

## Position Descriptions

**University of Alberta Library  
Librarian Position Description**

**I. POSITION INFORMATION**

Position: Assessment Librarian  
Administrative Unit: Director's Office / Administration  
Supervisor: Director, Library Services & Information Resources

**II. GENERAL STATEMENT OF RESPONSIBILITY**

**i. PRIMARY JOB FUNCTION**

The position supports service improvements to users of the Libraries by coordinating assessment activities, interpreting data and studies, making recommendations to the Director and communicating with staff and users.

**ii. NATURE AND SCOPE OF RESPONSIBILITY**

**The Assessment Librarian** plans and implements campus-wide survey instruments developed by the Association of Research Libraries and other credible bodies. She also plans and implements local assessment tools and activities, as appropriate. This may require attendance at relevant meetings and training events. She interprets the results and brings them together to make recommendations to the Director and, through the Director, to SAT [Senior Administrative Team], regarding service improvements within the Libraries.

Survey data is integrated with other initiatives such as usability studies, focus groups, and computer-based management information and statistics to build and maintain a body of knowledge on user preferences and behaviors. Data is organized and stored to create trend lines over time to support library assessment efforts within the University Libraries and to form the basis of an ongoing, sustainable assessment program.

Creation of recommendations to SAT may involve research into best practices in the literature, and personal contact to establish practices at comparable institutions. As appropriate, recommendations adopted by SAT may result in the establishment of working groups to deal with specific improvements, and the incumbent may be asked to serve on such groups to provide evidence-based guidance regarding the implementation of changes.

The Assessment Librarian helps to foster a culture of assessment within the Libraries by developing expertise and understanding of assessment measures and techniques and sharing these with library staff. She provides coordination and support, as appropriate, for assessment activities of other library staff.

Based on an understanding of user interests, the incumbent compiles the Library News on the Libraries' web site, identifies stories about the Library and its staff, and alerts the editors of Folio and Express News. This may include writing news stories

and updating information for students and faculty. The incumbent is also responsible for communicating assessment activities and results to staff in a timely and appropriate manner.

### **III. WORKING RELATIONSHIPS AND COMMUNICATION**

#### **(i) INTERNAL**

Communicates regularly with the Director, and members of the Senior Administrative Team regarding service improvements based on user feedback and behavior; communicates irregularly with all staff regarding surveys and their results.

#### **(ii) EXTERNAL**

Communicates regularly through listservs and in-person with ARL staff on specific surveys; communicates irregularly with the campus community, campus news media, student associations, and peer positions in other institutions.

### **IV. COMMITTEE AND PROFESSIONAL INVOLVEMENT**

**(committee responsibilities REQUIRED by the position and the position held on each committee)**

The incumbent is expected to contribute to the Libraries' leadership role within the community of research libraries through presentations and publications regarding assessment activities.

### **V. SPECIFIC RESPONSIBILITIES**

**(five to seven statements which describe what your position is intended to accomplish and the duties involved)**

Identify opportunities for service improvements based on interpretation of survey results and other data / information sources

Make recommendations through the Director to the Senior Administrative Team

Communicate assessment plans and results to library staff

Provide coordination and support for assessment efforts conducted by other library staff

Create a body of knowledge on user preferences and behaviors

Participate in evidence-based implementation of service improvements

Contribute to campus knowledge of the Libraries by compiling Library News and writing for other campus media



**BRIGHAM YOUNG UNIVERSITY  
STAFF/ADMINISTRATIVE JOB DESCRIPTION QUESTIONNAIRE**

- When submitting a signed job description, please provide us with:**
1. Department Organization Chart Including Employee Names
  2. Electronic Copy of Job Description (via e-mail or computer disk)

**Compensation Dept Use Only:**

- Points/Grade  
 Exempt  
 Non Exempt  
 Eval Date:

POS#:

DATE: June 5, 2007

GENERAL INFORMATION:

SIGNATURES:

INCUMBENT:

JOB TITLE: Process Improvement Specialist

IMMEDIATE SUPERVISOR: , Associate University Librarian  
(Name and Title)

DEPARTMENT HEAD: same as above  
(Name and Title)

ORGANIZATIONAL UNIT: Harold B. Lee Library

JOB MISSION:

Make a brief one or two sentence statement describing the primary purpose of this position.

Develop, implement, interpret and report on assessment, evaluation and usability studies that measure the effectiveness and efficiency of library operations. Collect and report data that supports decisions made by library department chairs, division heads, and various committees including the Library Administrative Council. Serve as Executive Secretary of the Consortium of Church Libraries & Archives (CCLA) to facilitate communications and to coordinate activities of the group.

DIMENSIONS:

List significant statistics upon which the position has impact.

