “The programs don’t receive library support but the individual students are supported.” The 12 respondents from libraries that do not support study abroad programs submitted the survey at this point.

### Description of Study Abroad Program

The remaining 32 respondents were asked to select one representative program and describe its location, subjects offered, duration, and number of students and faculty. Some described the overall program. Not surprisingly, programs are located around the world and cover a full range of disciplines. They vary in length from a few weeks to a semester to a year or more. The number of students ranges from a handful to over a thousand. The number of faculty is proportional to the number of students and subjects offered, with as few as one and as many as 68 faculty spread across a number of locations.

Half of the programs are at a campus that is administered by a partner host institution. Only three are at a campus that is administered by the home institution. Others are in rented spaces, field stations or, in the case of the Semester at Sea, on a ship.

### Library Support Provided to Study Abroad Program

All of the responding libraries report that students and faculty have remote access to online resources through the home institution in North America. Twenty-three (74%) report that employees at the home

institution in North America provide library services remotely. Slightly fewer than half also rely on a host partner for access to physical and online resources and staff to provide services. Only nine home institutions provide collections at the study abroad site and only five of those have staff who provide services. In open-ended comments, several respondents reiterated that students and faculty with a valid ID and an Internet connection have access to all the same online resources and services wherever they are located.

### **Administration of Library Support for Study Abroad Program**

In all but one case, the library at the home institution administers library support for students and faculty in study abroad programs. In the other case, the host institution administers support. In a third of the programs, administration is shared between the home and host libraries. In a few cases, the home library partners with a study abroad or distance education office or an academic department at the home institution.

About a third of the programs have a single individual who has administrative responsibility for library support services. Half of these individuals have a title that includes some variation of distance education. Others are reference or area studies librarians, or manage public or access services or a branch library.

The other two-thirds of the respondents described library support for study abroad along the lines of the following: "Services to all students at a distance are built into existing services: ILL, e-reference, and access to online resources."

### **Funding of Library Support for Study Abroad Program**

A majority of respondents (22 or 71%) report that funding for these library services comes from the home library's general, acquisitions, and/or personnel budgets. Or as one respondent commented, "This work is absorbed into regular collections and services." A few libraries also receive some funds from the home or host institution or student fees. Only

two libraries report that they receive funds from a separate institutional budget for the study abroad program.

### **Study Abroad Program Library**

If employees of the home institution provide library services and access to library resources in a physical location at the study abroad site, respondents were asked to answer questions about the collections, equipment, and staff in that facility. There were five responses.

#### *Collections*

These five collections include books, journals, AV materials, maps, and reference works. The number of items ranges from just over 100 to 12,000. All five respondents report that the collection is catalogued and searchable as a discreet collection, though only three say the materials are included and searchable in the home library OPAC. Circulation policies are similar to the home library's.

#### *Equipment and Staffing*

All of the libraries provide desktop computers and printers. Since most students bring their own laptops, two provide wireless Internet access and only one has a loaner laptop. Four have photocopiers but only two have scanners. Two provide video equipment. Three of the libraries are staffed by one non-librarian professional, two of whom work full-time. A fourth has one librarian and two additional support staff. The fifth is staffed by two librarians and a few student assistants.

### **Library Services for the Study Abroad Program**

In addition to the online resources that are available to all students and faculty who have a valid ID and Internet connection, study abroad participants also receive a range of library services. All but one of the 30 responding libraries offer reference service; the other only offers document delivery. Eleven libraries offer a combination of reference, ILL and/or document delivery, and instruction. Ten others offer at least reference and ILL or document delivery.

Reference and instruction services are largely delivered by library staff at the home library via e-mail, chat/instant messaging, or phone. Eleven respondents report they are delivering resource guides and tutorials online using such tools as Libguides, Camtasia, Captivate, and Searchpath. Eight communicate with students, whether studying abroad or not, by means of blogs, wikis, and Facebook.

All but two of the home libraries deliver electronic materials directly to study abroad students and faculty; half of the 28 respondents will also deliver hard copy directly to students and faculty. A few send materials to the onsite library instead.

### **Challenges of Library Support for Study Abroad Programs**

Twenty-four respondents described one or more challenges the library faces in providing support for study abroad programs. Several categories emerged, as represented by the comments below.

ILL/DD: “Costs and security of delivering hard copy library materials. Institutional/policy constraints to providing document delivery to students.”

Acquisitions: “Materials ordered by the home institution are shipped directly to the study abroad location. It can be difficult to verify receipt of materials for which we are invoiced.”

Awareness: “We suspect that many Study Abroad students are unaware that they are eligible to continue receiving full library services while they are away.”

Time zones: “Time differential in providing reference services such as IM/Chat which is not provided at the home institution on a 24/7 basis.”

Cooperation: “Engaging faculty in a serious cooperative effort geared towards the selection and provision of library resources.”

Internet access: “While we assert that study abroad participants have the same access to e-library collections and services that our local users enjoy (as long as they authenticate via a proxy server), the reality may be that hardware, software, and network/bandwidth issues abroad may severely limit that access, or make it impracticable.”

Number of programs: “It’s difficult to keep up with the ever-increasing number and variety of study abroad opportunities on this campus, therefore difficult to know how well we’re meeting needs.”

### **Changes Over Time**

The survey asked whether the number of study abroad programs—and the number that receive library support—had increased, decreased, or stayed about the same in the previous five years. The majority (20 of 28 or 71%) report that both the number of programs and the number that receive library support increased. Seven report that those numbers have stayed about the same. Only one reports they have decreased. Eighteen respondents anticipate that the number of study abroad programs will increase in the coming five years and most will increase library support. Eight libraries expect that the number of programs and library support will stay about the same in the near future.

### **Conclusion**

A comment from one survey respondent summarizes the current level of library support for study abroad students and faculty at ARL member institutions, “We do not have any particular initiatives aimed at study abroad participants. We have a large number of distance students (remote users) to begin with and we provide the same level of support for study abroad students as we do for distance students. At this point we are not sure that the students heading off to study abroad programs know that the services we have for distance users apply to them. Anecdotally, we do get feedback every semester from students who go abroad and tell us that their access to our library’s databases and full-text journals was a lifesaver.”

