

Job Descriptions

Project Manager for Digital Projects

Digital Library Production Service, University of Michigan

Rank: Senior Associate Librarian

Supervisor: Head, Digital Library Production Service

The Library Information Technology (LIT) division provides comprehensive technology support and guidance for the University Library system, including hosting digital library collections, electronic publishing initiatives, and supporting traditional library services (circulation of materials and management of metadata). The Digital Library Production Service (DLPS), a part of LIT, is one of the nation's premier organizations for the creation and support of digital library resources and infrastructure, with production level support for digital library collections. Staff are responsible for creating online access mechanisms, significant digital conversion activities, and they play a role in the University of Michigan Library's work on the HathiTrust digital library. Additionally, DLPS staff support image and finding aid collections, and contribute to the Library's development efforts with many other formats.

This position consists primarily of project management for a large number of diverse digital library projects including the DLPS contributions to the HathiTrust digital library, and collaborations with other LIT units. Much of the work will involve gaining experience and expertise with respect to the current processes and systems in LIT, finding better solutions, efficiently completing the work of the project, and communicating project goals, changes and alternative workflow to staff as needed. It also entails management and oversight of the MDP (Michigan Digitization Project), including changes necessitated by our Google scanning partner.

Duties

The Librarian works with the Head of the Digital Library Production Service, other DLPS staff members, and LIT staff members to perform the following:

1. Project Management: (30%)
 - Is responsible for the list of project priorities for the DLPS information retrieval staff, as well as being aware of the priorities for the remainder of DLPS staff and all of LIT. Sets priorities based on knowledge of work needed, but discusses with the Head of DLPS in these decisions.
 - Effects appropriate communication with individual staff and between staff working on projects. Maintains multiple lists (in different project management tools) of those projects, and regularly manages meetings of appropriate staff as an update on progress.

- Coordinates and communicates about cross-unit digitization projects, and takes the lead on projects that require cross-unit project management. Keeps close ties with other project managers in the LIT unit, and discusses changes in workflow and process as needed.
 - Works with the Copyright Office, the Collection Development Officer, the DCU Manager and the Head of DLPS to handle all workflow related to digitizing and hosting content in DLXS. Frequently discusses questions about rights and permissions (generally, specifically) with this group.
2. MDP Digitization: (20%)
- Fields queries from staff and from HathiTrust to digitize further volumes from the Library collection, whether through Google or through DCU. Keeps tabs on each separate MDP digitization project, as well as the project as a whole.
 - Is the point person with our Google Library Project liaison for maintenance and changes to the scanning and ingest workflow.
 - Keeps in close contact with both the DCU Manager and the Information Resource Manager in Library Operations responsible for managing the process of sending volumes to Google and DCU.
 - Works to discover more volumes to digitize, requiring requests for special processing, if needed, through our Google liaison.
 - Provides regular reports to administration on our progress with this digitization.
3. HathiTrust Content Quality Manager: (20%)
- Responsible for all the content quality issues reported through our HathiTrust ticketing system (JIRA), including those from the Copyright Review Management System (CRMS) reviewers. Processing these involves contacting Google, DCU, or other UM staff, as needed.
 - Creates and manages the range of filters and labels in JIRA needed to maintain and provide throughput for fixing volumes.
 - Frequently and regularly discusses changes to workflow or process with the HathiTrust Assistant Director.
4. DLPS Content Management: (20%)
- Provides expertise on metadata- and content-related issues in DLXS, both inside the department and outside. Fields questions from Library staff about workings of the department, and the content we host.
 - Responsible for outreach and awareness of DLPS collections inside the Library, at the University of Michigan, and for the world. Creates static presentations and exhibits showcasing our collections for Library screens, to be viewed by the public. Frequently speaks to groups of staff and librarians about the content of our collections, and ongoing initiatives related to our collections.
 - Responsible for the maintenance of the display of web content on the

production servers, in conjunction with content managers.

- Responsible for the main list of all digital collections, and for submitting information about the collections to aggregations and other tools (e.g., SearchTools, OCLC OAIster).
- Maintains the DLPS website Drupal pages and the DLPS wiki on an ongoing basis.
- Assists in recommending usability and user studies of DLPS content to the UX department.
- Is responsible for data prepping certain collections, on an on-going and as-needed basis.

5. Other Duties: (10%)

- Manages the OAI Provider (UMProvider) so that it is working correctly and efficiently.
- Keeps up to date on activities, new developments and tools associated with project management.
- Participates on library committees, task forces and other initiatives.

