

Professional Position Posting

Head, Assessment and User Experience

Department:	Assessment and User Experience
Salary:	Commensurate with qualifications and experience
Position Availability:	Immediately

Position Summary

The Head of Assessment and User Experience leads the LITS Libraries' efforts in managing and expanding the programs, activities, and projects designed to assess the work of the libraries and improve the experience of library users. The Head reports to the Director of the Research, Engagement, and Scholarly Communications Division (RESC), and will manage 3 team members. The newly formed Assessment and User Experience team includes the LITS Assessment Coordinator supporting library, university, and accreditation reporting, a librarian supporting emerging technologies and an expanded role in user experience, and a librarian coordinating assessment and usability for the RESC division. The successful candidate will:

- Lead the collaborate efforts to create an organizational culture which supports assessment and user-centered design in order to make incremental and data-driven improvements in library services, both online and in person, and improve the user experience with library spaces and collections.
- Lead the team and the organization to collect and utilize qualitative and quantitative library data to determine next steps in assessment activities and to prioritize user needs.
- Plan and coach library colleagues on implementing user experience activities in the library, such as observations, surveys, interviews, card sorting, and focus groups.

Essential Responsibilities & Duties

- A. Assessment and User Experience
1. Lead a team and collaborate with colleagues to plan, develop, implement, promote, and assess library services and use the assessment results to prioritize user experience studies in order to improve services for library users, both online and in the libraries.
 2. Manage user experience projects, determining project teams, scope, parameters, timelines, and monitors deliverables to ensure outcomes.
 3. Coordinate the creation and maintenance of content for the university libraries website following the established mission of the website, content governance model, and voice and tone style guides. Work collaboratively with content owners and Library Technology and Digital Strategies on revisions and improvements to the Libraries websites based on user-centered design principles.
 4. Work collaboratively to assess user satisfaction with print and online library collections and improve the user experience when finding, accessing, and using library collections, and to provide data to guide collection decisions. Potential collaborators include LITS Libraries (Woodruff Health Sciences Center Library and Oxford College Library), and libraries/divisions within the University Libraries (Access and Resource Services, Library Technology and Digital Strategies,

Rose Library, and Gouizeta Business Library) and other members of the RESC division, such as collection management.

5. Support user-centered design for user spaces, particularly as relates to Master Space Planning.
6. Assess student success by collaborating with subject and instruction librarians and the instructional designers in Academic Technology Services who manage Canvas, the learning management system.
7. Lead the Assessment Integration Group, which coordinates assessment activities across the libraries.
8. Coordinate the assessment and user experience activities of the Research, Engagement, and Scholarly Communications division.
9. Responsible for ensuring proper reporting on statistics on library collections, expenditures, facilities, and services to external organizations (e.g. ARL, ACRL, IPEDS, ASERL). Analyzes activities and statistics and tracks institutional trends to facilitate comparison to national trends.
10. Collaborate with Campus and Community Relations to incorporate appropriate data into library publications and other communication channels.
11. Plan and implement training and professional development opportunities for librarians on methods of assessment and user-centered design, including creating and maintaining assessment and user experience tools, aids, guides, webpages, and tutorials as needed.
12. Perform other duties related to assessment and user experience as needed to accomplish the goals of the department, division, and library.
13. Work closely with other library staff in areas of assigned responsibility and participates in library-wide and university-wide initiatives as appropriate.

B. Managerial Responsibilities

1. Serves as the department head for Assessment and User Experience with programmatic responsibility for functional areas and direct supervision of 2 FTE librarians, 1 FTE paraprofessional staff member, and student(s).
2. Serves as a member of the leadership team within the Research, Engagement, and Scholarly Communications Division.
3. Works with direct reports to coordinate recruitment, hiring, orientation, training, supervision, and evaluation of staff and student employees. Coaches, mentors, and counsels both direct and indirect reports in order to develop staff in a positive and proactive manner ensuring individuals have opportunities to develop broad knowledge of library operations and services as well specialized skills. Works with LITS HR staff to develop specific training for staff based on need and participates in succession planning and management initiatives as appropriate.
4. Responsible for developing and maintaining up-to-date librarian position responsibilities statements and library staff job descriptions for staff within department. Reviews requests for new positions and reclassifications and submits to University Librarian for consideration. Works with LITS HR staff to facilitate reclassifications.
5. Conducts annual performance evaluations for direct reports and oversees annual process within the department/unit ensuring that annual evaluations are conducted in a timely manner and submitted on time in accordance with campus and library policy.
6. Establishes and maintains communication with department/unit staff to facilitate the work of the library and ensure library staff is informed of library activities and initiatives.

C. Professional Responsibilities

1. Participates in professional and scholarly associations and organizations including maintaining membership and/or accreditation; attending meetings, conferences, and workshops; and serving in appointed or elected positions.
2. Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology.

3. Adheres to guidelines outlined in the *Handbook Governing the Librarian series for Faculty-Equivalent Librarians* to ensure appointment, appointment renewal and promotion-in-rank
4. Participates in library and campus committees as appropriate for service purposes.

