

User Experience and Information Desk Manager, Abbott
Library
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=223028>

Downloaded On: Jun. 30, 2024 11:29am

Posted Oct. 6, 2023, set to expire Aug. 4, 2024

Job Title	User Experience and Information Desk Manager, Abbott Library
Department	Research, Collections & Outreach
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	Oct. 6, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Library Institutional Advancement
Job Website	https://www.ubjobs.buffalo.edu/postings/45692
Apply By Email	
Job Description	

Position Summary

As the **User Experience and Information Desk Manager** for the [Abbott Library](#), you will play a critical role in ensuring the library meets the diverse needs of the University community and provides the resources and services needed for research, learning and teaching.

Your primary responsibilities will include:

- Fostering and promoting user engagement with library services, employing principles of data-driven, user-centered design to evaluate and improve existing services and

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researching new initiatives that effectively meet the needs of students and staff across the University.

- Participating in library assessment activities, including the collection and analysis of statistical data related to user experiences in the use of collections, services, and facilities.
- Overseeing the staffing, scheduling and delivery of services at the Library Information Desk in Abbott Library.
- Recruiting, managing, and developing student assistants with a focus on job satisfaction, engagement, and retention.
- Assisting patrons with locating library materials, basic reference questions, circulation of library materials and equipment, questions related to library accounts, user requests, and all other services.
- Monitoring user behavior within the library and working closely and consultatively with UB Police, the Libraries' Facilities Planning and Management Office, Accessibility Resources, and the UBIT Help Desk to ensure optimal user services and building access.
- Managing the temporary services budget, ensuring fiscal responsibility of expenditures related to the User Experience unit's activities.

We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The library serves an increasingly diverse constituency of patrons, and our employees, services, collections, and policies should honor and reflect this diversity. We encourage candidates who thrive in a welcoming multicultural environment to apply.

Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our [benefit packages](#).

About the University Libraries

SUNY's largest academic research library offers an outstanding array of information resources, technologies, services, and people to support academic achievement. The Libraries play a vital role in the academic success of our students, the teaching and research of our faculty, and the intellectual pursuits of our alumni and community members. Our broad selection of digital and print resources, innovative services, and expert staff support scholarly and creative achievements in new and exciting ways.

About the University at Buffalo

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The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- A bachelor's degree with two years of experience working in a library and coordinating the work and activities of others. A combination of education and experience may be considered in lieu of the education requirement.
- Familiarity with the needs of library users and the function of a library service desk.
- Excellent customer service skills including the ability to engage, interact and communicate with patience, clarity, tact, and courtesy.
- Demonstrated awareness of the challenges and opportunities for justice, diversity, inclusion, equity and access in staffing, services, collections, and physical spaces within the libraries, the university, and in higher education.
- Demonstrated ability to analyze data and prepare reports. The incumbent must be able to organize, run, assimilate, and disseminate data requests for numerous applications.
- Proven analytical skills and the ability to solve problems by finding solutions that are steered by existing guidelines, policies, and procedures.
- Proven ability to work independently and manage priorities without day-to-day supervision.

Preferred Qualifications

- A master's degree in library and information science from an ALA-accredited institution.
- Previous experience supervising student employees.
- Understanding of user-centered design practices and principles.
- Experience designing and conducting research using methods such as in-person surveys, interviews, and journey mapping.
- General understanding of the mission and functions of a research library and the information needs of academic users.



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Contact Information

Please reference Academickeys in your cover letter when
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Contact

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