Qualifications

Required:

- Graduate degree from an ALA-accredited library program or an equivalent combination of a relevant advanced degree and experience;
- At least three years experience with project management in a technology-based position, preferably in a digital library;
- Demonstrated ability to effectively lead, manage and make decisions in complex environments;
- Experience working in and with a variety of web-based developer environments;
- Excellent interpersonal, communication, and presentation skills;
- Proven organizational, analytical, and problem-solving ability;
- Ability to work independently and collaboratively in a team-oriented environment;
- Innovative skills in the use of technology to deliver and manage information;
- Able to deal well with ambiguity in a fast-paced and ever changing environment.

User Experience (UX) Specialist

The University of Michigan Library is seeking an innovative, and talented user experience professional to join our User Experience (UX) Department. We are looking for someone with a passion for better understanding users, the ability to use creative problem solving skills to design engaging interfaces, and an investment in improving the library web experience. This position will be a full-time, two-year term appointment with the possibility of renewal.

The User Experience Department (<http://www.lib.umich.edu/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 focuses on regular and mobile interface design, 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 another UX Specialist as well as LIT and library-wide project stakeholders. *Proportion of time spent on interface design and user research is adjustable. We strongly encourage candidates who have experience in only interface design or user research to apply.*

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 studies 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%

- Creates wireframes, mock ups, and prototypes to define user interface functionality, navigation, information architecture, interaction, and overall visual design to help drive user interface development from concept to implementation. Creates HTML prototypes that 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-ready graphics.

Project Management & Communication 20%

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

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, and 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 analytical, written and oral communication 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-ready 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, interface design 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.
- Experience conducting log/web use statistics analysis.
- Knowledge or experience with search engine optimization (SEO) techniques.

Digital Media Librarian

Responsibilities

Develops digital media programs and services that are focused on the user experience. Assesses merging products and approaches for creating, managing, and disseminating digital media and incorporates them into the Libraries' environment. Assumes responsibility for overall curation and management of the content program for large scale display surfaces in learning spaces. Creates compelling digital media experiences that leverage technology investments being made in new learning spaces in order to provide a rich, interactive experience to library users.

In collaboration with staff from the Information Technology Department, sustains and improves workflows and infrastructure to support programming of content for display on large scale visualization surfaces in learning spaces. Contributes to broader efforts to develop infrastructure and services in support of digital media utilization in learning spaces, on the web, and through a variety of devices. Monitors and collaborates with university initiatives related to digital media, and engages in opportunities for high-impact campus collaborations. Participates in library planning and serves on library-wide committees, task forces, and teams.

Qualifications

ALA-accredited MLS or equivalent advanced degree in a relevant discipline. A minimum of two years' relevant experience. Ability to work effectively in a highly collaborative, team-oriented environment. Excellent written and oral communications and interpersonal skills are essential. Ongoing and current record of professional development and contribution.



Library Associate: eCollection Assessment

Department: Library Effective Date: November, 2013
Grade: USG 7 Reports to: Head, Collection Development
35 hr/wk

General Accountability

The incumbent is accountable to Head of Information Services and Resources (ISR), Davis for providing support to liaison librarians and managers for various facets of their work with electronic and print collections, especially collections evaluation. In addition the incumbent participates in the gathering and preparation of statistics for external annual reports and works regularly scheduled shifts at an information services desk in the Davis and/or Dana Porter Library.

Nature and Scope

This position is one of 8 reporting to the Head of ISR, Davis. The other 7 are liaison librarians. Depending on changing circumstances, the incumbent might re-locate to Dana Porter and report to the Head of ISR, Dana Porter.

The incumbent provides support to liaison librarians at all locations as well as to managers with responsibility for collections, including the Head of ISR in both Davis and Dana Porter and the Associate University Librarian, Information Resources and Services.

The incumbent's primary responsibility involves providing timely and accurate statistics to librarians and managers needing such statistics to inform and support decisions related to developing and managing electronic and print collections. Broadly speaking such statistics typically relate to costs and expenditures, purchasing patterns, number of items in support of specific disciplines, and use of material. From time to time information about current holdings compared to those available in electronic bundles provided by specific publishers is also needed.

