Western University
Western Libraries, User Experience Librarian

Western Libraries is seeking an energetic and service-oriented librarian for the position of User Experience Librarian. Reporting to the Head, User Experience and User Services, the User Experience Librarian works collaboratively to provide leadership and coordinate user experience efforts for online and physical library environments at Western Libraries. This position will develop relationships 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 libraries for the Western community. The User Experience Librarian will also participate in the delivery of user services to foster a deep connection to library users and their needs.

The User Experience Librarian is part of a team of four librarians and two Library Assistants providing leadership and guidance for the creation of a user experience culture across Western Libraries. In this way, the User Experience Librarian collaborates across functional areas to develop and enhance users’ experiences with library services, collections, website, and spaces. To be successful, the User Experience Librarian will engage proactively with key stakeholders to understand library user needs, develop collegial partnerships and promote library services.

The User Experience Librarian will:

- Design and engage in activities to understand what kinds of work Western students and faculty need to do, their workflows, and how they want to do their work. This may include creating and coordinating library advisory groups representing various library stakeholders.
- Anticipate and keep colleagues abreast of library user needs, preferences, and trends, including trends related to user experience and user-centred design, digital library interface capabilities, website enhancement and usability, and the overall user experience of libraries.
- Lead development and monitor implementation of library-wide efforts to design a consistent user experience across physical and virtual spaces.
- Organize and carry out user experience research using various techniques, including qualitative and quantitative studies, to alter existing services or create new services informed by research findings.
- Working within an academic library user experience framework, identify and promote the use of new technologies, working to ensure that adopted technologies are functional, efficient, and intuitive.
- Participate in the delivery of library user services (physical or virtual) to inform practice.
- Identify and participate in strategic opportunities to work with other academic libraries and librarians beyond Western Libraries to develop a community of practice for user experience.
- Represent Western Libraries at campus events and professional meetings and conferences.
Qualifications

This position is open to Western Libraries Members with a Continuing or Probationary Appointment. As such, the successful candidate must have a Master’s degree from a program accredited by the American Library Association (ALA), or equivalent degree, or a PhD degree in library and information science, or equivalent degree. Additional educational or professional development qualifications related to user experience are highly desired. Direct experience working on user experience projects, particularly related to library service delivery/development, is highly desired.

The successful candidate will demonstrate knowledge and application of user experience concepts, and provide evidence of strong analytical and problem-solving skills, exceptional organizational skills to set and balance priorities, manage competing deadlines, and take on various roles and responsibilities simultaneously. The candidate will provide evidence of their ability to think strategically and will have demonstrated ability to build collaborative partnerships across a wide-range of internal and external stakeholders. The highly interactive nature of this role will require strong communication, collaboration, conflict resolution, and interpersonal skills. The candidate will exhibit initiative, innovation, resourcefulness, and flexibility.

Environment

Western Libraries is undergoing a transformative organizational renewal that will enhance our capacity to contribute to student success and teaching and research excellence at Western. We anticipate our new functional teams will be in place for spring 2018. The User Experience Librarian is a member of the User Experience team, which is part of the User Experience and Student Engagement function. This function is dedicated to the evidence-based development, design and delivery of virtual and in-person user-centred services where and when our users need them. The work of the User Experience team and the User Services team is highly inter-related and synergistic, with an overall focus on delivering and developing a suite of high quality, user-centered services to our Western community, as well as developing and delivering programs that support student engagement and outreach activities.

Application Procedures

Interviews are anticipated to take place before the end of January. Applicants invited for an interview will be asked to make a twenty-minute presentation to members of the Western Libraries community. The topic for this presentation is included with this posting and may be found below. Applicants are asked to submit a covering letter, curriculum vitae, and three references (including names, contact information and the nature of your professional relationship) in one PDF file by 12 January 2018 to:

Office of the University Librarian
The University of Western Ontario
Email: libarc@uwo.ca
Please quote reference #: UXMLIB012018
Only applications received by email will be considered
Presentation Topic: User experience is emerging as a critical component of academic librarianship; however, user experience concepts and principles are still new for many library staff. In the role of User Experience Librarian, what would you do in the short-, medium-, and long-term to help build a user experience culture across Western Libraries?

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, Aboriginal 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 January 4-2018.