- Total annual income or operating budget: \$ \_\_\_\_\_
- Total annual payroll: \$ \$16,000 \_\_\_\_\_
- Other funds (if any) upon which the position has impact:  
CCLA collections - \$492,300  
CCLA supplies/travel - \$78,000
- Personnel Supervised:  
-Direct (reporting directly to this position):  
Administrative \_\_\_\_\_ Staff \_\_\_\_\_ Student 1 FTE Non-students \_\_\_\_\_  
-Indirect (supervised by people reporting directly to this position):  
Administrative \_\_\_\_\_ Staff \_\_\_\_\_ Student \_\_\_\_\_ Non-students \_\_\_\_\_
- List several typical duties of those directly supervised by this position:
- Other Relevant Figures (e.g., people served, volume of activity, etc.):

The work of this position is essential to decision-making in every area in the library including collection development, technical processing, public services and electronic resources. This position regularly monitors the library's collection expenditures budget which exceeds \$6,000,000; data generated by this position heavily influences library-wide collection development programs and directions. The library circulates over 600,000 books each year, answers approximately 200,000 reference questions, teaches nearly 2,000 classes a year, and receives millions of page views to its website. This position designs and performs assessment studies that directly impact decisions relative to all these operations.

The Consortium of Church Libraries and Archives (CCLA) oversees cooperative activities of the Lee Library and the Hunter Law Library in Provo, libraries at BYU-Idaho, BYU-Hawaii, and LDS Business College, as well as the Church History & Archives, Church A/V Library, the Family History Library, and other libraries under the umbrella of the Church of Jesus Christ of Latter-day Saints. Jointly these libraries serve not only their local constituents, but also Church members worldwide. This position coordinates decision processes related to expenditure of the Consortium's collection budget of \$492,300 and its operating budget of \$78,000.

**ENVIRONMENT:**

Describe the context (setting) within which the position operates and provide any relevant information about influences on the position (e.g., regulations, economic conditions, technology, etc.), or special circumstances affecting the position (travel, night work, etc.).

This position helps the Lee Library and other libraries in the CCLA measure their performance and set new directions relative to collections and services. The data that is systematically analyzed by this position is used by the library in both long-term strategic planning and shorter-term operational design. The position must work with employees in every unit of the Lee Library and must be conversant with the mission, goals, functions, and operations of those libraries. Because the Lee Library offers services to distributed users, the position also works with librarians, faculty and students at the Hunter Law Library, BYU-Idaho, BYU-Hawaii, LDS Business College, Church History & Archives, Church A/V Library, the Family History Library and other partners in the CCLA. The broad geographic distribution of these libraries and the fact that each operates in its unique administrative context adds complexity to fulfilling responsibilities of this position.

A significant amount of high-level technology is used in planning, conducting, and reporting process improvement studies. The employee must be comfortable and self-sufficient in using technology. Because the working environment is strongly team-oriented, good interpersonal skills are necessary. The position must be able to make effective presentations to groups of librarians, students, faculty and administrators.

Process improvement studies will frequently focus on highly complex workflows. The position will typically be under pressure to complete studies and report findings on a tight schedule. Performing studies may require work during weekends and evenings.

This position is also responsible for managing, in cooperation with the Evaluation/Measurement Specialist for the Center for Teaching and Learning, the library's website usability center, which is the principle resource for coordinating and conducting website usability studies and related activities.

**LEVEL OF SKILL OR EXPERIENCE**

Specify special skills, abilities, experience, or knowledge needed to perform effectively in the position. Do not use your own qualifications.

Undergraduate degree in statistics or related field plus five years' experience required. Graduate degree in statistics or related field preferred.

Experience with current assessment research, practice and theory

Experience in methods of research and evaluation, statistics, testing, and measurement

Ability to analyze research and interpret results in support of decision-making

Experience using statistical software in research, program design, data analysis and reporting

Ability to work effectively with a wide variety of stakeholders including librarians, faculty, students and administrators

Experience using information technologies used in library services and higher education

Effective oral and written communication skills and experience making group presentations

Experience with process improvement and website usability studies desired

Experience with evaluating library operations desired

Experience with strategic planning desired

Strong organizational skills

**PROBLEMS AND CHALLENGES**

Note the nature and variety of the more challenging types of problems encountered or the kinds of problems to be solved.

Continually monitoring a dynamic environment to determine if library collections and services are meeting the needs of students and faculty

Designing and overseeing programs of assessment and evaluation that lead the library in rapidly adjusting to change

Communicating to librarians the importance of sound evaluation to effective planning and decision-making

Maintaining expertise in assessment techniques while also being conversant with trends in library service and operations

Generating reports and analyses in a short, intense time-frame when administrators call for them

Understanding highly complex library operations

Understanding library systems and being conversant with how to retrieve and analyze data from multiple systems.

