

Job Description

Job Title:	Library Associate, E-learning and User Experience Assessment
Department:	Library
Reports To:	Liaison Librarian
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	May 2015

Primary Purpose

As a member of Library Information Services and Resources departments (ISR), the Library Associate, E-learning and User Experience Assessment, contributes to the success of both departments by leading the management of e-learning practices and technologies, and user experience assessment. In addition, this position develops ISR specific promotional initiatives related to instruction, reference and the Library's collections. The incumbent also provides information services and instruction support and participates in the cooperative efforts of the department and the Library such as committee work and special projects.

Many duties of this position are for both ISR departments, and can be library-wide at times.

The position reports to a librarian within Porter ISR. When assisting with a specific project, the incumbent works under the direction of the librarian responsible for the project. The incumbent leads projects related to e-learning, user assessment or promotion.

Key Accountabilities

As a Library Associate and member of Information Services and Resources the incumbent:

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community
- Supports Information Services and Resources with consulting the campus community to develop, implement, coordinate, and review initiatives/services/resources that support teaching, learning and research
- Promotes the use of Library services and resources to the campus community
- Supports library instruction generally and in areas related to expertise
- Remains current and conversant with trends and practices within the Library and campus community related to areas of responsibility:
 - Maintaining general awareness of trends and developments in e-learning technology, Library website maintenance guidelines, user experience assessment, and promotion
- Participates in Library committees and groups, and fosters collaboration, information sharing, partnerships between departments
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

Serves as the departmental e-learning module developer and implementation lead:

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community

Job Description



- Supports Information Services and Resources with consulting the campus community to develop, implement, coordinate, and review initiatives/services/resources that support teaching, learning and research
- Promotes the use of Library services and resources to the campus community
- Supports library instruction generally and in areas related to expertise
- Remains current and conversant with trends and practices within the Library and campus community related to areas of responsibility:
- Maintaining general awareness of trends and developments in e-learning technology, Library website maintenance guidelines, user experience assessment, and promotion
- Participates in Library committees and groups, and fosters collaboration, information sharing, partnerships between departments
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

Provides user experience assessment:

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community
- Supports Information Services and Resources with consulting the campus community to develop, implement, coordinate, and review initiatives/services/resources that support teaching, learning and research
- Promotes the use of Library services and resources to the campus community
- Supports library instruction generally and in areas related to expertise
- Remains current and conversant with trends and practices within the Library and campus community related to areas of responsibility:
- Maintaining general awareness of trends and developments in e-learning technology, Library website maintenance guidelines, user experience assessment, and promotion
- Participates in Library committees and groups, and fosters collaboration, information sharing, partnerships between departments
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

Provides information services and research assistance:

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community
- Supports Information Services and Resources with consulting the campus community to develop, implement, coordinate, and review initiatives/services/resources that support teaching, learning and research
- Promotes the use of Library services and resources to the campus community
- Supports library instruction generally and in areas related to expertise
- Remains current and conversant with trends and practices within the Library and campus community related to areas of responsibility:
- Maintaining general awareness of trends and developments in e-learning technology, Library website maintenance guidelines, user experience assessment, and promotion
- Participates in Library committees and groups, and fosters collaboration, information sharing, partnerships between departments
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

Job Description



Provides library instructional support to Librarians within the Department and through general Library Instruction efforts:

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community
- Supports Information Services and Resources with consulting the campus community to develop, implement, coordinate, and review initiatives/services/resources that support teaching, learning and research
- Promotes the use of Library services and resources to the campus community
- Supports library instruction generally and in areas related to expertise
- Remains current and conversant with trends and practices within the Library and campus community related to areas of responsibility:
- Maintaining general awareness of trends and developments in e-learning technology, Library website maintenance guidelines, user experience assessment, and promotion
- Participates in Library committees and groups, and fosters collaboration, information sharing, partnerships between departments
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

Develops, designs and delivers ISR promotional strategies and materials in consultation with ISR librarians, department head(s) and various committees:

- Produces ISR print subject guides, wayfinding tools and other support guides
- Develops, designs and delivers ISR displays
- Develops, designs and delivers ISR promotional campaigns focusing on instruction, reference and collections using technologies such as Info desk Digital Picture Frame and LCD screens and working in collaboration with Signage Committee and Communication team
- Ensures AODA compliance for all formats and activities
- In carrying out these responsibilities, the incumbent works closely with other library staff, particularly those in Communications team, Circulation Services, and the Signage Committee

Participates in the general success of the Department:

- Participates in working groups and special projects as required
- Participates in the testing and adoption of new service delivery platforms

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completion of a Bachelor's degree

Experience

- Experience with online text-based, audio-visual and multimedia module development and instruction: technical aspects, software, library best practices, and accessibility requirements
- Experience with online user needs assessment and usability testing and associated tools
- Experience with website maintenance and content development best practices

Knowledge/Skills/Abilities

- Demonstrated commitment to excellence in customer service
- Strong communications skills (oral and written) and interpersonal skills
- Demonstrated ability to develop constructive working relationships with a range of individuals and groups
- Demonstrated ability to analyze data and synthesize recommendations
- Proven ability to work in a busy environment with deadlines, interruptions, and changing priorities
- Ability to manage multiple and simultaneous projects and multiple deadlines
- Knowledge of e-learning methods, principles & practices
- Excellent organizational, analytical and problem-solving skills
- Proven self-starter with demonstrated commitment to innovation, creativity, and excellence
- Demonstrated ability to independently, as well as collaboratively, plan, coordinate, implement and assess effective online services
- Technical:
 - Intermediate MS Word, Excel, PowerPoint
 - SharePoint, Web publishing (basic), LEARN and LibGuides (or similar tools), usability testing technologies

Nature and Scope

- **Contacts:** Internally, communicates with all departmental and information services delivery staff. Externally, this position has significant contact with students, faculty and staff through the provision of quality customer service. Works with Library Technology and Facility Services and ITMS to resolve technical problems with the audio-visual technology related problems. Works with Circulation to support the knowledge base FAQ and with the Signage Committee and Communications on promotional activities.
- **Level of Responsibility:** This position works with minimal supervision and has no direct reports. It provides assistance, technical support and training to co-workers for the departmental audio-visual technologies, is communication point person between ISR and Signage committee, communications team and ITMS. Participation and some leadership required for user experience assessment. This person is also responsible for AODA compliance in their activities related online instruction and support, and promotion.
- **Decision-Making Authority:** Responsible for problem-solving daily issues as related to responsibilities. Works with manager and others to solve larger problems.
- **Physical and Sensory Demands:** Minimal demands typical of a public service position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a public services position.