

User Engagement Librarian - Tisch Library Tufts University

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Posted May 6, 2025, set to expire Dec. 31, 2025

Job Title	User Engagement Librarian - Tisch Library
Department	Tisch Library
Institution	Tufts University Medford, Massachusetts
Date Posted	May 6, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Library
Job Website	https://jobs.tufts.edu/jobs/21444?lang=en-us&iis=Job+Board&iisn=AcademicKeys

Apply By Email

Job Description

Overview

Tufts University's Tisch Library seeks an innovative, flexible, and collaborative colleague to join us in the role of User Engagement Librarian.

The User Experience and Student Success Department leads Tisch Library in building expertise in user experience enhancement and usability, online learning, first-year instruction, and outreach to historically underrepresented groups.

What You'll Do

The User Engagement Librarian applies student-centered, universal design principles to library content in a team-based work environment dedicated to developing a seamless user experience. This position develops and leverages robust knowledge of the evolving user experiences of the Tufts community to improve the Tisch Library website, develop outreach and promotional materials, conduct user research, collaborate with other library departments, and provide instructional support.

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A successful candidate will:

- Collaborate with Research and Learning, Access Services, and Library Technology Services colleagues to develop user-centered library systems and services.
- Coordinate initiatives to maintain and improve the Tisch Library website, including website interaction with key products such as Primo and LibGuides.
- Help conduct user research, recommend appropriate methods, and use findings to suggest actionable recommendations to enhance and develop innovative services and library engagement.
- Leverage understanding of user behavior to coordinate and contribute to the design of outreach and promotional materials, social media, and signage, and wayfinding in the building.
- Participate in planning and assessing online and face-to-face services to address barriers that limit access to library services, collections, programs, and spaces.
- Serve as a liaison to assigned academic departments, participate in the first-year instruction program, lead information literacy instruction sessions, and provide research consultations.

This full-time, full-year position is [hybrid](#) and includes work that can be done remotely as well as work that must be done on-site (e.g., classroom instruction and other programming, training, and collaboration).

The search committee will begin reviewing applications on March 28, 2025. Applications should include a cover letter.

What We're Looking For

Basic Requirements:

- Knowledge and skills typically acquired through a Master's degree in Library/Information Science from an ALA-accredited program, or international equivalent
- At least 2 years' experience in a related professional role in an academic library or public service environment.
- Strong commitment to outstanding public service. Desire to learn user needs, recommend solutions to continuously improve library service, and create a compelling, holistic, and inclusive user experience of the library
- Experience with and enthusiasm for learning focused on creative approaches to user research and assessment, including developing data gathering and analysis skills
- Successful experience coordinating a complex project or service with multiple stakeholders
- Experience with web analytics and/or survey management systems
- Ability to thrive in a collaborative environment as well as take initiative on independent projects

Preferred Qualifications:

- Experience implementing user study recommendations
- Experience teaching in an academic library or higher education setting
- Experience with, or coursework in, the principles of design thinking
- Successful social media outreach experience

Pay Range

Minimum \$64,550.00, Midpoint \$80,700.00, Maximum \$96,850.00

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Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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