Facilitating resolution of projects that require input from numerous librarians at institutions scattered geographically from Provo to Salt Lake to Hawaii to Idaho

Balancing the needs of the CCLA as a whole with the individual needs of local units

Manage the library website usability center in cooperation with the Center for Teaching and Learning

**DECISIONS MADE AND REFERRED**

Identify the kinds of decisions made by the position in matters relating to the **budgets, personnel, or other aspects of the job**. Does the incumbent have the authority to **hire or fire** without approval from the supervisor? Also identify what types of decisions must be referred to the supervisor.

**Made:**

- ◆ Design of process improvement studies and instruments
- ◆ Execution of approved assessments
- ◆ Determine best methods for assessing services across multiple libraries in the CCLA.
- ◆ Consult, coordinate and/or carry-out usability studies to improve the functionality of the library's website.

**Referred:**

- ◆ Process improvement studies needed
- ◆ Priority of assessment studies to be performed

**PRINCIPAL CONTACTS**

List any professional organizations the **position** participates in, any campus committees the **position** is a member of, or other significant internal or external contacts.

**In HBLL:**

- Library administrators and other library employees
- Library Administrative Council
- Library committees including Department Chairs, Coordinating Council, Reference Services, Collection Development, Information Literacy & Web Working Group
- Library project teams charged with process improvement or assessment (for example, Reference Statistics Team, Reference Services Team, Information Commons Team)

**At BYU:**

- Faculty Library Council
- University administrators
- BYU Office of Planning & Assessment
- BYU Center for Statistical Consultation and Collaborative Research
- Center for Teaching and Learning (particularly their Director and the Evaluation/Measurement Specialist)
- Faculty and students of BYU
- Librarians of Hunter Law Library

**Beyond campus:**

- Association of Research Libraries (primary HBLL Liaison to ARL on statistical issues)
- LibQUAL+® survey administrators (primary liaison and local administrator of national library service assessment projects)
- Association of College & Research Libraries
- Faculty, students and librarians of BYU-Hawaii, BYU-Idaho, LDS Business College, Church History & Archives, Family History Library, and other CCLA libraries
- Librarians and administrators from other academic research libraries

**MAJOR ACCOUNTABILITIES** include, but are not limited to the following:

**Rank in order of importance (most important first)** the major accountabilities of the position (4 to 7 accountabilities for a normal position). List those activities for which the "buck" stops here. List the **duties performed** to achieve that accountability and the **percentage of time spent on each accountability**. (Note: Identify what is done, rather than how it is done).

1. Measure the effectiveness and efficiency of library operations 35%
  - a. Interact with faculty, students and administrators to gather information on the needs of library stakeholders
  - b. Participate in identifying and prioritizing needed process improvement studies
  - c. Design and lead process improvement and assessment studies of library operations
  - d. Coordinate assessments that compare library programs in multiple CCLA entities
  - e. Analyze, interpret and report results of studies
  - f. Evaluate faculty and student success in using library collections and services.
  - g. Evaluate faculty and student satisfaction with library collections and services.
2. Oversee quality of measurement data related to library collections and services 15%
  - a. Develop and implement effective data collection procedures
  - b. Compile, analyze, interpret and report data, as it relates to patterns of library services, collection growth and usage
  - c. Report on library operations to various associations such as the Association of Research Libraries, the Association of College & Research Libraries, and the Utah Academic Library Consortium
3. Facilitate activities of the Consortium of Church Libraries & Archives (CCLA). 15%
  - a. Participate on the management team of the consortium
  - b. Evaluate and assess structure of the consortium and recommend solutions to enhance efficiency
  - c. Advise the management team regarding processes to facilitate activities of the consortium
  - d. Facilitate communication among members of the Consortium board and committees
  - e. Oversee content and currency of the consortium's website
  - f. Maintain an ongoing record of policies, actions and activities of the consortium
4. Participate in library-wide reviews and assessment studies 10%
  - a. Lead library-related assessment activities and statistical analyses requested by university administrators relative to budget, accreditation, and other formal reviews conducted at the university
  - b. Prepare presentations and written reports associated with library-wide reviews and studies
  - c. Generate data associated with accreditation studies, on both a university-wide and college/department level

- d. Assist in designing and generating content for inclusion in reports to university administration and other entities as requested
- 5. Manage the library's website usability center in cooperation with the university's Center for Teaching & Learning 10%
  - a. Consult with library departments in the usability of their web pages
  - b. Evaluate and assess functionality of the library website under the direction of the library's Web Working Group
- 6. Participate on library committees 5%
  - a. Ongoing membership on the Library Web Team.
  - b. Involvement on other committees as assigned.
- 7. Train and mentor library employees in assessment and evaluation techniques. 5%
  - a. Act as a staff resource for library areas engaged in process improvement.
  - b. Collaborate with other library employees to integrate evaluation and assessment principles into library functions and services.
- 8. Pursue continuing education in assessment, evaluation, process improvement and usability 5%

**ADDITIONAL COMMENTS**

Please provide any other comments that will help make the job better understood.

