



**Western University
One-Year, Term Appointment
User Experience (UX) Librarian**

Western Libraries invites applications for a one-year Term Appointment as a User Experience (UX) Librarian, with an anticipated start date of October 1st, 2024. Reporting to the Head, User Experience & User Services, the successful candidate will work as member of the User Experience & Student Engagement team.

The UX Librarian will work collaboratively to provide leadership for and coordinate user experience efforts for both the online and physical library environments at Western Libraries. The UX Librarian will build relationships with Western Libraries' various user communities and utilize a user experience design process to identify and prioritize users' needs as they pertain to libraries. Working with colleagues from across Western Libraries the UX Librarian 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.

As a member of the User Experience & Student Engagement team, the UX Librarian contributes to building a culture of user experience practice at Western Libraries to aid in the development of user-centered programs, website, spaces, and services. Collaboration across Western Libraries and the broader Western community will ensure continuous service improvement and assist in communicating the library's value. The UX Librarian will also participate in the delivery of user services to foster a deep connection to library users and their needs.

Inclusion, diversity, equity, accessibility (IDEA), as well as Indigenization and decolonization, are key drivers of the user experience and are values that reflect the university's commitment to build a sense of belonging on campus.

Visit the [Western Libraries About Us](#) page to view our Inclusivity and Land Acknowledgement Statements.

Responsibilities:

- Investigate user behaviour, experience and needs, and analyze results to make recommendations on the evolution of in-person and virtual services, including service points in physical spaces and on the website.
- Identify gaps and work to reduce barriers that limit inclusion, diversity, equity, and accessibility in relation to the user experience of Western Libraries.
- Apply inclusive user experience design principles to the Western Libraries website and online user interfaces, tools, platforms, and resources, and collaborate with other stakeholders to establish priorities for development.

- Provide leadership and advice on emerging technologies, platforms, and services (prototype new and emerging technologies) in collaboration with Library Information Technology Services.
- 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 user experience of libraries.
- Lead the development and implementation of library-wide efforts to design a consistent user experience across physical and virtual spaces.
- Advocate for and promote accessibility standards across the library's web presence.
- Organize and carry out user experience research using various techniques, including qualitative and quantitative studies, to evolve existing services or create new services as a result of findings of the research.
- Identify and promote the use of new technologies, and work to ensure that adopted technologies are functional, efficient, and intuitive.
- Participate in the delivery of library user services from physical and/or virtual service points.
- Represent Western Libraries at campus events and professional meetings and conferences.

Qualifications and Experience:**Required:**

- 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.
- Familiarity with UX principles, methodologies, and best practices.
- Experience in UX design, ideally in an academic setting.
- Proficiency in conducting user research, including usability testing, surveys, and interviews.
- Experience applying user-centered design principles to improve user interactions, experiences.
- Knowledge of information architecture, usability testing, and user research techniques.
- Understanding of web design principles and technologies.
- Experience with qualitative, quantitative methods and tools such as SPSS, Qualtrics, and Excel.
- Experience with library assessment practices.
- Knowledge of IDEA-ID in universities and libraries; experience working with equity-deserving library users (i.e., individuals, groups, or communities) and with allies and campus partners.
- Excellent communication and organizational skills, including project management.
- Ability to set priorities, manage competing deadlines, and balance multiple projects and responsibilities simultaneously.

Environment

Western Libraries, one of Canada's leading research 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. Our Strategic Plan 2022-2028, [Forward Together](#), aligns with the University's strategic plan, [Towards Western at 150](#), which has three main themes: Greater Impact; People, Community, and Culture; and Western's Place in the World.

Western 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 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. Librarians and Archivists have responsibilities related to Professional Practice, Academic Activity, and Service to the academy and profession. 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 2024/25 annual salary floor for each rank is as follows: General Librarian - \$65,405; Assistant Librarian - \$71,981; Associate Librarian - \$83,340; Senior Librarian - \$100,077. Western offers a comprehensive benefit package including, but not limited to, extended health, dental, vision and pension.

Learn more about [Western University](#)

Learn more about [Western Libraries](#)

Learn more about the [Librarians and Archivists Collective Agreement](#)

Learn more about the [University of Western Ontario Faculty Association](#)

Application Procedures

Applicants are required to submit a covering letter, a curriculum vitae, and the names and contact information for three professional references, by **September 5th, 2024** to:

Office of the Vice-Provost & Chief Librarian
Western University
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 **# TermUXLibrarian2024**

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

Business Address

Western University, 1151 Richmond Street N., London, ON N6A 5B8

Positions are subject to budget approval. Applicants should have fluent 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 peoples, 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

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