According to the Institute of International Education’s most recent data, over 223,000 US students annually study abroad for academic credit. While this is a small percent of the total student population, IIE’s annual survey of student mobility shows steady growth since 1985 and there are widespread calls to double, triple or even quadruple the number of participants in the coming decade.

Congress is pushing forward with the Senator Paul Simon Study Abroad Foundation Act that establishes the recommendations put forth by the Commission on the Abraham Lincoln Study Abroad Fellowship Program. This legislation creates a national program that will establish study abroad as the norm, not the exception, for undergraduate students. It would use

leveraged grants to increase the number of American students who study abroad to one million annually within a decade.

As the number of study abroad participants grows, ARL Member libraries will be well positioned to serve these and other remotely located students through their increasingly digital libraries.

## SURVEY QUESTIONS AND RESPONSES

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The SPEC survey on Library Support for Study Abroad was designed by **Ann Lindell**, Head, Architecture & Fine Arts Library, University of Florida. These results are based on data submitted by 53 of the 123 ARL member libraries (43%) by the deadline of June 27, 2008. The survey's introductory text and questions are reproduced below, followed by the response data and selected comments from the respondents.

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Research universities have long supported study abroad programs of varying nature, including short-term study tours and service learning experiences, as well as semester- and year-long academic programs. As society becomes more globally focused, and industry requires workers who are prepared to work in a multinational environment, these programs are becoming more critical to America's competitiveness.

According to the Institute of International Education's most recent data, over 223,000 US students annually study abroad for academic credit. While this is a small percent of the total student population, IIE's annual survey of student mobility shows steady growth since 1985 and there are widespread calls to double, triple or even quadruple the number of participants in the coming decade. Congress is pushing forward with the Senator Paul Simon Study Abroad Foundation Act that establishes the recommendations put forth by the Commission on the Abraham Lincoln Study Abroad Fellowship Program. This legislation creates a national program that will establish study abroad as the norm, not the exception, for undergraduate students. It would use leveraged grants to increase the number of American students who study abroad to one million annually within a decade. The bill has passed the House of Representatives and awaits approval from the Senate, where it has strong bipartisan support.

Study abroad programs are often now integral to degree programs across the academic disciplines, incorporating increasingly rigorous research components. Providing research materials and library services targeted to participants in these programs is a particular challenge. This survey is designed to explore how ARL member libraries are responding to the needs of faculty and student participants in various types of study abroad programs. It explores which library services and resources are provided to participants, how library support is staffed and administered, whether collections are physical or online, how services are delivered, etc. It strives to identify the challenges inherent in serving these constituencies, and to highlight innovative solutions to these challenges.

For the purpose of this survey, "study abroad program" is broadly defined as a short-term, formal, credit-bearing educational program taking place outside of the country of the home institution.

## BACKGROUND

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### 1. Does your university/institution sponsor study abroad programs? N=53

<b>Yes</b>	44	83%
<b>No</b>	7	13%
<b>Not applicable, we are not an academic institution</b>	2	4%

### Comments

"In FY 2008, the University sponsored approximately 275 study abroad programs, including exchanges, semester programs, and short-term programs. Students can also participate in the literally thousands of non-university programs that are available as well as doing direct enrollment at overseas institutions."

"Mostly consists of exchange programs. Students will study abroad for 1 or 2 sessions as part of those programs. Libraries do not offer specific services to study abroad programs but this is partly because all of our students, whether they are at home or abroad, have access to our online collection and to reference services via e-mail. They are also considered registered students at the university abroad where they study so can take advantages of its library services, too."

"Our replies will be of a general nature regarding library services. No specific program is identified."

"Study abroad students have all the library use rights of university students, and have only logistical obstacles to overcome in using the library's resources. If they have Internet access they can authenticate and use our electronic resources, and Access Services will send them resources if they are requested. We do not however have a 'formal' support program. Theoretically, therefore, all study abroad programs have access to library support."

"The 30 programs mentioned in the next question are university-specific; however, our students have access to many more study abroad programs through partnerships with other institutions/organizations."

"The University offers study abroad programs and also has cooperative agreements with a number of international institutions offering our degrees from the host institutions. All are eligible for library support."

"The university sponsors 7 travel-study programs. In addition, students can study at approximately 150 different international institutions through the university system's Education Abroad Program, or at a number of other study abroad programs affiliated with the university through the International Opportunities Program."



If yes, please enter the number of study abroad programs and the number that receive library support. Please enter a whole number. An approximation is acceptable. N=42

Number of study abroad programs N=42

Minimum	Maximum	Mean	Median	Std Dev
2	1200	140.81	50	236.44

Number of programs that receive library support N=38

Minimum	Maximum	Mean	Median	Std Dev
0	1200	87.74	23	202.07

Number of study abroad programs:	Number that receive library support:
2	2
6	6
7	7
7	7
10	10
25	25
30	30
39	39
47	47
50	3
50	50
50	50
50	50
70	70
75	75
85	85
110	110
150	150
160	160
162	162
200	200
200	200

Number of study abroad programs:	Number that receive library support:
275	275
300	300
350	21
1200	1200
2	0
15	0
15	0
25	0
30	0
50	0
51	0
90	0
145	0
260	0
300	0
990	0
7	—
12	—
92	—
120	*

\* "The programs don't receive library support but the individual students are supported. All students studying abroad have full access to most online resources. We also, on a case-by-case basis, scan and deliver articles or chapters of books to students abroad."

If the library supports any of the study abroad programs, please complete the survey.

If there are no study abroad programs or they do not receive library support, please submit the survey now.

## DESCRIPTION OF STUDY ABROAD PROGRAM

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The questions below seek a brief description of the scope of the study abroad program. If your university/institution has multiple programs, please select **one** that receives library support and answer the remaining questions based on that program.

### 2. At what kind of location is the study abroad program offered? N=30

At a campus administered by a partner host institution	15	50%
At a campus administered by the home institution	3	10%
Other (e.g., semester at sea, rented building, etc.)	12	40%

Please describe other location.

