Nature of Work

Under the direction of the Associate Dean, Research and Academic Services, the User Experience (UX) and Assessment Librarian works across all divisions to coordinate the Libraries’ efforts to assess and improve the experience of all users. The incumbent’s duties will include participating in collaborative UX-based design of programs and services, training of library staff and faculty in UX methods, and direct assessment and improvement of user interactions with library interfaces, resources, spaces, and services. The UX and Assessment Librarian will cultivate relationships with the Libraries’ various user communities, and use information gathered from these relationships, as well as data gathered from Library systems and from other means, to help colleagues identify, evaluate, and prioritize users’ needs across the Libraries. The UX and Assessment Librarian will initiate and implement programming, activities, and projects designed to improve the overall user experience of the Libraries, using universal design principles and with the goal of developing seamless and effective interactions.

As a member of the library faculty, the incumbent has an obligation to remain professionally informed and acquire new skills, knowledge, and competencies needed to improve work processes, and to share and engage in training appropriate colleagues. The incumbent is encouraged to attend professional development offerings in the areas related to assigned responsibilities and engage in service and scholarship opportunities as appropriate.
**Duties and Responsibilities**

Design and conduct qualitative and quantitative user needs/usability studies utilizing various methods; Collaborate with various groups and individuals within and outside the Libraries to analyze Libraries services and spaces and provide input for user-centered enhancement and user assessment processes. (45%)

Project Management: Coordinate library-wide efforts to design a consistent user experience across physical and online platforms; Take a lead role in collaborations with RAS unit leaders, web developers, and other stakeholders in iterative design and testing activities; Direct the analysis and assessment of the effectiveness of services, spaces, and technologies. (35%)

Maintain knowledge of emerging trends and issues related to user-centered design, the development of digital library interface capabilities, website enhancements, and relevant user experience assessment methods, and incorporate this knowledge into UX-related training for library staff and faculty. (10%)

Library Service, University Service, and Professional Development. Serves on library and University committees, task forces, and interdepartmental groups as needed. Contributes to the advancement of the Libraries’ mission and strategic directions and to the profession through professional development, which may include service on local and national committees, attendance at conferences, writing papers and articles for refereed and non-refereed publications, and making presentations at regional and national meetings. Contributes to the University’s and Libraries’ goals regarding equity and inclusion. (10%)

**Physical Demands:** Normal office environment and use of computer.

**Supervisory Responsibilities:** None

**Qualifications and Experience**

**Education**

Required
Master’s degree in library science from a graduate program accredited by the American Library Association or similar credentials.
Preferred

Advanced training or coursework in research methodologies and statistical analysis, including survey design and ethnographic methods.

Experience

Required

One year of experience in UX-based design and assessment techniques and in leading improvements to library resources, programs, and spaces. Requires knowledge of universal design principles, assessment methods, website design, development, implementation, standards, and accessibility/usability guidelines and knowledge of common web usability testing techniques. Excellent interpersonal skills including the ability to communicate clearly, both orally and in writing. Ability to work both independently and collaboratively in a congenial team environment and to interact effectively with a broad variety of staff across the Libraries.

Preferred

Two years of relevant professional experience. Demonstrated success applying user experience methodologies such as focus groups and ethnographic research. Familiarity with web content management systems, APIs, and/or web analytics. Knowledge of interaction design, user interface design, and/or graphic design. Familiarity with various software tools used for conducting usability testing and analysis.

FACULTY REQUIREMENTS

This position is appointed to Library Faculty Ranks as established by the University System of Maryland Board of Regents. Rank at appointment is based on the successful applicant’s experience and relevant credentials. Library Faculty at the University of Maryland must demonstrate accomplishments and/or evidence of potential for future accomplishments in three areas: 1) librarianship, which includes the assigned area(s) of responsibility and professional development; 2) service, which includes participation in library, university, local, and national committees and professional organizations beyond the assigned area(s) of responsibility; and 3) research, scholarship, and/or creative activities, which includes self-directed inquiry and results dissemination to advance the state of the profession. Library faculty who are successful in meeting these criteria are awarded continuous employment in the form of Permanent Status. For additional information on faculty status at the University of Maryland Libraries, consult: http://www.president.umd.edu/policies/2014-ii-100b.html.