Required Qualifications

- ALA-accredited master's degree in Library and Information Science or equivalent education and library experience.
- Experience and demonstrated skill in supervision, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and taking disciplinary action as necessary. Ability to be proactive, flexible, and collaborative as a supervisor in order to accomplish departmental, library, and institutional goals.
- Demonstrated knowledge and experience with assessment of library services and resources.
- Demonstrated knowledge and experience with various methods to assess user needs, such as observations, surveys, interviews, card sorting, and focus groups.
- Commitment to user-centered library services.
- Demonstrated experience coordinating either an assessment or user experience program.
- Strong understanding of the key issues and trends in library services and spaces.
- Evidence of excellent communication, public speaking, teaching, writing, and analytical skills.
- Demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty, staff, and student population.
- Demonstrated willingness to respond to new opportunities with initiative, creative energy, and leadership.
- Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.

Preferred Qualifications

- Practical knowledge of reporting requirements for IPEDS, ARL, ACRL or other external organization.
- Advanced degree in subject discipline.
- Project management experience.
- Demonstrated interest in space design to improve the user experience.
- Demonstrated awareness of library assessment issues and trends.
- Experience using Tableau for data analysis and visualization.

Application Procedures

Interested candidates should review the applications requirements and apply online at <https://faculty-emory.icims.com/jobs/26473/job>

Requisition/Job Posting #26473

Applications may be submitted as Word or PDF attachments and must include:

- 1) Cover letter of application describing qualifications and experience;
- 2) Current resume/vita detailing education and relevant experience; and

3) On a separate document list the names, email addresses, and telephone numbers of 3 professional references including a current or previous supervisor.

Candidates applying by October 19, 2018 will receive priority consideration. Review of applications will continue until the position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

Diversity Statement

Emory Libraries recognize diversity, equity, and inclusion as core values integral to achieving our mission to enrich the quality of life and advance intellectual discovery by connecting people of diverse backgrounds and experiences. We champion an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and diverse recruitment and retention. We offer exhibits, collections, programming, and research assistance that speaks to the rich needs and identities of patrons from the Emory community and beyond. We encompass opportunities that strengthen these values. We invite you to bring your true self to the library and feel welcomed when you arrive.

General Information

Professional librarians at Emory Libraries are 12-month faculty-equivalent positions evaluated annually with assigned ranks renewable for 3 or 5 years based on experience and background. Appropriate professional leave and funding is provided. Depending on educational credentials and position, librarians may be considered for a shared/dual appointment between the library and academic department as a faculty member.

Librarian appointees at Emory generally have educational credentials and professional backgrounds with academic library experience and/or disciplinary knowledge and demonstrate a commitment to continuous learning, professional engagement and involvement, research and scholarship, creativity, innovation, and flexibility. Such backgrounds will normally include a graduate degree from an ALA-accredited library and information science program AND/OR a discipline-specific master's OR doctoral degree. In addition to professional competence and service within the library in the primary job assignment, advancement and/or appointment renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to <http://www.hr.emory.edu/eu/benefits/>.

Description of Institution and Library

Emory University is internationally recognized for its outstanding liberal arts college, superb professional schools, and one of the South's leading health care systems. Emory's beautiful, leafy main campus is located in Atlanta's historic Druid Hills suburb and is home to 7,839 undergraduates and 7,216 graduate and professional students. As the second largest private employer in Atlanta, Emory University and Emory Healthcare have a combined workforce of approximately 29,931 and an annual operating budget of \$4.8 billion. Emory University received \$574.6 million in research funding in 2016.

Ranked among the top 20 Association of Research Libraries (ARL) in North America, Emory University Libraries in Atlanta and Oxford, Georgia are an intellectual commons for Emory University. Comprised of 10 libraries, Emory's collections include more than 4.4 million volumes, 156,766 plus electronic journals, 943,697 electronic books, and internationally renowned special collections. The Stuart A. Rose Manuscript, Archives, and Rare Books Library is home to more than 250,000 rare books and over 17,000 linear feet of

manuscript material. Rose Library's collections span more than 800 years of history, with particular depth in modern literature, African-American history and culture, and the history of Georgia and the South.

Emory Libraries staff, including student workers, number approximately 349 with an overall library budget of approximately \$45 million. Emory University Libraries is a member of the Association of Research Libraries (ARL), the Association of College and Research Libraries (ACRL), the Atlanta Regional Council for Higher Education (ARCHE), the Coalition for Networked Information (CNI), the Center for Research Libraries (CRL), the Council on Library and Information Resources (CLIR), the Digital Library Federation (DLF), International Federation of Library Associations and Institutions (IFLA), and the Scholarly Publishing & Academic Resources Coalition (SPARC) as well as regional associations including the Association of Southeastern Research Libraries (ASERL), Georgia Library Learning Online (GALILEO), and the GETSM Consortium (a consortium of the University of Georgia, Emory, Georgia Tech, Georgia State University, and Georgia Regents University).

The Emory University Libraries include the Robert W. Woodruff Library, which is also home to the Goizueta Business Library, the Heilbrun Music and Media Library, and the Stuart A. Rose Manuscript, Archives, and Rare Book Library. Other campus libraries, include the Science Commons, the Library Service Center operated in collaboration with the Georgia Institute of Technology, the Woodruff Health Sciences Library, the Pitts Theology Library, the Hugh F. MacMillan Law Library, and the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta.

– July 2017

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