"All of the above." (2 responses)

"Exchange agreements."

"The university offers a wide variety of overseas study opportunities, including direct enrollment at partner institutions abroad, courses for foreigners at host institutions abroad, courses arranged by third party providers in space rented or owned by them, courses offered by our own faculty at locations abroad using space of partner institutions, rented space or field stations."

"Semester at Sea."

"Since 2005, the College of Design's Rome Program has been located in the historic center of the city near the Tiber River in the Palazzo Cenci-Bolognetti at Piazza delle Cinque Scole 23. The College of Design leases 14 rooms on the second floor of the building from the Istituto Pasteur - Fondazione Cenci Bolognetti, a scientific institute affiliated with the Institut Pasteur of Paris and with the University of Rome. In addition, a small area is also leased on the ground floor of the building, which is used primarily for integrated studio arts and model building. (From: College of Design Rome Program Handbook, 2008/2009)."

"The university maintains a facility in Prague and students live in a small hotel located on the outskirts of the city."

"The Summer Session Study Abroad offers a wide range of courses, some of which are taught at a campus administered by a partner institution, while others use rented facilities."

3. Please provide the following details about the program: Location (city and country), subject(s) offered, duration of program (year, semester, summer, independent study, etc.), number of students, number of faculty. N=24

Location:	Subject(s) offered:	Duration of program:	Number of students:	Number of faculty:
Around the world	Anthropology, art history, biology, business, history, music, religious studies, women's studies, etc.	Semester	500–700	25–30
Keio University, Tokyo, Japan	Japanese language, International Studies	Either 1 semester or 1 academic year	N/A	N/A
Brisbane, Australia	Arts, Business, Media Studies, Education, Engineering, Health, Performing Arts, Science, Social Sciences	Term	N/A	N/A
London, UK	Comprehensive university curriculum	Semester	30	2 and 20+ from partner institution
19 locations in 18 countries and 4 continents	Language and Literature, History, Cultural Studies	5 to 8 weeks	325	50
All over the globe	Many subjects covered, too many to name!	All mentioned		
Florence, Italy	Studio Art, Languages, Art History, Women's Studies, Architecture, Social Sciences, Humanities	Semester and Summer	N/A	45
Istanbul, Turkey	Most courses of study are available	Year	6	0
Prague, Czech Republic	Design, English, Foreign Languages, Philosophy, Entomology	Semester, summer, or year	Varies	Rotating faculty and one staff as director
Various	Various	Various	1688 in 2006-07	25
Segovia, Spain	Spanish Language, Literature and Civilization	Summer	35	1
Giessen, Germany	Engineering	Semester	N/A	N/A
Canberra, Australia. Australian National University	Liberal Arts	Semester	N/A	N/A
Siena, Italy	Italian, Political Science, History,	Semester or Year	10	N/A

Location:	Subject(s) offered:	Duration of program:	Number of students:	Number of faculty:
Beijing, China, Cairo, Egypt, multiple cities in Germany, Panama	Arts and Sciences, Humanities, Business, Communications, Computer Sciences, Education, Engineering, Justice Administration and Public Administration	Various length	753	68
Hatfield, England	Comprehensive	Semester or year	Approximately 5 students attend annually	0 US faculty participate
Stellenbosch, South Africa	Public Health, Democracy and Development	1 quarter	30	N/A
Rome, Italy	Architecture, Art and Design, Interior Design, Integrated Studio Arts, Landscape Architecture, Graphic Design, Community and Regional Planning	Full semester or summer options	140 per year	Per year: 10 US faculty, 2 local faculty, plus several local instructors for Italian, Art History, and photography.
Singapore	Communication (B.A.), Business Administration (B.S.), MBA, Executive MBA	Three years, summer	N/A	N/A
Brig, Switzerland	Accounting, Business Ethics, International Law, International Tourism, Finance, Human Resources, Hospitality, French, and German	Fall and Spring Semester Program, with the international portion taking place from October to December in Fall, and January to March in Spring.	Approximately 20 per semester	2–3 faculty per semester
Salzburg, Austria	German language, literature, and culture	Academic quarter	18–20	1
Seville, Spain	Spanish, history, dance	Semester	N/A	N/A
Jerusalem, Israel	Ancient & Modern Near Eastern studies; language (Hebrew & Arabic); Old & New Testament	Three 4-month programs offered on an annual basis	Up to 170	8
Todi, Italy	Art history, Italian, Italian culture	Summer	Approximately 20–25	3

## LIBRARY SUPPORT PROVIDED TO STUDY ABROAD PROGRAM

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### 4. How are library services and access to library resources provided to students and faculty in this program? Check all that apply. N=31

Students/faculty have remote access to online resources through the home institution in North America	31	100%
Employees at the home institution in North America provide library services remotely	23	74%
Students/faculty have access to physical collections provided by a partner host institution at the study abroad site	14	45%
Students/faculty have access to online resources through the host institution abroad	12	39%
Employees of the partner host institution provide library services	10	32%
Students/faculty have access to physical collections provided by the home institution at the study abroad site	9	29%
Employees of the home institution provide library services at the study abroad site	5	16%
Other	4	13%

#### Please describe other method.

"Director of the program checks out books to students, but does not offer in-depth library services."

"Electronic reading materials are provided by the Library depending on the course materials selected by the faculty."

"Most programs are held at universities with full library services and collections."

"Students at the Singapore Institute of Management campus must complete the Library Skills Workbook. The SIM program coordinators developed a version for their use, and also administer instruction and grading for it."

**Please enter any additional comments about how library services and access to library resources are provided to students and faculty in this study abroad program below.**

"All of the same services that are provided to any student, faculty or staff member not in our buildings. For example: ILL of journal articles or other items that can be delivered/retrieved electronically. Instant messaging, e-mail or telephone reference and research consultations. Access to all electronic resources. Access to Web page guides, tutorials and other information."

