Western Libraries, Head, User Experience and User Services

Western Libraries is seeking an enthusiastic and service-oriented librarian for the position of Head, User Experience and User Services. Reporting to the Associate Chief Librarian: Academic, the Head will play an integral role in forming and leading two teams, User Experience and User Services. Working with these teams and managers across Western Libraries, the Head will develop integrated, user-centred library services that support student learning, teaching excellence and recognized research.

The Head will provide direct leadership, supervision and mentoring to four Librarians, two Library Assistants and two User Services Managers. Working with this staff group, as well as four Library Directors and approximately 40 User Services Library Assistants, the Head will develop and enhance users’ experiences with library services, collections, website, and spaces. The Head will engage proactively with key stakeholders to understand library user needs, develop collegial partnerships and promote library services, and pursues library outreach and student engagement opportunities through activities with other campus units and constituencies. The Head will model and foster for their teams a willingness to try new things and examine new approaches. The Head will collaborate across Western Libraries to accomplish this work; successful collaboration will be demonstrated through open, constructive communication, staff engagement, shared accountability and a sense of common purpose.

The position carries an annual administrative stipend with a five-year term of office (renewable). Upon completion of the term(s) of office, the incumbent will be assigned to a position at the discretion of the Vice-Provost and Chief Librarian appropriate to the incumbent’s qualifications and experience.

The Head, User Experience and User Services will:

- Contribute to the development of Western Libraries’ strategic and operational plans, aligning these plans with Faculty and University goals.
- Provide vision and strategic direction to manage an effective team through planning, leadership, assessment and effective delegation.
- Ensure timely communication with administration, other managers, staff, and users about significant developments and projects.
- Work with the collective agreements of three different staffing groups (UWOFA-LA, PMA, UWOSA) and with supervisees to establish and evaluate work.
- Provide guidance and direction as appropriate, and support the professional activities and professional development of staff.
- Collaborate with other Western Libraries leaders and Affiliated College leaders on setting priorities, planning and developing services across organizational functions.
- Actively engage with and advocate for our diverse community of faculty, students, and staff in relevant units, developing strong working relationships.
- Contribute to the goals and strategic initiatives of Western Libraries through leadership of and/or active participation in library, university, provincial, national, and international committees, working groups, and task forces.
- Represent Western Libraries at campus events and professional meetings and conferences.
- Work with the User Services Managers and Library Directors to provide leadership and oversight for the design, implementation and iteration of a system-wide user services model across six libraries.
- Work with the User Services Managers, Library Directors, and the User Experience team to develop a student and community engagement strategy.
- Lead coordination of library-wide efforts to design a consistent user experience across physical libraries, and a seamless user experience across physical libraries and virtual spaces.
- Stay abreast of trends related to user-centred design, the development of digital library interface capabilities, website enhancements and usability in libraries.
• Lead the continual assessment and development of services, making evidence-based decisions to improve user outcomes.
• Collaborate on the ongoing maintenance and development of physical library spaces that support and inspire learning, teaching and research excellence.
• Identify opportunities for collaboration with other key campus units involved in the delivery of programming complementary to front-line Library services.

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, and a minimum of five years professional experience with a focus on library service delivery/development. Demonstrated leadership experience and experience supervising or coordinating the work of others are required.

The successful candidate will demonstrate knowledge and application of user experience and user service 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 strong teams. The highly interactive nature of this role will require outstanding communication, collaboration, conflict resolution and interpersonal skills. The candidate will exhibit initiative, innovation, resourcefulness, and flexibility, and be able to develop relationships across Western Libraries, with many diverse groups on campus, and in the provincial and national library community.

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 and User Services teams are 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 November. 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. Those invited for an interview will be given a minimum of 3 working days notice for the interview and presentation. 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 [October 29, 2017 to: libarc@uwo.ca

Presentation Topic: Describe how you would engage the User Experience and User Services teams in developing a shared vision and action plan for the work of the User Experience & Student Engagement function within the new organizational structure. What are the opportunities for this function? What are the challenges?
This position is 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 Martine Jezek at mjezek@uwo.ca or phone 519-661-2111 x 84799.

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