[http://www.lib.uci.edu/libraries/jobs/planning\\_director.html](http://www.lib.uci.edu/libraries/jobs/planning_director.html)

Librarian Vacancies »

———— DIRECTOR OF PLANNING, ASSESSMENT, AND RESEARCH ————

The University of California, Irvine Libraries are seeking a dynamic professional to join an enthusiastic staff in building a research library of innovation and excellence for a young and rapidly-growing university ranked nationally in the top universities. The successful candidate will work in a collaborative environment of evolving institutional expectations and manage change to assure continuous improvement of our high quality programs and services.

The **Director of Planning, Assessment, and Research** is a new position in the rapidly growing UCI Libraries, responsible for insuring that excellent research, analysis, planning, measurement, and reporting are integral parts of all programs and services. The Director develops and manages the Libraries' capability to conduct effective planning, and conducts ongoing and targeted assessments of evolving priorities and needs in order to provide high quality services and well-focused support for the highest academic priorities of the campus. The Director leads planning and analysis for the effective allocation of new resources and the reallocation of existing resources (including budgets, staffing, and space), to meet current needs and to anticipate future priorities. The position reports to the University Librarian, works closely with Division heads (AULs) and Department heads, and consults with an array of people and units across the Libraries and the university on a wide variety of issues.

The Director functions at the highest levels of conceptualization and analysis, while insuring the integration of results into managerial practice; and provides leadership and substantial contributions to the growth and continued success of the UCI Libraries.

**Specific Duties**

**Planning and research**

- Leads the conceptualization, design, implementation, coordination, and management of strategic planning, special project management, report and proposal writing, and other administrative initiatives for the UCI Libraries system, in coordination with library managers.
- Creates a sustainable planning environment to enhance effectiveness and efficiency; manages the processes used for planning, resource allocation, and decision-making.
- Facilitates and supports the collaborative development of policies.
- Researches issues and provides background for the University Librarian on special projects.
- Drafts and edits position papers, presentations, articles, briefs, and other key documents.
- Works closely with campus administrators and participates in campus and UC initiatives. Represents the UCI Libraries on various University of California committees and ad hoc groups and in local, regional, university, and national arenas as appropriate.
- Serves on university and library committees, task forces, and teams as assigned.

**Assessment, evaluation, and reporting**

- Responsible for creating, conducting, coordinating, and supporting standing and ad hoc processes for assessing service effectiveness, using appropriate instruments such as user surveys, questionnaires, and focus group interviews.
- Serves as an internal consultant on assessment to all units to ensure the appropriate linkage of planning, budgeting, and assessment
- Works with departments to analyze and distribute data to support assessment, management, and planning



- Develops, implements, and manages program for gathering, analyzing, and reporting management information and statistics
- Establishes standards for and monitors all internal data elements
- Develops and maintains statistical analytical skills among staff.
- Working with managers, maintains statistics and compiles narrative and statistical reports on activities and trends for reports.
- Coordinates the UCI Libraries responses to ongoing surveys such as the ARL statistics, accreditation requests, University of California surveys; and other surveys and inquiries
- Provides direction for and coordinates use of management information systems and the campus data warehouse.

**Capital space planning**

- Manages the development and implementation of capital space plans for the UCI Libraries.
- Develops plans for capital and renovation projects
- Monitors progress on various facilities projects, and capital project budgets and expenditures
- Serves as the Libraries' representative and liaison to various University offices including Capital Planning.
- Works with the Director of Development to coordinate fundraising efforts for capital projects.

**Contracts and grants**

- Oversees and coordinates grant application process
- Monitors all UCI Libraries contracts and grants, ensures appropriate reporting and financial controls, and ensures compliance with policies of the campus and external funding agencies

**Required Qualifications**

- Extensive knowledge of and substantial experience in managing programs, projects, and operations within a complex organization.
- Flexibility to initiate and adapt to change, and manage competing priorities.
- Relevant experience in one or more higher education organizations.
- Superior analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
- Mastery of statistics and numbers.
- Expertise in relevant software applications.
- Demonstrated oral communication skills with the ability to be an effective and active listener and facilitator.
- Demonstrated written communication skills with the ability to produce executive-level reports and presentations.
- Demonstrated outstanding interpersonal skills with the ability to accomplish objectives with sensitivity and diplomacy.
- Ability to work effectively with staff in a multicultural and diverse environment.
- Demonstrated superior organizational abilities including facilitation and consultation skills.
- Knowledge and understanding of key issues and trends in higher education.
- Bachelor degree in a relevant discipline.

**Preferred Qualifications**

[http://www.lib.uci.edu/libraries/jobs/planning\\_director.html](http://www.lib.uci.edu/libraries/jobs/planning_director.html)

Graduate degree in library or information science, business administration, or a relevant discipline.

- Relevant experience in an academic or research library.
- Experience with space planning and management of multi-year, large scale projects.
- Advanced knowledge of statistical theory.