"As is the case with all study abroad programs, students and faculty participating in the Rome Program can access all of the online collections and services offered by the e-Library, as long as they have access to the Internet and a Web browser. Remote users—whether they are merely 'off campus' or outside the country—simply use their University ID numbers to authenticate themselves via proxy servers, and thereby gain access to all the content licensed by the Library. Remote users can also make use of Web-based services such as the chat reference service provided by subject librarians. In addition to these services provided by the Library, participants in the Rome Program have access to a small, on-site Library described in the program handbooks as follows: 'The studio facility contains a small library collection that is intended to provide you with basic research materials and information pertaining to your classes and experiences in Rome. The collection is limited and yet provides an invaluable resource to all program participants. Books and other materials may be borrowed if signed out, but you are asked to keep all library materials, with the exception of travel guides, cookbooks and popular fiction titles, in the studio facility at all times to ensure accessibility to the books for all participants.' Participants 'are also encouraged to make use of other public libraries in the city.'"

"Most of our support for international studies is through our ILL/document delivery service. If a student is registered at the university, s/he can request electronic delivery of articles and sections of books from us or through ILL. Semester at Sea is the only program for which we provide a circulating collection."

"Students are provided with a library orientation at the home institution prior to their departure."

"Students: we sent articles electronically through ILL. Faculty/Staff: we send articles electronically through ILL and provide e-document delivery of articles in our collections."

"Study Abroad Students can request both books and articles to be sent to them."

"Students, faculty, and staff with a valid NetID and a 'wireless and library resources' connection have access to all the resources that are available remotely. This is the most common type of access to library resources by students and faculty participating in a study abroad program. In 2006, however, traditional materials were selected by faculty and subject librarians and shipped to Croatia, where the Curator of the Slavic and East European Collection joined the program and provided active support."

"The Library offers virtual lists of library resources for students preparing to study abroad, and for students from abroad coming her."

"We support all study abroad programs equally, thus it is hard to identify one. We assume, but do not know, that our students are given access to library services from the host institution. In addition, our students continue to have access to all online services, including research databases and virtual reference."

## ADMINISTRATION OF LIBRARY SUPPORT FOR STUDY ABROAD PROGRAM

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5. Which unit administers library support for students and faculty in this study abroad program?  
Check all that apply. N=31

Home institution Library	30	97%
Host institution Library	11	36%
Home institution Study Abroad Office	6	19%
Home institution Academic Department	3	10%
Home institution Distance Education	2	7%
Other	5	16%

**Please describe other unit.**

"Director uses a manual check-out system to charge out books to the students."

"Host institution libraries may be providing library services of which we are unaware."

"The College of Design funds and maintains the on-site, studio facility library."

"The home institution develops and supports online resources and the content of the Library Skills Workbook. The host institution administers the Workbook for students at their campus."

"The library provides a range of services as noted previously to all affiliated remote users but not because of their status as a study abroad participant."

6. If the home institution library administers library support for this study abroad program, is there a single individual who has administrative responsibility? N=30

<b>Yes</b>	11	37%
<b>No</b>	19	63%



If yes, please give the following information about that individual: Individual's position title, individual's unit or department, to whom individual reports.

Individual's position title:	Individual's unit or department:	Individual reports to:
Coordinator, Distance Learning Library Services	Distance Learning Library Services, Ekstrom Library	Associate Dean/Director of Ekstrom Library
Director, Design Library	Design Library	Deputy Director of Libraries
Director, Public Services, University Libraries		Associate Vice President for University Libraries
Distance Education Coordinator	Reference & Instruction	Head of Reference
Librarian	University Library	Associate Dean
Manager, Access Services	Access Services	Assistant Dean for Public Services and Outreach
Middle East Studies Librarian	Social Sciences Dept.	Assistant University Librarian for Public Services
Outreach Librarian for Multicultural Services	Office of Services	Scott Walter, Associate University Librarian for Services
Reference Librarian	Reference	Head of Reference
Semester at Sea Librarian	Reference and Information Services	Head, Reference and Information Services
International Program Support Librarian		Associate University Librarian for Collections and International Programs

If a single individual does not have this administrative responsibility, please describe how library support for this study abroad program is administered. N=13

"Electronic access to library resources and library services is provided by several departments on the campus, including the Libraries and University Information Technology Services."

"Same as all off-campus services: online."

"Services to all students at a distance are built into existing services: ILL, e-reference, and access to online resources."

"Services to remote users, access to electronic resources etc. are administered across and throughout the library."

"Study Abroad students are treated exactly like our other distance education students. They can obtain reference assistance and instruction via e-mail, chat, and phone. These services are provided by the Reference Department. Study abroad students also can request delivery of books via snail mail and articles or chapters via email (scanned copies). They can also make ILL requests, although we do not send other libraries physical

books overseas. We fill ILL requests for Study Abroad students only if they can be filled electronically. All of these services—ILL, book delivery, scanning—are provided by our ILL Department.”

“The authentication of university affiliation is done by issuing a valid university card.”

“The Director of Public Services is the primary library contact for the program, and often refers specific requests for assistance or services to others at the home institution.”

“The Distance Education librarian position at Gelman is relatively new and is mainly supported by GW graduate distance/online programs. No formal agreement is yet in place with the Studies Abroad Programs; however, we do fulfill requests (and have done so in the past) for resources from students in programs abroad as part of our regular services.”

“The Library’s Associate Dean for Research & Access is responsible, broadly speaking, for all access services for all user groups. The latter includes remote users in general, and study abroad participants in particular. On-site in Rome, the College of Design employs a Resident Director, whose responsibilities include oversight of the studio facility library.”

“The on-site librarian and support staff are not library employees. However, requests for materials are handled by home library staff.”

“University faculty directly utilize the services for all electronic forms of support provided by the university. Additionally, online materials are available to the students. All materials assigned can be accessed by students from abroad. These are materials in addition to the host/partner university’s library.”

“Via all library departments—as if students and faculty were on campus.”

“While I am the point person for this program, students and faculty do not need to go through me to get library service and resources. Our Interlibrary Loan Office supports requests for materials that can be delivered electronically. Our Circulation Department makes sure students and faculty are in the Library Patron Database, so they may continue to access the library’s electronic resources while abroad. Our subject specialists provide consultations for students with specific research needs, and our general reference services support questions through e-mail and chat.”

