

Job Descriptions

GEORGIA INSTITUTE OF TECHNOLOGY
LIBRARY & INFORMATION CENTER
POSITION ANNOUNCEMENT

User Engagement Librarian/Assessment Coordinator

The Georgia Tech Library and Information Center invites applications for an energetic, flexible, and innovative professional to join the Public Services Division in this department head level position. The Georgia Institute of Technology is a top tier university and has several nationally recognized programs in science and engineering. The Georgia Tech Library & Information Center (www.library.gatech.edu) is a member of the Association of Research Libraries, and was awarded the 2007 Association of College and Research Libraries Excellence in Academic Libraries Award.

Responsibilities: The User Engagement Librarian/Assessment Coordinator reports directly to the Associate Director for Public and Administrative Services. Working closely with Library personnel across departmental lines, this position will maintain and creatively enhance a user engagement and assessment program that informs decision making, services and learning spaces.

Specific responsibilities include:

- *Regularly engage and interact with all Library user communities through formal and informal channels to determine user needs and the Library's effectiveness in meeting those needs.
- *Collect qualitative and quantitative data and produce interpretive reports based on them.
- *Identify and coordinate assessment efforts.
- *Work with Library departments and groups to effectively promote outreach efforts and data-driven decision making.
- *Supervise one fulltime staff member dedicated to graphical design, digital media, marketing/communications, and user engagement.
- *Participate in service opportunities such as the Information Services Desk and/or subject liaison responsibilities depending on Library need and candidate background/interest.

Qualifications: Required: ALA accredited MLS; knowledge of social, interactive networking, and web tools; strong commitment to outreach and the use of assessment tools. Preferred: Academic library experience; effective communication and presentation skills; ability to work independently and as a team member and to assess and shift priorities in a demanding and rapidly changing environment.

University of Guelph Library

Position Description

June 11, 2009

Position Level: Librarian (Any Rank)
Incumbent: TBD
Position Title: User Experience Librarian

Scope and Accountability:

Working collaboratively in a team-based environment and reporting to the Head, Discovery & Access, the User Experience Librarian leads the exploration into user behaviours, expectations, and needs in evolving academic, technological and information environments, and, assesses the impact of user services (technology-based and in-person) on Library users. He or she employs user experience principles* when conducting analyses and assessments and participating in the design and development of new user services to ensure initiatives focus on user success and enhancing the user experience. He or she works collaboratively with the other strategic teams and the Evaluation & Assessment cross-functional team to understand the user experience and improve user success and productivity.

Working within Discovery & Access, the User Experience Librarian works collaboratively with the Design, Help, and Operations work teams to improve the user's library experience by studying users' behaviours and needs, and by exploring new and different technologies, service models, and techniques for the provision of library services in collaboration with the Library's strategic teams. He or she works directly and collaboratively with the Web Development Librarian to ensure that website and user interface design considers a holistic suite of measures to create useful, usable, desirable, findable, accessible, credible, and valuable user experiences*.

The User Experience Librarian participates on the Evaluation and Assessment cross-functional team which provides guidance, consultation, and coordination or oversight for the Library's evaluation and assessment activities.

The Librarian works within the terms and conditions of employment as governed by the "Collective Agreement between the University of Guelph and the University of Guelph Faculty Association." All Librarians are expected to engage in: professional practice; scholarship, which includes research, study, professional development and scholarly and creative activities; and, University service and academic or professional service.

Responsibilities:

*note: the time spent on specific work activities will reflect unit and Library goals and be jointly determined by the Librarian and his/her manager

Evaluation, Assessment and Current Awareness – 35%

- Evaluation and assessment of the total user experience using a variety of sources, including usability tests, surveys (e.g. LibQual, NSSE), usage statistics, focus groups, and constructive feedback from help desks, other service areas and programs, and directly from users.

- Studies and researches trends in user behaviours, expectations, and needs and develops an iterative process to continually learn about University of Guelph users, respond to changing behaviours and needs, and evolve our services.
- Plans, coordinates and conducts usability testing, working closely with the D&A Design Team and the other strategic teams, to ensure our web-based resources services and user interfaces are usable and enhance the user experience.
- Based on findings of evaluations, assessments and usability testing recommends improvements and service modifications to other D&A work teams and other Library teams that will increase user productivity and success.
- Monitors and evaluates of emerging services and technologies that enhance the user experience and recommends or initiates the exploration into local implementation.

