

**1. Job Details:**

<b>Job Title:</b>	Senior User Experience Specialist	<b>Reports to:</b>	Outreach and Community Engagement Manager
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**2. Job Purpose:**

Lead and manage a continuous, data-driven, user experience assessment and improvement process.

**3. Job Dimensions:** Key facts and figures which give an indication of the scope and scale of the job.

<b>Annual Operating Budget/Project Budget/Sales Revenue:</b>	n/a				
<b>Number of Staff Supervised:</b>	0	<b>Direct Reports:</b>	0	<b>Contractor/Others:</b>	0

**4. Key Result Areas:**

KEY RESULT AREAS
<ul style="list-style-type: none"><li>➤ Plan the process of assessing library effectiveness and user needs through qualitative &amp; quantitative research and outcome-based evaluation, and create interpretive reports &amp; recommendations based on research results</li><li>➤ Select research methodologies to obtain information about user behavior, expectations, and personal, social, and cognitive development to guide the development of effective library services</li><li>➤ Engage with library users through formal and informal channels to determine user needs, behaviors, attitudes, etc.; conduct usability studies, focus groups, surveys, interviews, and observations to inform current and future library services and to support evidence-based decision making</li><li>➤ Analyze research findings to guide the development of Library services</li><li>➤ Report on Library activities, programs and services and recommend best practices on common user experience activities to policy-making bodies in the library</li><li>➤ Lead the design and implementation of an Annual General Services Survey to obtain information about the extent of customers' expectations for future services to inform Library planning</li><li>➤ Collect KPI data from departmental focal points, summarize, interpret and report on results to management for use in decision making</li><li>➤ Develop print and virtual resources for collection of Library user feedback</li><li>➤ Help staff design displays &amp; creative learning spaces, and create &amp; implement effective programs</li><li>➤ Build core institutional knowledge of best practices for use by departments</li><li>➤ Maintain regular interaction with faculty, researchers, students and the general public to determine user needs</li><li>➤ Provide training to Library staff in areas of expertise</li><li>➤ Keep abreast of developments, trends and issues in all areas of public services and the Library in order to integrate current research and best practices and recommend service improvements to improve the user experience</li><li>➤ Serve on designated committees</li><li>➤ Serve as a resource to library staff and the broader professional community in Qatar regarding the needs of library users for programs, services and learning spaces that have a positive impact on user research, educational and lifelong learning needs</li><li>➤ Contribute to the profession by publishing, presenting, or participating in professional organizations</li><li>➤ Other tasks as assigned</li></ul>

**5. Operating Environment, Framework & Boundaries:**

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements.

## Senior User Experience Specialist

### 6. Communications and Working Relationships:

- Supervisor – regular contact to report on work progress and to receive assignments & direction
- Director – regular contact to provide statistics on user feedback
- Departmental focal points – regular contact to provide statistics on user feedback and to plan the methodology for assessing future services
- Web Librarian – regular contact on usability of library website, content issues, web surveys, etc.
- Administration and planning staff – contact as needed to carry out work
- Library partners – contact as needed to understand their needs
- Faculty, researchers, educators, students and the general public – frequent contact to address user needs

### 7. Problem Solving & Complexity:

- Evaluates different research methodologies when solving problems and provides assessment outcomes and statistical analysis.
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

### 8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight
- Makes day-to-day operational decisions regarding work allocation
- Any major decisions are made in consultation with supervisor

### 9. Minimum Knowledge, Skills & Experience:

- Bachelor degree in Library or Information Science accredited by the American Library Association or foreign equivalent or a research-based Master's degree in the Social Sciences or Humanities
- Master's degree in Library or Information Science accredited by the American Library Association or foreign equivalent or a research-based Master's degree is preferred.
- 6-8 years of professional experience in Social Science, Anthropology, Psychology or qualitative and quantitative statistical methods and research including user surveys, focus groups, etc.
- Knowledge of information management, user education and knowledge acquisition
- Extensive knowledge of trends in teaching and learning, emerging digital library technologies, and electronic resources
- Strong interpersonal communication and presentation skills in both oral and written English and Arabic (Native speakers of Arabic are required to have high IELTS or TOFEL scores)
- Excellent writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely
- Proficiency in MS Office applications