## FUNDING OF LIBRARY SUPPORT FOR STUDY ABROAD PROGRAM

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7. How is library support for this study abroad program funded? Check all that apply. N=31

Home institution's library general budget	19	61%
Home institution's library acquisitions budget	14	45%
Home institution's library personnel budget	9	29%
Home institution's general budget	8	26%
Host institution's budget	6	19%
Student fees	4	13%
Home institution's separate budget for study abroad program	2	7%
Endowment funding	1	3%
Gifts	1	3%
Other	6	19%

### Please describe other source of funding.

"Because there are no special services provided to faculty and students in the Rome Program (or other study abroad programs), there is no separate budget within the Library to support these programs. Funding for the e-Library's online collections and services comes from the Library's general budget (Materials and Access budget for online collections; Operating Budget for salaries, supplies, and services.) Costs associated with the small, studio facility library in Rome are borne by the College of Design."

"Designated portion of tuition allocated to library."

"Funded through program administrator."

"Host institution provides print resources and some digital resources. All host institution students have full access to home institution online resources."

"No additional funding."

"This work is absorbed into regular collections and services."

## STUDY ABROAD PROGRAM LIBRARY

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If employees of the home institution provide library services and access to library resources in a physical location at the study abroad site, please answer the following questions about the collections, equipment, and staff in that facility.

If not, please [Click here](#) to skip the questions about the physical location and continue to the next set of questions.

### Study Abroad Program Library: Collections

8. Please indicate the size of the physical collection, if this data is readily available. N=4

Monographic volumes:	Serial titles:	Audio items:	Cartographic materials:	Films and videos:	Microform units:	Other material:
104	5					
1000						Other materials include a small number of journals, course readers, guides, dictionaries, maps, exhibition catalogues, DVDs, and VCR tapes.
5584	20	50		250		
8000	0	40	70	900	0	

9. If an exact count of material is not readily available, please provide a general description of the size of the collection. N=1

"12,000 items in library. A media lab includes a slide library as well as a digital image database for personal image collections of faculty and staff (the Visual Resource Collaborative)."

10. Are these materials catalogued? N=5

<b>Yes</b>	5	100%
<b>No</b>	0	—

## Comments

"Items can be located by author, title, or broad category on an Excel spreadsheet."

"Monographs cataloged into LC call numbers. Serials are alphabetic. Audio, Videos & DVDs are given accession numbers."

## 11. Are materials included and searchable in the home institution's OPAC? N=5

Yes	2	40%
No	3	60%

## Comment

"Records are stored on the home institution catalog but are 'shadowed' from public view. They are searchable by the public only from on board the ship."

## 12. Are these materials searchable as a discrete collection? N=5

Yes	5	100%
No	0	—

## Comments

"See preceding comments. 'Searchable' within the context of an online Excel spreadsheet."

"They are searchable by the public on shipboard but not from the home OPAC."

## 13. Do materials in this collection circulate? N=5

	Yes	No
Monographs	5	—
Periodicals	2	3
Audio/Visual material	4	—
Other category of material	1	1

If yes, what is the loan period?

Monographs	Periodicals	Audio/visuals	Other materials	Students:	Faculty:	Staff:
Yes	No	Yes		2 weeks	2 weeks	2 weeks
Yes	Yes	Yes	Yes	Indefinite, until requested by another user.	Indefinite, until requested by another user.	Indefinite, until requested by another user.
Yes	Yes			Varies	Varies	Varies
Yes	No	Yes				
Yes	No	Yes	No	2 weeks for general collection on shipboard only	2 weeks for general collection on shipboard only	2 weeks for general collection on shipboard only

### Study Abroad Program Library: Equipment and Staffing

14. What equipment is available for use by study abroad students and faculty in this facility? Check all that apply. N=5

Desktop computers	5	100%
Printers	5	100%
Photocopiers	4	80%
Scanners	2	40%
Video equipment	2	40%
Loaner laptop computers	1	20%
Other	3	60%

Please describe other equipment.

"Wireless Internet connection; the library does not supply any of the equipment."

"Wireless Internet access is provided."

"99% of students bring their own laptop computers on the program. However, the studio facility/library also provides the following equipment: two desktop PCs; three desktop MACs; one HP1300n laser printer; one

networked Konica color printer/copier, A3&A4 size; two scanners; two LCD projectors; one video camera; and one Canon digital camera.”

15. For each category of staff below please indicate how many individuals work in this facility (enter a whole number, e.g., 4) and the FTE of these individuals (enter a whole number or a two-digit decimal, e.g., 3.25). Also enter the total number of staff in the facility in all categories and their total FTE. N=5

	1	2	3	4	5
Librarian, individuals	2	1			
Librarian, FTE	2	—			
Other professional, individuals			1	1	1
Other professional, FTE			1	1	0.25
Support staff, individuals		2			
Support staff, FTE		—			
Student assistants, individuals	4–4				
Student assistants, FTE	1–1.5				
Total number of individuals	6–8	3	1	1	1
Total FTE	3–3.5	—	1	1	0.25

Please describe the “Other professional” staff category.

“The individual here that manages the library is actually the office manager for the Jerusalem Center.”

“Resident Director.”

“On-site director of the program; she devotes a small percentage of her time (ca. 1%) to library-related duties.”

## **ONLINE LIBRARY RESOURCES FOR THE STUDY ABROAD PROGRAM**

16. Who may access online resources provided by the home institution? Check all that apply. N=33

Any currently enrolled student with a valid ID/computer account may access online resources from anywhere they have Internet access	33	100%
Any currently employed faculty member with a valid ID/computer account may access online resources from anywhere they have Internet access	32	97%

Any currently employed staff member with a valid ID/computer account may access online resources from anywhere they have Internet access	30	91%
Other	1	3%

Please describe other.

"Postdoctoral fellows with valid ID/login may access online resources from anywhere they have Internet access."

