

NYU Health Sciences Library

User Experience Intern

NYU Health Sciences Library seeks a User Experience Intern to assist in the redesign of the Library's website. The User Experience Intern will gather data and perform analyses on the site's current usage as well as work with real users to understand their goals and behaviors in order to improve the overall online experience of using the Library.

The NYU Health Sciences Library is a digital library supporting the diverse and sophisticated needs of a comprehensive academic medical center. The Library's website aims to enhance the discoverability of the Library's information resources as well as promote the services offered by the Library, including a brand new library facility. The User Experience Intern will gain experience employing the most common exercises as well as contemporary software to improve website usability and will have the opportunity to work with a variety of website users, including students, teaching faculty, physicians, nurses, librarians, and research scientists.

This internship is being offered for the spring 2017 semester. Interns are expected to dedicate ~120 hours over the course of the semester with the majority of the work being completed onsite during regular business hours. The internship is unpaid and must be completed to earn academic credit.

The User Experience Intern will work on a variety of tasks, including but not limited to:

- Performing a content inventory of the existing NYU Health Sciences Library website
- Conducting card sorting exercises with NYU Langone Medical Center users
- Analyzing data available through Google Analytics, heatmaps, and search logs
- Creating wireframes using Balsamiq software
- Conducting wireframe usability testing with NYU Langone Medical Center users
- Proposing recommendations to improve the site's usability and information architecture

Required qualifications:

- Enrollment in an academic graduate degree program
- Prior coursework in website usability/user experience
- Familiarity with common practices in website usability, such as creating content inventories, card sorting, developing wireframes, and usability testing
- Ability to work independently and in teams to produce outstanding results
- Excellent verbal and written communication skills
- Ability to complete work during regular business hours (scheduling flexible)

To apply, please send cover letter and resume to HSL_jobs@nyumc.org. Applications will be reviewed until the position is filled.