Program Development and Delivery – 35%

- Participates in user service design and promotes and advocates for the implementation of user experience design principles that not only ensure usability but go beyond that to also determine whether a user service provides useful, desirable, findable, accessible, credible, and valuable user experiences. Works to develop a common goal or vision for user experience in any given project or service development. Considers the impact of services on users and examines the total user experience from need identification through fulfilment.
- Participates in the development and design of content management strategies and actively provides advice to and communicates content development and delivery strategies to content creators to ensure that content development meets the needs of faculty, staff, and students and meets accessibility and Library web site development standards.
- Provides project management for user experience initiatives, defining project components, timelines, participation and staffing requirements.
- Provides reference services, and consultation and/or advice on the integration of library resources and web-based services into the learning environment and in support of research and teaching activities – providing the Librarian first-hand experience with users and direct observation of barriers and needs.

Communication, Outreach and Collaboration – 30%

- Works in collaboration with the Senior Communications Officer and the Library's External Communications cross-functional working group, develops effective communications, public relations, and marketing for D&A services, programs and events.

- Advises the Senior Communications Officer, the service managers, and the External Communications cross-functional team on communications issues raised and uncovered through evaluation, assessment and usability activities.
- Contributes expertise to and participates in Library projects and cross-functional teams such as; Organizational Development; Evaluation & Assessment; External Communications etc.



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Library Services Manager

Requisition #:	46072
Working Title:	User Experience Director
Role: ?	L
Level: ?	4
Range:	LD
Status: ?	Full Time
Hours Worked:	37.5
Work Week:	Monday - Friday
Contact:	Homewood HR 410-516-7196
Personnel Area:	Libraries
Org Unit:	Library Services
Location:	3400 N. Charles St.
Approximate Starting Salary:	Commensurate with experience

General Description:

The Sheridan Libraries of Johns Hopkins University seek a User Experience (UX) Director to build and lead a User Experience Group within the libraries. The User Experience Group is charged to develop an ongoing process for understanding the needs and requirements of the Sheridan Libraries' community, responding to their behaviors and evolving the library's content and services to create compelling, insight-driven user experiences. The UX Group will promote the understanding that the user experience, i.e. how we engage, respect and value people, is a part of our organizational culture and reaches beyond the exclusive responsibility or domain of a specific person or group. Reporting to the Associate Director for Library Services and Collections, the User Experience Director will participate on the division's leadership team and work collaboratively within and beyond the UX Group to address the community's experience using library content and services.

The primary duties and responsibilities of the job:

- Build a UX Group: In collaboration with Sheridan Libraries staff, define roles, hire and supervise new positions of User Research Specialist and Interaction Designer/Information Architect.
- Spearhead development through user-centered design involving the combined input of the User Research Specialist, Interaction Designer/Information Architect and project staff assigned for particular initiatives.
- Ensure/provide a consistent framework for requirements across projects.
- Clarify results of user research and focus the team's design efforts on the needs of users.
- Distill insights from data and synthesize key findings into a clear, compelling story to inform strategy.
- Drive solutions and concepts through a process to tangible solutions.
- Oversee the development of information architecture and interaction principles of rich and complex interactive experiences for various platforms and channels.

	<p>Lead the development of prototypes that demonstrate concepts to current and potential users. Collaborate deeply and effectively with colleagues from a wide range of disciplines.</p> <p>Organize and prioritize to effectively support multiple projects.</p> <p>Offer active thought leadership in User Experience issues and trends.</p> <p>Additional information: The Sheridan Libraries encompass the Milton S. Eisenhower Library and its collections at the John Work Garrett Library, the George Peabody Library, the Albert D. Hutzler Reading Room, and the DC Centers. Its primary constituency is the students and faculty in the schools of Arts & Sciences, Engineering, Carey Business School and the School of Education. A key partner in the academic enterprise, the library is a leader in the innovative application of information technology and has implemented notable diversity and organizational development programs. The Sheridan Libraries are strongly committed to diversity. A strategic goal of the Libraries is to 'work toward achieving diversity when recruiting new and promoting existing staff.' The Libraries prize initiative, creativity, professionalism, and teamwork. For information on the Sheridan Libraries, visit www.library.jhu.edu.</p>
Qualifications:	<p>Master's degree in a relevant field, such as Interaction Design, Library or Information Science, Anthropology, Economics, Technical Communication, Human-Computer Interaction, Industrial Design and 7+ years in progressively responsible roles focused on user experience.</p> <p>Demonstrated ability to lead the process of designing complex transactional interfaces, taxonomies and metadata frameworks. Demonstrated ability to shepherd ideas from inception to implementation in a highly collaborative environment. High tolerance for ambiguity; ability to prioritize and multitask. Instinct for creative problem solving. Big picture thinking plus relentless attention to detail. Strong drive for achievement, delivering results Experience in managing client expectations. Familiarity with web analytics platforms, content management systems and other core digital technologies. Superb communication, presentation and organizational skills.</p>
<p>NOTE: The successful candidate(s) for this position will be subject to a pre-employment background check.</p>	

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User Experience (UX) Specialist

The University of Michigan Library is seeking a talented user experience professional to join our newly formed User Experience (UX) Department. We are looking for someone with a passion for user research, the ability to create engaging designs, and an investment in improving the library users' web experience. This position will be a full-time, three-year term appointment with the possibility of renewal.