17. Do study abroad students and faculty have access to the same online resources and services as those at the home institution? N=33

<b>Yes</b>	31	94%
<b>No</b>	2	6%

If no, please explain the differences.

"They have access to the same online resources but some services are only available locally from the home institution."

"There are a handful of databases that require a user to be located on campus and thus are not available to students abroad."

## **LIBRARY SERVICES FOR THE STUDY ABROAD PROGRAM**

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18. What library services are offered to students and faculty in this study abroad program? Check all that apply. N=30

Reference	29	94%
Document delivery	21	68%
Interlibrary Loan	16	52%
Library instruction	11	36%
Other, please describe	8	26%



Reference	Document Delivery	Interlibrary Loan	Library Instruction	Other, please describe
✓	✓	✓	✓	
✓	✓	✓	✓	
✓	✓	✓	✓	
✓	✓	✓	✓	Library instruction that is available online. ILL of items that can be delivered electronically. Document Delivery of photocopies or scans of articles from the Libraries' hard-copy subscriptions for a fee.
✓	✓	✓	✓	
✓	✓	✓	✓	The only service we do not provide for Study Abroad students is mailing other universities' books to them as ILLs. We do, however, mail books from our own collections.
✓	✓	✓	✓	
✓	✓	✓	✓	
✓	✓	✓		At various times, we have made course readings and other instructional support materials available to study abroad participants (including students in the College of Design Rome Program) through two different library services: e-Reserve, and the Instruction Commons. The former is simply the electronic version of our traditional course reserve service, and focuses primarily on digitized versions of journal articles, book chapters, etc. The Instruction Commons, according to the program Web site, is "a collaborative Web-based library instruction program. Class instructors and subject-specialist librarians collaborate together to compile library research tools and other information sources that are relevant to specific class assignments and learning objectives, and to make these resources easily accessible to students through the Commons Web site, along with other class materials." The Library is in the process of combining these two programs into a single Course Reserves & Resources service.
✓	✓	✓		Although we do not offer library instruction classes specifically for students entering our study abroad programs, we do have a number of guides linked from our Web page, a distance education blog, and numerous online tutorials available.

Reference	Document Delivery	Interlibrary Loan	Library Instruction	Other, please describe
✓	✓	✓		
✓	✓	✓		
✓	✓	✓		
✓	✓	✓		Online document delivery
✓	✓	✓		Pre-departure orientation (library-related). Interlibrary Loan and Document delivery are limited to electronic materials.
✓	✓			Any online electronic materials
✓	✓			
✓	✓			
✓	✓		✓	
✓	✓		✓	
✓		✓	✓	Virtual Resources. Also, all students at the University, including Study Abroad Students, may use the reference, ILL and instruction services provided through the University Library System.
✓			✓	
✓				
✓				
✓				
✓				
✓				
✓				
	✓			

19. Please indicate how the library services below are delivered to students and faculty in this study abroad program. Check all that apply. N=28

Reference	By onsite library staff	By library staff at the home institution	By library staff at the host institution	N
E-mail	3	26	3	27
Chat/instant messaging	2	22	1	24
Phone	2	18	3	20
Mail	2	14	3	15
Face-to-face	4	3	8	13
VoIP	1	2	1	4
Other	—	2	—	2

Please describe other delivery method.

“Chat reference service offered by home institution is generally not open when classes are in session at the host institution (12 hour time difference), so most reference takes place at the host institution.”

“For the ‘by library staff at the host institution’ column: We really do not know the answer to what the host offers. Our assumption is that full library services are generally available.”

“Research guides.”

“The Web site is linked from the Library and Study Abroad Web sites.”

“We are currently developing a Web page that lists and describes Library resources and services targeted specifically to Summer Session Study Abroad participants.”

Instruction	By onsite library staff	By library staff at the home institution	By library staff at the host institution	N
E-mail	1	10	3	13
Chat/instant messaging	1	10	1	11
Phone	1	7	3	10
Face-to-face	2	2	6	9
Mail	1	4	2	6
VoIP	—	1	—	1
Other	—	4	1	4

Please describe other delivery method.

“As previously mentioned, the Library Skills Workbook graduation requirement for undergraduates is a shared effort.”

"Online tutorials."

"Online tutorials, distance education blog, and 'Services for Off-Campus Patrons' Web page with links to several guides directed at anyone who needs remote access to our collections and services."

"The Web site has online tutorials for using the libraries' catalog and certain databases. Individual instruction is delivered in the same ways reference is delivered."

**20. Is the library using any pre-recorded/pre-produced instruction modules, such as Camtasia or Libguides, to deliver instruction to these study abroad students or faculty? N=30**

<b>Yes</b>	11	37%
<b>No</b>	19	63%

**If yes, please describe what kind of software is being used and for what purposes.**

"60-second tutorials created using Camtasia. Also using Libguides, but more for discipline specific materials than for modules."

"CamStudio was used to create a screencast for orienting distance students to the Libraries' resources and services. A pilot project is in place to create more screencasts for this purpose."

"Camtasia, YouTube for online tutorials."

"Dedicated Web-based resource guides."

"Searchpath for basic library instruction is available via the library Web site."

"The home institution has developed instruction modules through Camtasia and are available to the students at the Jerusalem Center."

"There are a series of Study Abroad tutorials that have been produced by the library. HTML/CSS was used to create these. We also have some produced some Web pages for specific programs (such as the Transatlantic Masters Program)."

"We are using Captivate for our tutorials. Tutorials cover basic topics such as learning to use the catalog and how to look for a journal article. None of the tutorials are aimed solely at the study abroad audience, however."

"We have just started migrating our existing research guides to the Libguides platform and we have developed a series of online tutorials (Dreamweaver/Captivate) to teach users how to access and use resources."

"We offer a series of online tutorials (produced in-house)."

21. Is the library using any social software, such as blogs, wikis, Facebook, or Second Life, to deliver services to study abroad students or faculty? N=31

<b>Yes</b>	8	26%
<b>No</b>	23	74%

If yes, please describe what kind of software is being used and for what purposes.