**The Libraries**

The UCI Libraries are committed to innovation and excellence and are in a major period of growth and change. The Libraries consist of the Langson Library, the Science Library, the Gateway Study Center, and the Grunigen Medical Library. The Langson Library primarily serves the Schools of Humanities, Arts, Social Sciences, Social Ecology, the Graduate School of Management, the Department of Education, and Interdisciplinary Studies. The Science Library primarily serves the School of Medicine and the Schools of Biological Sciences, Physical Sciences, Engineering, and Information and Computer Sciences. The Grunigen Medical Library serves the UCI Medical Center, located in Orange, 12 miles from the main campus.

The UCI Libraries have a staff of 273 FTE and an organizational structure that includes the use of teams in conjunction with departments. The library collection consists of over 2.3 million volumes and over 25,000 current serial titles and an aggressively expanding electronic resources collection. The UCI Libraries are a member of the: Association of Research Libraries (ARL), California Digital Library (CDL), Coalition of Networked Information (CNI), Center for Research Libraries (CRL), Council on Library and Information Resources (CLIR), International Federation of Library Associations and Institutions (IFLA) and Scholarly Publishing & Academic Resources Coalition (SPARC).

**University of California, Irvine**

One of ten University of California campuses, the University of California, Irvine, is nestled in over 1,500 acres of coastal foothills, five miles from the Pacific Ocean, between San Diego and Los Angeles. Founded in 1965, UCI is among the fastest-growing University of California campuses, with more than 24,000 undergraduate and graduate students and about 1,400 faculty members. UCI has had an extraordinarily rapid rise to distinction in its first forty years, including membership in the Association of American Universities, ranking tenth among the nation's best public universities by *U.S. News and World Report* (also among the top fifty research universities), and three Nobel prizes in the last nine years.

Student enrollment is expected to reach 32,000 by 2010 accompanied by a proportional growth in faculty. Nearly 60% of UCI students identify themselves as Asian American, African-American, Chicano/Latino, or Native American. The University offers 40 doctoral programs in addition to the M.D. UCI's academic programs are ranked nationally in the top universities; several doctoral programs are ranked in the top ten.

**Salary:**

Commensurate with qualifications and experience anticipated to be from \$62,000 to \$90,000

**Deadline for Applications:**

Applications received by November 29, 2005 will receive first consideration, but applications will continue to be accepted until the position is filled.

**To Apply:**

[http://www.lib.uci.edu/libraries/jobs/planning\\_director.html](http://www.lib.uci.edu/libraries/jobs/planning_director.html)

Qualified applicants who wish to be considered for this position should send their letters of application, complete résumés, and the names, e-mail addresses, and phone numbers of three references to:

Lillian Gates, Library Human Resources  
UC Irvine, P.O. Box 19557  
Irvine, CA 92623-9557  
e-mail: [ljgates@uci.edu](mailto:ljgates@uci.edu)  
confidential fax (949) 824-3270.

Electronic applications are preferred. Upon application, candidates should be in possession of proof of their legal right to employment in the U.S. In compliance with the Immigration Reform and Control Act of 1986, verification of legal right to work will be required between the time of final selection and hiring, and is absolutely essential in ultimately being hired.

This position description is listed on the UCI Libraries Web site at <http://www.lib.uci.edu/libraries/jobs/libvac.html>, with links to additional Web sites featuring campus and community information.

***The University of California, Irvine is an equal opportunity  
employer committed to excellence through diversity.***

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UNIVERSITY OF MASSACHUSETTS  
CAMPUS: *Amherst*

JOB DESCRIPTION

*OFFICIAL TITLE:* This is the official title of the position.

Librarian III – 50%

*FUNCTIONAL TITLE:* This is the in-house title by which the position may be known. A functional title is usually a more descriptive title than the official title and may be required to identify very specific kinds of work. This title may be used in signing all correspondence.

Assessment Librarian

*GENERAL STATEMENT OF DUTIES:* Please provide a brief overview of the general functions of this position. Specific details of duties should be reserved for the Examples of Duties section.)

Develop and coordinate an assessment program for the Library. Take the leadership role in identifying, and developing appropriate assessment approaches, measures and techniques. Work with staff to ensure a broad understanding of the assessment goals and the ability to work with assessment measures. Represent the library for assessment initiatives on a national and local level.

*SUPERVISION RECEIVED:* Please indicate the title, but not the name, of the administrative employee or employees responsible for supervision or direction of work; describe the divergent extents of authority of each, indicating the degree, priorities, and relationships of the supervision or direction, which could range from close supervision to supervision with considerable freedom.

Report to the Director of Libraries with substantial independent responsibility and without immediate supervision.

