Assessment and Usability Coordinator

The Loyola • Notre Dame Library seeks a dynamic, innovative, and experienced individual to join our Research & Instruction team for 24 months. The Assessment and Usability Coordinator will provide leadership to coordinate assessment and usability activities within the library.

The successful candidate will communicate effectively and work collaboratively with other units in the library to recommend and implement assessment and usability strategies, playing a key role in demonstrating the value of the library and shaping library policies and decisions based on sound assessment practices to highlight and raise the profile of the library’s collections, services, and facilities.

Responsibilities:

Work closely with the library administration to plan and develop a user focused assessment and usability plan that will inform decision making and enhance services by:

- Promoting a culture of assessment and continuous improvement through data-informed decision making;
- Coordinating the reporting of LNDL’s data to internal and external partners;
- Designing and conducting usability studies as needed;
- Working with constituency groups across both campuses by exploring ways to respond to user needs and enhance library services;
- Providing consultation, training, and documentation to support library staff as they gather, process, analyze, manage, and report data related to library resources and services;
- Providing library research instruction to on-campus and off-site students both in-person and online;
- Participating in other departmental and library-wide initiatives.

Required Qualifications:

- ALA-accredited Master’s in Library/Information Science, Social Sciences or other related field where the combination of education, training and experience will yield comparable skills;
- 2+ years of experience in an academic setting within the last five years;
- Demonstrated knowledge of library assessment trends;
- Demonstrated instruction experience;
- Demonstrated effective oral, written, and interpersonal communication skills;
- Demonstrated effective project management and analytical skills;
- Ability to work creatively and effectively both individually and collaboratively;
- Ability to thrive in a changing work environment and demonstrated commitment to professional development.

Preferred Qualifications:

- Working knowledge of Tableau or other statistical software applications used for analyzing qualitative and quantitative data;
- Experience designing assessment projects, defining research questions, documenting and analyzing data and providing recommendations for improvement;
- Ability to present complicated information in easily comprehensible formats, e.g., data visualization, appropriate use of charts, etc.;
Preferred Qualifications Continued:

- Graduate level coursework in research design and assessment;
- Knowledge of multiple formats for representing data such as XML or JSON.

About the Library:

The **Loyola • Notre Dame Library**, located in a residential area of northern Baltimore City, serves two universities: Loyola University Maryland and Notre Dame of Maryland University. **Loyola University Maryland**, a member of the Association of Jesuit Colleges and Universities, is recognized for excellence in teaching and learning while **Notre Dame of Maryland University** is a leader in the education of women and non-traditional students. The Library serves a total population of 7,448 FTE that includes 5,540 FTE at Loyola and 1,908 FTE at Notre Dame.

The Library offers an excellent benefit package that includes medical, access to dental, life, and disability insurance, as well as TIAA-CREF retirement. Successful candidates will be subject to a pre-employment background check.

The Loyola • Notre Dame Library is an equal opportunity employer, and does not discriminate on the basis of race, color, national and ethnic origin, religion, sex, sexual orientation, disability, or age.

**Application Procedures:** Review of applications will begin immediately and the position will remain open until filled. Please submit electronically a resume, cover letter, and a list of three (3) work-related references with "Assessment and Usability Coordinator" in the subject line to Lorena Dion, Administrative Operations Coordinator: lidion@loyola.edu
Reference Services Staffing Models Report
Loyola Notre Dame Library Research & Instruction Department
Beth Layton, Jennie Ray, Cat Staley, and Kristina Wagner

To prepare this report, the Research & Instruction Department researched reference staffing models, reviewed existing LNDL data, and analyzed a survey of practices at peer libraries and consortial partners.

Suggested Pilot Reference Staffing Model

- **Spring 2018**: Librarians will be on-call with students supporting in-person and online staffing beginning March 5, 2018
  - Consider directly hiring students for staffing during peak in-person research question hours (Sun-Th 12:00 – 4:00pm)
  - Librarians will train students for the first 7 weeks of the semester in coordination with the Access Services Librarian
  - During training period, librarians will continue to staff at the desk
  - After training period, on March 5, 2018, librarians will move to an on-call model with students referring questions as needed
  - Part-time reference librarians will work in the on-call space during regular business hours if traffic is low. This will allow time for more project-based work, such as the weeding project and assignment grading
  - Each full-time reference librarian should have at least 1-2 hours of desk time per week to
    - provide time for assessment of students, identify training opportunities, inform teaching and information/digital literacy planning, and inform faculty outreach
  - Develop and implement marketing strategies for promoting research consultation services
  - Develop statistics form to document activity when determining future staffing needs and training needs
  - Assess student training and user satisfaction with the service

- **Summer 2018**: Librarians will be fully on-call with Access Services staff supporting in-person staffing
  - Librarians will be available M-Th 9:00am-5:30pm and Friday 9:00am-5:00pm only
    - Data last 3 years show that there is little reference activity, especially after 6 and on weekends
    - We will monitor after hours/weekend chat traffic and referrals by Access Services to chat service

Additional Actions

- Outfit a space near the desk, with a computer and privacy, for on-call reference librarian and part-time librarians
  - Ideal for consultations
  - Optimizes librarians’ productivity when not answering questions at the desk
  - The current “consultations computer” can be moved into this new space.

- Monitor effect on chat traffic of new (potentially research-intensive) online programs and new website with more prominent chat feature and design on-call schedule accordingly

- Write ARL mission statements to ensure consistency of customer service and reference and research policies and procedures

- Develop desk structural modification recommendations based on staff feedback and desk staffing model proposal

Appendices

- A literature review
- Survey data from strategically selected academic libraries
- LNDL reference and consultation data from the past three years

Last revised 12/13/17 by B. Layton, J. Ray, C. Staley, and K. Wagner
Question Type by Day and Hour
FY15 - Present

Research and Research Extended Questions
Summer 2015-2017

Reference Questions Answered by R&I
2010-11 – 2016-17

Last revised 12/13/17 by B. Layton, J. Ray, C. Staley, and K. Wagner