The User Experience Department is part of the Library Information Technology Division (LIT) at the University of Michigan, University Library. LIT is the library's key organization for the creation, deployment and support of the library's primary web interfaces (Library Website, Mirlyn Library Catalog, Digital Library Collections, and HathiTrust Digital Library).

The UX department will focus on interface design, mobile design and development, usability testing, user research, web use statistics, and accessibility. The UX Specialist works in a collaborative team environment - working closely with the UX Department Manager and UX Mobile Developer as well as LIT and library-wide project stakeholders. The UX Specialist will help drive interface development through an iterative usability and design process. Candidates who have experience in only interface design or usability will also be considered.

*Demonstration of work samples via an electronic portfolio is a plus.

Responsibilities

User Research 40%

- Conducts ongoing discovery of user needs, both prior to and following interface deployment by analyzing user and institutional needs.
- Designs and conducts user research/usability evaluations using a variety of techniques (e.g. formal/informal user testing, online surveys, card sorting, interviews, personas & scenarios, use cases, focus groups, ethnographic research techniques).
- Conducts regular web use statistics and email feedback analysis to identify opportunities for improvement.
- Conducts web accessibility audits.

Interface Design 40%

- Develops wireframes, mock ups, and prototypes to define user interface functionality, navigation, information architecture, interaction, and overall design to help drive user interface development from concept to implementation. Creates HTML prototypes which approximate a functional interface for the purposes of evaluation and communication with the developers.
- Conducts ongoing research into the development of new interface capabilities, enhancements, and user-centered design trends.
- Creates complete interface designs and web graphics.

Project Management & Communication 20%

- Helps to establish project priorities and discuss design goals with LIT managers, project stakeholders, developers, and library staff.
- Performs occasional project management duties including establishment of timelines, coordination of staff, scheduling, and reporting.
- Participates, as needed, on library committees. May provide advice or assistance to other units within the University Library on user research or interface issues.
- Oversees project documentation.

Qualifications

Required

- ALA-accredited Masters Degree in Library or Information Science or an equivalent combination of a relevant advanced degree in Graphic Design, UxD, HCI, or significant professional experience in a related field.
- Knowledge and experience in areas of user research and usability methods, design, and analysis.
- Experience creating concept sketches, flow diagrams, wire frames, and mock-ups.
- Excellent written and oral skills. Ability to work independently and in a team environment. Ability to handle multiple tasks and projects simultaneously.

Desired

- Experience creating complete interface designs and web graphics.
- Experience designing and/or evaluating Library Systems (e.g., digital libraries, OPACs, library websites) or other complex, data-rich websites.
- Experience designing and/or evaluating mobile interfaces.
- Proficiency with Adobe Creative Suite software, diagramming software (e.g., Omnigraffle, Visio), screen recording software (e.g., Camtasia, Morae, UserVue), assistive technology (e.g., JAWS).
- Familiarity with accessibility coding standards, validation tools, and evaluation techniques.
- Experience creating and editing web pages using HTML & CSS or web authoring software (e.g., Dreamweaver).
- Familiarity with XML, XSLT, Drupal, Javascript.
- Experience conducting log/web use statistics analysis.

BENEFITS, RANK, & SALARY

Final rank and salary dependent on experience and qualifications; position is anticipated to be filled at the Assistant Librarian or Associate Librarian level. Professional positions receive 24 days of vacation a year; 15 days of sick leave a year with provisions for extended benefits as well as opportunities for professional development and travel. TIAA-CREF or Fidelity Investments retirement options available.

APPLICATION PROCESS

Send cover letter & resume (as email attachments please) to libhumres@umich.edu directed to the attention of Robert Campe; Library Human Resources; 404 Hatcher Graduate Library North; University of Michigan; Ann Arbor, MI 48109-1205. For further information, call 734 764-2546.

Questions about the job description may be emailed to Suzanne Chapman, User Experience Department Manager at suzchap@umich.edu