*SUPERVISION EXERCISED:* Using descriptive non-numerical terms, identify the scope of supervision, training or direction exercised (i.e., whether the supervision is over a few employees, a small number of employees, a large number of employees, etc.); also, describe the degree of supervision, indicating whether close supervision or general direction is involved, and categorize the physical conditions under which the supervision is given, such as in a laboratory or an office. Supervision of student employees should not be included in this section, but may be listed under Examples of Duties, if applicable.

Exercise working supervision over professional and classified staff members engaged in the performance of assigned duties related to assessment.

*EXAMPLES OF DUTIES:* Please list and briefly describe several of the duties and responsibilities typically performed and assumed in this position. This list should not be restrictive but should be descriptive in such a manner as to provide concrete information representing examples of the actual work as well as the level of responsibility for the work being performed.

1. Develop, coordinate and promote assessment programs for the Library. Take the leadership role in identifying, defining and developing appropriate assessment approaches, measures and techniques.
2. Analyze, interpret, and publicize the results of assessment and evaluation activities.
3. Monitor and update the data gathering, statistics profile, and assessment measures used by the University Library. Maintain awareness of the administrative expectations on campus for measurement and assessment by the Library.
4. Represent the library for assessment initiatives on a national, regional, and local level.
5. Form and work with a staff committee to implement assessment initiatives.
6. Encourage and support assessment activities and staff engaged in assessment throughout the library.
7. Use both quantitative and qualitative measures according to established standards.

8. Participate in the pursuit and preparation of strategic opportunities including funding.
9. Perform other related duties as assigned.

*QUALIFICATIONS: Please indicate in a general way the knowledge, abilities, skills, education and experience necessary for any individual to assume this position. It is not the objective of this section to list any one person's specific personal traits and training. It is important to indicate, also, what degree of competence would be required (i.e., considerable education, extensive experience, working knowledge, etc.) to perform the duties and assume the responsibilities typical of this position.*

1. Master's degree in library science from an American Library Association-accredited library and information studies program.
2. Minimum of five years of professional library experience in this or another academic, research or specialized library which includes experience with assessment and analysis.
3. Demonstrated experience in assessment via quantitative and/or qualitative means required. Experience in manipulating raw data in order to analyze, customize, and format appropriate reports preferred.
4. Experience in planning, organizing and supervising the work of others and planning and organizing projects.
5. Demonstrated high level of written and oral communication skills and the ability to communicate clearly in presentations.
6. Ability to interact effectively and work productively, cooperatively and collaboratively with a variety of individuals and groups in a complex and rapidly changing environment.

**OFFICIAL POSITION CERTIFICATION**

**This is a complete and accurate description of this position.**

**Date**

**Signature--Staff Member**

**Date**

**Signature--Director of Libraries**

Profjd/LevellesLII-50%



**Internal Position Addendum (20%)**  
Assessment Coordinator

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Data Gathering (7%)

Coordinate the gathering of monthly and annual library statistics from all data maintainers: establish process workflow, define data points, develop forms and templates, set accuracy standards, and train maintainers. Manage user surveys (such as *LibQual*); tabulate qualitative feedback (such as *Dear Library* and focus group feedback); and assist library personnel in developing local surveys as needed.

External Reporting (5%)

Coordinate responses to external requests for USC Libraries data within stated deadlines: including ARL annual surveys, institutional research surveys, and higher-education surveys facilitated through the USC Provost's office.

Internal Reporting (3%)

Develop quarterly and annual reports on library statistics and make available on library intranet. Respond to internal requests within stated deadline.

Assessment Team Leadership (2%)

Coordinate assessment assignments, roles, and responsibilities; develop assessment policies, goals, and strategies; manage assessment-related projects; and seek training opportunities in assessment for library personnel.

Data Management (2%)

Maintain authoritative data set for USC Libraries statistics and feedback. Manage assessment intranet site by posting, organizing, and updating documents.

Communication (1%)

Establish clear methods of communication in order to make library data available to all USC Libraries personnel, and to encourage their feedback. Disseminate data on campus and externally by managing a public web page; and engage library user-survey participants in follow up discussions.

**GENERAL FACULTY  
POSITION DESCRIPTION  
UNIVERSITY OF VIRGINIA**

**PART I: ORGANIZATIONAL INFORMATION**

|                 |   |
|-----------------|---|
| POSITION NUMBER | FP 558                                      |
| WORKING TITLE   | Director of Management Information Services |
| ORGANIZATION    | University Library                          |