To provide effective support, the incumbent develops and maintains an in-depth working knowledge of internal and external sources for collections information and statistics such as the TRELLIS acquisitions and catalogue modules; COGNOS; the Scholars Portal statistics module; the electronic resources management system (Verde); and statistical data bases provided by e-resource vendors. The incumbent also develops and maintains an in-depth working knowledge of electronic bibliographical analysis tools such as Ulrich's Serials Analysis System and Gold Rush. In addition to understanding how each of these sources and tools work, the incumbent develops an understanding of their strengths and weaknesses in order to evaluate their effectiveness for any particular objective.

Gaining an understanding about the use of electronic resources is increasingly important as we acquire an ever growing number of resources in electronic format. Use statistics provided by vendors are an

important source of information but understanding and interpreting those statistics can be challenging because each vendor has its own way of counting use and then presenting the statistics. To help overcome these challenges, a non-profit company, COUNTER* Online Metrics, has worked with publishers, librarians and others throughout the world to develop an international set of standards and protocols governing the recording and exchange of online use statistics. The incumbent develops and maintains an awareness of current and evolving COUNTER Codes of Practice and the implications that the Codes have for understanding and interpreting vendor supplied use statistics. To facilitate obtaining vendor supplied statistics, the incumbent maintains a web site with passwords and other information needed to access vendor sites. *Counting Online Usage of Networked Electronic Resources

Because the incumbent is heavily involved in obtaining, manipulating and presenting statistics to others, he/she develops and maintains a high level of competency with appropriate software such as Excel or Access.

When statistics are required, the incumbent works with the requestor to ensure a clear understanding of the need and to help the requestor understand their options in light of what is available. If necessary, the incumbent may help the requestor modify the request in accordance with what can be provided. Once a request has been well defined and time lines established, the incumbent obtains the necessary statistics and reviews them to identify anything that suggests that they may not be accurate. The incumbent investigates apparent discrepancies or anomalies so that they can be either corrected or accounted for. To help with such investigations, the incumbent maintains an awareness of activities or developments that may influence the statistics. Once the statistics are available, the incumbent massages and formats them for presentation to the requestor. When necessary, the incumbent normalizes statistics so that they can be compared appropriately with other statistics. In addition, the incumbent provides explanations and interpretations of reports, and as appropriate draws conclusions that may assist the requestor.

Because the incumbent will routinely receive requests from multiple librarians or managers in a short time, he/she works with each requestor to establish priorities and to ensure that multiple requests can be managed effectively and that deadlines can be met.

In addition to responsibilities related directly to providing statistical support, the incumbent is a member of the Information Resources Management Committee, serving especially as a resource on matters related to statistics; participates in the gathering and presentation of statistics for annual reports for the Association of Canadian Research Libraries (CARL) and the Association of Research Libraries (ARL), and any similar reports that might be needed; and works regularly scheduled shifts at the Davis or Dana Porter information services desk. As time and opportunity allow, the incumbent may also participate in the work of other committees or projects.

Statistical Data

Specific Accountabilities

1. Develops and maintains an in-depth working knowledge of sources for collections related statistics and other types of information.
2. Develops and maintains an awareness of current and evolving COUNTER* Codes of Practice and the implications that the Codes have for understanding and interpreting vendor supplied use statistics.

3. Ensures that a website with information needed to access statistics provided by individual vendors is maintained.
4. Develops and maintains a high level of competency with software such as Excel or Access.
5. Confers with those requesting statistics and information to ensure a clear understanding of their needs and to help them understand their options in light of what is available. As necessary, suggests ways in which requestors may want to modify requests in accordance with what is available.
6. Negotiates time lines with each requestor in order to establish priorities and to effectively manage multiple and simultaneous requests, and meet deadlines.
7. Obtains statistics and reviews them to identify anything that suggests that they may not be accurate. Investigates apparent discrepancies or anomalies so that they can be either corrected or accounted for.
8. Massages and formats the required statistics for presentation to the requestor. When necessary, normalizes statistics so that they can be compared with other statistics.
9. Provides explanations and interpretations of statistics and, as appropriate, draws conclusions that may assist the requestor.
10. Serves as a member of the Information Resources Management Committee.
11. Serves as a member of the TUG Cognos team and in this role participates in the development and delivery of courses on the use of Cognos for TUG staff.
12. Participates in the collection and preparation of statistics for ARL and CARL annual reports and other such reports as required.
13. Works regularly scheduled shifts at the Davis and/or Porter information services desks.
14. Participate in committee or project work as time and opportunity allow.

Working Conditions

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