Western Libraries invites applications from energetic and team-oriented individuals for the position of User Experience Librarian - Assessment. Reporting to the Head, User Experience & User Services, the successful candidate will work as part of the User Experience and Student Engagement Team.

The User Experience Librarian – Assessment works collaboratively to provide leadership for and coordinate user experience efforts for online and physical library environments at Western Libraries. This position will develop and maintain relationships and assessment programming with Western Libraries' various user communities and utilize information gathered from these relationships to identify and prioritize users’ needs as they pertain to libraries. Working with colleagues from across Western Libraries the incumbent will be responsible for the development and implementation of programming, activities and projects designed to improve the overall user experience of the library for the Western community. The User Experience Librarian - Assessment will also participate in the delivery of user services as a way to foster a deep connection to library users and their needs.

Visit the Western Libraries About Us page to view our Inclusivity and Land Acknowledgement Statements.

Responsibilities

- Foster a culture of assessment for Western Libraries, making assessment evidence accessible, understandable, and useful for library staff and users.
- Develop and coordinate the implementation of a comprehensive and strategic assessment program for Western Libraries.
- Oversee and participate in assessment efforts throughout the Libraries in collaboration with Western Libraries functional and foundational teams; collect, analyze, and document a wide range of data, and reporting tools and techniques, including coordinating mandatory data collection and reporting activities for Western Libraries.
- Enable Western Libraries to document value and impact and make evidence-based decisions so that the most effective programs, services, and spaces are made available to users.
- Support the development of a culture of user experience practice at Western Libraries to aid in the development of user-centered programs, website, spaces, and services.
- Organize and carry out user experience research using various techniques, including qualitative and quantitative studies, to alter existing services or create new services based on the research.
- Focusing on outreach and engagement, user participation and impact of programming and services, develop strategic partnerships and collaborative opportunities across Western University with key stakeholders such as Student Experience.
- Represent Western Libraries at campus events and professional meetings and conferences.
Qualifications and Experience

- Master’s degree in library and information science or equivalent from an ALA-accredited institution, or a PhD in Library and Information Science or equivalent degree.
- Demonstrated knowledge of library assessment methods and tools.
- Experience planning, implementing, and promoting services or programs to large numbers of users.
- Experience with qualitative and quantitative methods.
- Skill with statistical/data software such as R, Open Refine, SPSS, Excel.
- Capacity for thinking creatively and critically about quality assurance and assessment.
- Exceptional communication and interpersonal skills; ability to collaborate and foster strong working relationships.
- Excellent organizational skills to set and balance priorities, manage competing deadlines, and take on multiple projects and responsibilities simultaneously.
- Initiative, innovation, resourcefulness, and flexibility in order to develop relationships across Western Libraries and beyond, particularly with various academic departments.
- Ability to meet the Academic Activity and Service workload responsibilities of a continuing appointment in addition to Professional Practice.

Environment

Western Libraries is committed to excellence: anticipating information and service needs related to the University’s goals for research and scholarship, teaching and learning, and service to our university community and key partners. The University’s strategic plan emphasizes research excellence and internationalization as key priorities. Engage. Empower. Excel.: Western Libraries Strategic Plan 2015-2020 aligns with the University’s plan and includes as key outcomes the enhancement of the Libraries physical and virtual infrastructure, as well as enhancing and expanding access to collections.

Western Libraries, one of Canada’s leading research libraries, is a member of the Ontario Council of University Libraries (OCUL), the Canadian Association of Research Libraries (CARL), the Association of Research Libraries (ARL), the Center for Research Libraries (CRL), the Canadian Research Knowledge Network (CRKN), and a proud partner in the OCUL Collaborative Futures Project. Recognized for the quality of its staff, the access and services provided, and its outstanding print and digital collections, Western Libraries supports the University’s mission to create, disseminate, and apply knowledge for the benefit of society through excellence in teaching, research, and scholarship.

Librarians at Western are Members of the Librarians and Archivists Bargaining Unit represented by The University of Western Ontario Faculty Association. Terms and conditions of employment, including salary and benefits, are governed by the Librarians and Archivists Collective Agreement. Rank and salary will be commensurate with qualifications and experience. The 2020/21 annual salary minimum floor for each rank is as follows: General Librarian - $60,729; Assistant Librarian - $66,834; Associate Librarian - $77,380; Senior Librarian - $92,920. Western offers a comprehensive benefit package including but not
Application Procedures

Applicants are required to submit a cover letter, a curriculum vitae, and the names and contact information for three professional references, by August 10 11:59 PM (EDT) to:

Office of the Vice-Provost & Chief Librarian
Western University
1151 Richmond Street N.
London, ON N6A 5B8
Email: libarc@uwo.ca

Only applications received by email will be considered.
Please submit your application package as a single electronic file (MS Word or pdf).
Please quote in the subject line reference UX062020

Please ensure that the form available at http://www.uwo.ca/facultyrelations/pdf/full-time-application-lib-archs.pdf is completed and included in your application submission.

Interview Procedure

Please note that the University’s facilities are currently closed in response to Covid-19. As such the interviews and presentations may be conducted remotely using video-conferencing software. Candidates will be consulted on a case-by-case basis on the best process and format to use given their location and particular situation.

Positions are subject to budget approval. Applicants should have fluent written and oral communication skills in English. The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.
In accordance with Canadian immigration requirements, priority will be given to Canadian citizens and permanent residents.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact libarc@uwo.ca

Posted on Faculty Relations website July 8, 2020.