**PART II: POSITION INFORMATION**

|                               |  |
|-------------------------------|--|
| PERCENT OF TOTAL WORKING TIME | Describe fully and clearly the most important work first, then the next most important in a separate paragraph, and so on. Make the descriptions definite and detailed to give a clear picture of the work. It is particularly important that the supervision received or exercised be clearly explained. It is also important that such terms as "check", "handle", "responsible for", "assist" be explained. List any equipment operated or special skill used. Estimate working time devoted to each kind of work described.  |
| 50%                           | <p>Manage the MIS unit:</p> <ul style="list-style-type: none"> <li>• Provide leadership and vision for the MIS unit</li> <li>• Administer the day-to-day operations of the unit</li> <li>• Supervise, coach and mentor one Associate Director, and one Library Technical Assistant II.</li> <li>• Develop, implement and oversee the compilation of data for the Library's major surveys</li> <li>• Monitor and assist in the development of Balanced Scorecard metrics and measurements</li> <li>• Oversee the development and reporting of the Library's Annual statistics – For local and national compilation</li> <li>• Facilitate focus group activity, compile and analyze data</li> <li>• Align UVA statistics with VIVA, ARL, and Project Counter</li> <li>• Oversee the development and enhancement of an online data farm.</li> <li>• Participate in all activities to create an environment of assessment such as presentations, meetings with departments, and training.</li> </ul> |
| 20%                           | <p>Serve on the Collections Steering Group and other library groups.</p> <ul style="list-style-type: none"> <li>• Serve as the assessment and data resource person for the Collections Steering Group.</li> <li>• Work to increase utilization of assessment data in collections decision making.</li> <li>• See that collections budget expertise is transferred to the new budget manager.</li> <li>• Serve on the usability team; work with the chair and other members of the team to see that a program of effective usability testing is institutionalized within the Library.</li> <li>• Serve on the collections management group. Provide needed data, and context, regarding collections size, shelving needs, and budget</li> <li>• Serve on the Promotions Review Board.</li> </ul>  |
| 15%                           | <p>Compile, Report, Analyze and Manipulate MIS data for Administrative Reporting</p> <ul style="list-style-type: none"> <li>• Prepare reports as needed for library administration and other units</li> <li>• Present data and analysis at internal University Library events</li> <li>• Answer queries from other libraries and organizations on behalf of UVA</li> <li>• Collect, analyze, and report data from ARL and other sources, that will be useful in explaining and supporting the role of the Library within the University.</li> </ul>  |

- 15% Professional Development & Service Activities
- Participate as the Visiting Program Officer for the Association of Research Libraries
  - Attend professional meetings
  - Present at professional conferences
  - Publish articles in professional journals
  - Serve as a mentor for other UVA librarians who wish to become professionally active
  - Act as an Assessment Consultant at other libraries.
  - Meet with colleagues locally and nationally regarding library assessment.

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**PART III: QUALIFICATIONS**

*Preferred knowledge, skills, and abilities for an individual performing this position:*

Ability to communicate effectively with faculty, staff, and students.

Ability to develop tools for collecting survey and statistical data.

Ability to collect, analyze, and report on statistical data.

Organizational and managerial skills.

Teamwork skills along with ability to work independently.

Commitment to participation in professional activities.

Commitment to customer service.

*Special licenses, registration, or certification:*

*Education or training (cite major area of study):*

MLS degree preferred or Master's degree in a related field required.

*Level and type of experience:*

Administrative experience in an academic library or similar institution.

Experience in collecting and reporting statistical information.

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**PART IV: SIGNATURES**

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Signature

Print Name

Date

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Current Incumbent

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Individual Who Will Sign Performance Evaluation



## UNIVERSITY OF WASHINGTON LIBRARIES

POSITION DESCRIPTION

**POSITION TITLE:** Director of Assessment and Planning

February 2006

**GENERAL DESCRIPTION**

The Director of Assessment and Planning provides leadership and vision for the Libraries assessment and planning activities and is responsible for ensuring that assessment, measurement, planning and analysis are integral parts of Libraries programs and services. The Director oversees assessment efforts within the University Libraries; serves as an internal consultant for assessment activities conducted by other library staff; works with Libraries areas to analyze and report assessment data; represents the Libraries in campus, regional and national assessment efforts; evaluates the effectiveness of library assessment efforts; and recommends ways to strengthen the Libraries assessment and measurement program.

The Director creates and maintains a sustainable planning environment and provides information, analysis and reports to support Libraries planning and management activities. The Director establishes, manages, and provides access to management information; coordinates the ARL statistics and handles other centrally reported data and requests such as ARL SPEC kits and IPEDS surveys.

The Director oversees the work of and provides guidance to the Assessment and Planning staff; serves as Chair of the Library Assessment Group; and reports to the Senior Associate Dean of Libraries. Serve as an ad hoc member of the Libraries Cabinet and as an ex-officio member of the Libraries Council, the Strategic Planning Team,, the Diversity Committee and other groups as appropriate.