"As mentioned above, we have a distance education blog. We also have a number of blogs and wikis that are subject oriented, rather than oriented specifically to the study abroad audience. And we have a Facebook page. We use Wikimedia for the wikis and WordPress for the blogs."

"blogs, wikis."

"Students can use chat software to 'chat' with librarians in real time."

"Study abroad students would have access to the same Internet delivered services (Wikis and Facebook) as local students, however these services are not expressly designed or marketed to study abroad students."

"The Libraries have a Facebook page and the librarians who monitor it note that many international students—some enrolled and some prospective students—use it extensively. There is also a 'Services for Students' blog which feeds to the page and is available thru RSS."

"We are using blogs and wikis in overall instructional efforts. Students at a distance may be participating, although the blogs/wikis are not specifically for this group of students."

"We do use blogs/wikis/Facebook but have not specifically targeted them to this population."

"We use social software as noted above but it is intended for all students not just study abroad students."

**LIBRARY SERVICES FOR THE STUDY ABROAD PROGRAM, CONT.**

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22. What kind of interlibrary loan and/or document delivery services does the home institution library offer to these study abroad students and faculty? Check all that apply. N=28

The home institution library delivers electronic materials directly to study abroad students and faculty	26	93%
The home institution library delivers hard copy materials directly to study abroad students and faculty	14	50%
The home institution library delivers electronic materials to the study abroad library	3	11%

The home institution library delivers hard copy materials to the study abroad library

1 4%

**Additional comments about interlibrary loan/document delivery:**

“Faculty at the home institution may check out materials at home and keep them for a semester for use at the study abroad site.”

“Hard copy materials from the Libraries only are delivered by mail to study abroad students; no interlibrary loan is provided for hard copy materials.”

“Not sure if anyone has ever requested that we deliver hard copy materials directly to study abroad students or faculty, but we would do so if necessary.”

“The host institution has a very strong onsite collection and excellent services, so students rarely use the services of the home institution for these needs.”

“These services are available to all students enrolled at the University, including Study Abroad students.”

“To obtain a ‘returnable’ item (e.g., the hard copy of a book) from the Library, a study abroad participant would need to request the item via the Library’s Document Delivery Service, and pay the associated fees. The same would be true if the individual wanted to obtain a copy of an article in a journal that was held by the Library, but that was not available electronically. Study abroad participants can also use the Library’s Interlibrary Loan service to request non-returnable items—primarily journal articles—from other libraries, at no charge.”

“We scan and deliver articles and chapters of books to students abroad on a case-by-case basis.”

**CHALLENGES OF LIBRARY SUPPORT FOR STUDY ABROAD PROGRAMS**

23. Please describe up to three of the biggest challenges in providing library support to study abroad participants. N=24

Challenge 1	Challenge 2	Challenge 3
Access to Online Resources: Although students and faculty should have access to all electronic resources available through the library’s proxied remote access service, there are occasional access problems that may be due to Internet infrastructure at the abroad site.	Acquisitions: Materials ordered by the home institution are shipped directly to the study abroad location. It can be difficult to verify receipt of materials for which we are invoiced.	

Challenge 1	Challenge 2	Challenge 3
Appreciation by the student of the need to prepare in advance for remote authentication to library digital resources.	Ditto	Ditto
At locations where students are not affiliated with a local academic institution abroad they generally rely on small reference collections. Therefore they must rely more heavily on the home campus electronic library resources.	Some students, particularly those studying in the developing world, have difficulty in accessing home campus electronic library resources due to limited availability of Internet access, poor Internet connections, limited bandwidth, and power outages.	
Awareness. We suspect that many Study Abroad students are unaware that they are eligible to continue receiving full library services while they are away.		
Costs and security of delivering hard copy library materials.	Institutional/policy constraints to providing document delivery to students.	Communication and familiarity with the large number of host institution libraries.
Delays due to time zones, requests come from international sites during the night so responses to students are delayed until next morning	Providing instruction, guidelines, Web sites in other languages	Students in remote locations cannot have face-to-face assistance, all communication is via the Internet or phone, often requesters cannot browse the collections.
Getting materials to Prague if we buy them here. Typically, we order materials in the Czech Republic from a bookstore there and catalog them based on order records. Barcodes and labels are then sent to Prague for the Director to affix to the materials.		
Getting the word out to all students that library services and resources are available to them regardless of where they are.	We generally don't have the budget to deliver hard copy materials to students abroad.	We have a large number of study abroad programs in many countries. We would like to create tailor-made resources for each, and perhaps we will get there, but it requires many resources (mainly people and time).

Challenge 1	Challenge 2	Challenge 3
Knowing whether onsite professors require students to use library materials for classes.	Providing library use instruction to faculty and students other than the modules available online.	Lack of qualified people onsite to assist library patrons.
Lack of awareness by study abroad participants that we provide these services.	Communicating with study abroad participants.	Distance.
Lack of opportunities to explain full range of library services available to students abroad	Reliability of ISP services in participants' study abroad country	Time differential in providing reference services such as IM/Chat which is not provided at the home institution on a 24/7 basis.
Limited services for distance students. Service level is not the same as for on campus students.	Need for building relationships with and ongoing communication with Study Abroad office.	Funding!
No special services are provided—study abroad students have same access as any student from a remote site.		
Not enough funding	Changes in leadership for the various study abroad programs	
One challenge involved inciting support from the Study Abroad Office to collaborate. So, I created the online resources, which are linked from the Library. Once the resource page was completed, the Study Abroad Office was much more willing to collaborate.	I wanted to offer an instruction session to students preparing to study abroad and also for students from abroad coming to Illinois. The office however indicated that the orientation schedule for their programs were already full. As a result, we are discussing methods to promote the virtual resources and also translating the Web resources into print handouts.	
One of the biggest challenges is getting the attention of students before they leave our campus. They're both excited and worried about the prospect of living in another country, and their minds tend to be on anything and everything but library resources and services.	Another challenge is just how to make it easier for these students to find the information they need, no matter where they are — though we have that constant challenge with on-campus users as well.	It's difficult to keep up with the ever-increasing number and variety of study abroad opportunities on this campus, therefore difficult to know how well we're meeting needs.
Reliability of access in some countries		



