



**Western University
Term Appointment
User Experience Librarian, Assessment**

Western Libraries invites applications for a 2-year Term Appointment as a User Experience Librarian, Assessment, starting July 1, 2024. Reporting to the Head, User Experience & User Services, the successful candidate will work as part of the User Experience and Student Engagement unit.

The User Experience Librarian, Assessment coordinates and provides leadership for Western Libraries' assessment strategy and activities. The successful candidate will coordinate and provide expertise in the development of an assessment program to demonstrate Western Libraries' impact and value to the university's research, teaching and learning mission and to improve the overall Western community user experience with Western Libraries.

Working with leaders, service managers, and colleagues from across Western Libraries, the incumbent will be responsible for the collaborative development of key performance measures and assessment strategies for the libraries' services, programming, and collections, as well as, for the user experience of the physical and online library. Equity, diversity, inclusion, accessibility, Indigenization and decolonization (EDIA-ID) are key drivers and values of Western Libraries and Western University. These values are central to the assessment strategy and the user experience and to the commitment to build a sense of belonging on campus.

The incumbent will be an effective communicator and facilitator, developing and maintaining relationships with Western Libraries' stakeholders and campus partners to identify and prioritize needs and opportunities. The User Experience Librarian, Assessment will also participate in the delivery of user services for direct experience and regular engagement with users.

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, coordinate and conduct assessments and user experience research using various techniques, including qualitative and quantitative studies, to alter existing services or create new services based on the research. Represent Western Libraries at campus events, professional meetings, and conferences.
- Build relationships and collaborate with various library and university departments, faculty, and other stakeholders to gather information and insights for assessment purposes.
- Coordinate projects, demonstrating effective project management skills to plan and execute assessment initiatives within established timelines.
- Participate in the planning, implementation and promotion of user services and user experience programs.
- Analyse, present and communicate library data to stakeholders.

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.
- Expertise in library assessment practices.
- Experience with qualitative and quantitative methods and tools such as SPSS, Qualtrics, NVivo and Excel.
- Excellent communication and organizational skills including project management.
- Ability to set priorities, manage competing deadlines, and balance multiple projects and responsibilities simultaneously.
- Knowledge of EDIA-ID in universities and libraries and experience working with equity-deserving users including individuals, student groups or communities, and, with other allies and campus partners.

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 2023/24 annual salary floor for each rank is as follows: General Librarian - \$62,255; Assistant Librarian - \$68,515; Associate Librarian - \$79,326; Senior Librarian - \$95,257. 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 **March 22, 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 **#UXTerm2024**

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

Posted on Faculty Relations website February 22, 2024.