**SPECIFIC RESPONSIBILITIES****Assessment**

1. Direct assessment efforts within the University Libraries. Initiate assessment activities and provide consultation for assessment work done by other library staff or units. Maintain awareness of other related assessment efforts within the Libraries, University and externally. Serve as chair of the Library Assessment Group.
2. Analyze assessment-related data and communicate assessment activities and results to appropriate individuals and groups, including library staff and the UW campus community.
3. Develop and maintain expertise in assessment methods, techniques and best practices. Establish training as necessary for library staff on use of appropriate assessment tools and methods in collaboration with the Director of Organizational Development and Training.
4. Evaluate effectiveness of library assessment activities on a regular basis and make recommendations on ways to strengthen assessment work, including support needed. Foster and enhance the Libraries culture of assessment.

5. Respond to, collaborate with and participate as appropriate in other campus, regional and national assessment-related efforts.

**Planning**

1. Coordinate the ARL statistics and other UW Libraries responses to data requests and surveys such as the ARL SPEC kits and IPEDS surveys. Serve as the Libraries liaison to these groups and organizations.
2. Develop, implement and manage program for gathering, analyzing and reporting management information and statistics. Make relevant management information data accessible to Libraries staff and other appropriate parties.
3. Create and maintain a sustainable planning and analysis environment that is responsive to Libraries and University needs. Provide data analysis and reports to support effective Libraries management, planning, programs and services.
4. Work with the Strategic Planning Team and other Libraries groups in developing Strategic Plan performance measures and benchmarks, monitoring progress toward achievement of goals and objectives, and adjusting measures as appropriate.

**Assessment and Planning**

1. Supervise and guide the work of Assessment and Planning staff.
2. Undertake special projects as needed and assigned. Assume other responsibilities as assigned; perform other duties as required.

## POSITION DESCRIPTION

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|-------------------------------------|---|
| <b>Official Title/Title Code</b>    | Manager/1162  |
| <b>Position Number</b>              | 39280   |
| <b>Appointment Status</b>           | Administrative/Professional; Permanent; 12 months; 1.0 FTE  |
| <b>Organization and Location</b>    | Washington State University Libraries, Pullman<br>Campus/Holland 472  |
| <b>Working Title</b>                | Library Data Officer  |
| <b>Basic Function</b>               | This position provides expertise and advice to the Libraries in collecting, analyzing, and managing operational statistical data, and assists the Libraries in assessing the quality of its services. |
| <b>Reports to</b>                   | Dean of Libraries   |
| <b>Supervisory Responsibilities</b> | N/A   |

**Duties and Responsibilities** (All listed duties are essential functions.)

Administrative Professionals are expected to communicate well; maintain pleasant, courteous and cooperative relationships; display a professional manner in demeanor and language; and show courteous and effective behavior in meetings.

**Data collection and analysis:**

- Compile and deliver statistical information in support of assessment and accreditation of University programs, and for surveys and reports.
- Serve as a primary resource in creating a culture of assessment in the Libraries.
- Work with library units and working groups to determine their statistical needs.
- Develop statistical databases and generate regular and special reports for library units.
- Collect annual statistics from library units. Prepare annual statistics for the Association of Research Libraries, National Center for Education Statistics and other bodies and projects. Maintain collected statistics in appropriate formats for preserving and sharing the information. Maintain Libraries' statistical web page.
- Train others on reporting software.
- Serve as a resource for library units and groups desiring assistance in identifying, gathering, and manipulating statistical information needed to assess their services.
- Coordinate statistical initiatives involving multiple library units or groups.
- Bring issues that are an outgrowth of identified statistical trends to library units.
- Assist units in collection and interpretation of statistics to further the goal of providing increasingly efficient and effective service.
- Coordinate ongoing statistics collection and reporting activities for collection development and management, such as journal use statistics and interlibrary loan statistics.
- Work with Library Systems to coordinate the compilation and analysis of usage

statistics for Libraries' web sites.

- Serve as *ex officio* member of the Assessment Working Group.
- Serve as *ex officio* member of the Mid Managers Working Group.
- Serve as Libraries' liaison with the WSU Office of Institutional Research.
- Serves as official WSU Libraries' representative to institutional, regional and national organizations at the request of the unit head, Assistant Deans, or Dean.

**KNOWLEDGE SKILLS AND ABILITIES**

- Knowledge of and skills in the use of computers.
- Ability to appropriately handle confidential information.
- Ability to prioritize and schedule assignments for oneself and others.
- Ability to adapt to departmental, University, and community needs as they develop and change.
- Ability to prepare and present ideas and information clearly and concisely in both written and oral form.
- Ability to gather information from a variety of sources and compile conclusions into a clear, concise, comprehensive document.
- Commitment to Diversity – an understanding and appreciation of the benefits of a diverse workplace and the knowledge of how to shape processes and procedures that reflect and enhance the diversity of the WSU communities.

**SIGNATURES BLOCK**

This position description describes the essential functions and qualifications for the position. This document does not exclude an opportunity for modifications consistent with providing reasonable accommodation. This position description is not a contract. Your signature indicates that you have read this position description and understand the essential functions and qualifications of the position.

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Employee \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor \_\_\_\_\_ Date \_\_\_\_\_