Challenge 1	Challenge 2	Challenge 3
Small physical space of the shipboard library.	Library is open 24/7, but not staffed 24/7.	Slow delivery of electronic resources due to limited internet bandwidth on shipboard.
Technical problems related to access to online resources.	Time differences.	Major growth plans for students enrolled in partner institution programs have budgetary implications for online resource subscriptions.
The fact that programs are not offered at a facility administered by the home institution limits the range of resources and services that can be provided.	Creating student and faculty awareness of the range of resources and services that are available to them is much more difficult and energy-consuming than actually making those resources available.	Engaging faculty in a serious cooperative effort geared towards the selection and provision of library resources.
Time differences between Europe and America	The library does not offer instruction to students before they go abroad so that the students might face an "information emergency" without awareness of what the library can do for them.	Cost of delivering items can be prohibitive and the time it takes for delivery can cause issues.
We currently have no formal relation/agreement with the Studies Abroad Programs Office, which means that neither program administrators nor faculty may be familiar with our services.	Physical delivery of books has obvious limitations because of time constraints.	Censorship in some of the host countries has restricted access to online materials.
While it is relatively easy for study abroad participants to have Web-based access to a wealth of e-journal literature and a growing number of e-books, it is still awkward, time-consuming, and probably not cost effective to try to ship hard-copy books internationally. Fortunately, the demand for the latter seems almost non-existent.	While we assert that study abroad participants have the same access to e-library collections and services that our local users enjoy (as long as they authenticate via a proxy server), the reality may be that hardware, software, and network/bandwidth issues abroad may severely limit that access, or make it impracticable.	

## CHANGES OVER TIME

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24. In the last five years has the number of study abroad programs at your university/institution Increased, Decreased, or Stayed about the same? N=28
25. In the last five years has the number of study abroad programs that receive library support Increased, Decreased, or Stayed about the same? N=29
26. In the coming five years is it anticipated that the number of study abroad programs at your university/institution will Increase, Decrease, or Stay about the same? N=28
27. In the coming five years is it anticipated that the number of study abroad programs that receive library support will Increase, Decrease, or Stay about the same? N=28

Number of programs have:	Programs that receive library support have:	Number of programs will:	Programs that receive library support will:
Decreased	Decreased	Stay about the same	Stay about the same
Increased	Stayed about the same	Stay about the same	Increase
Increased	Stayed about the same	Increase	Increase
Increased	Stayed about the same	Increase	Stay about the same
Increased	Increased	Increase	Increase
Increased	Increased	Stay about the same	Stay about the same
Increased	Stayed about the same	Increase	Stay about the same
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase
Increased	Stayed about the same	Increase	Stay about the same
Increased	Stayed about the same	Increase	Stay about the same
Increased	Increased	Increase	Increase
Increased	Increased	Increase	Increase

Number of programs have:	Programs that receive library support have:	Number of programs will:	Programs that receive library support will:
Stayed about the same	Stayed about the same	Stay about the same	Stay about the same
Stayed about the same	Stayed about the same	Stay about the same	Stay about the same
Stayed about the same	Stayed about the same	Stay about the same	Stay about the same
Stayed about the same	Stayed about the same	Decrease	Decrease
Stayed about the same	Stayed about the same	Stay about the same	Stay about the same
Stayed about the same	Stayed about the same	—	—
Stayed about the same	Stayed about the same	Stay about the same	Stay about the same
—	Increased	Increase	Increase

## ADDITIONAL COMMENTS

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28. Please enter any additional information about library support for study abroad programs that may assist the author in accurately analyzing the results of this survey. N=9

"In the fall of 2007 the Library surveyed ca. 400 students who had spent the summer abroad. The survey focused on students' library and information needs and how and to what extent they are met. Based on the survey results, we are developing a pre-departure orientation focused on library and information resources, to be followed by another return survey."

"Most services to study abroad participants are available to all members of the University community. Remote patron services in general are developed with study abroad participants in mind. Education and outreach to study abroad participants is the primary component of library service to this group."

"Subject librarians were very involved in the startup of this program, and provided consultation on specific titles for the host institution to purchase to support the programs. We also had an onsite visit by the host institution program administrator and librarian to learn more about our services and collections. Librarians from home plan to visit SIM in the future."

"We do not have any particular initiatives aimed at study abroad participants. We have a large number of distance students (remote users) to begin with and we provide the same level of support for study abroad students as we do for distance students. At this point we are not sure that the students heading off to study abroad programs know that the services we have for distance users apply to them. Anecdotally, we do get feedback every semester from students who go abroad and tell us that their access to our library's databases and full-text journals were a lifesaver."

"We probably need to examine our marketing to make sure study abroad students know what resources and services are available to them remotely, especially for all of the other study abroad options offered by the university."

## RESPONDING INSTITUTIONS

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University at Albany, SUNY	University of Minnesota
University of Alberta	Université de Montréal
University of Arizona	University of Nebraska–Lincoln
Boston College	University of New Mexico
Brigham Young University	University of North Carolina at Chapel Hill
University of British Columbia	North Carolina State University
University at Buffalo, SUNY	Northwestern University
University of California, Irvine	Ohio University
University of California, San Diego	University of Oklahoma
University of California, Santa Barbara	Oklahoma State University
Canada Institute for Scientific and Technical Information	University of Pennsylvania
University of Chicago	Pennsylvania State University
George Washington University	Purdue University
Georgetown University	Rice University
University of Georgia	Rutgers University
University of Hawaii at Manoa	University of Southern California
University of Illinois at Urbana-Champaign	Southern Illinois University Carbondale
Indiana University Bloomington	Syracuse University
University of Iowa	University of Texas at Austin
Iowa State University	Texas Tech University
Kent State University	Vanderbilt University
University of Kentucky	University of Virginia
Library of Congress	Washington State University
University of Louisville	Washington University in St. Louis
University of Manitoba	University of Western Ontario
University of Massachusetts, Amherst	Yale University
Michigan State University	