Independent Contractor: User Experience and Web Design Support
August 2025
PALNI

Overview:
The Private Academic Library Network of Indiana (PALNI) is seeking an expert Independent Contractor to provide user experience and web design services to support PALNI and individual institutions during our migration.

Services to be Supplied:

- ILS Migration Support
    - Create PALNI-wide and local school product documentation
    - Update LibGuides and library websites
    - Create and update custom search boxes
    - Provide best practices for product configuration to support user experience
- Usability
    - Conduct usability or user needs tests as scoped and approved by PALNI
    - Assist with IRB forms and paperwork
    - Provide on-site and/or remote testing of users
    - Create of report of findings
- Web Design and Springshare product support for individual libraries
    - Create, modify, and update custom search boxes for library databases, including OPACs and discovery layers
    - Provide Library Website redesign and maintenance services
    - Create and update LibGuides and the custom LibGuides homepage
    - Perform Dead link cleanup
    - Set up and perform maintenance of the A-Z databases
    - Customize the A-Z databases landing page
- Provide detailed reporting of work performed for PALNI and individual institutions
- Additional services may be negotiated between PALNI and the Independent Contractor
- To perform these functions, the Independent Contractor will:
    - Conduct necessary consultative meetings with approved supported institutions to implement, maintain, assess, and enhance services

Skills & Qualifications:
- Demonstrated expertise with LibGuides and web page design best practices
- Demonstrated experience leading usability and user experience assessment initiatives
- Familiarity with assessment instruments such as surveys, focus groups, interviews, rubrics, and balanced scorecards
- Familiarity with different approaches to user experience testing and design, such as action research, ethnographic research, user-centered design, collection and use analysis, citation analysis, usability studies, and evaluation design
- Experience working with college students from a variety of backgrounds
- Experience providing college-level library instruction, research support, and/or collection development and or other aspects of library operations

References: Please include one or more references who can attest to your ability to perform these requested services.

Work Arrangement: The Independent Contractor operates remotely, providing their own computer equipment, software, and internet access. The Independent Contractor is expected to meet or communicate with the PALNI Executive Director to provide requested project updates and to arrange project scoping and approval. The Independent Contractor is not an employee of PALNI.

Compensation and Contract Term: Independent Contractor shall invoice PALNI on a monthly basis for Services performed. Fees are paid monthly, with the Independent Contractor providing services for the agreed-upon number of service hours during the term of the Independent Contractor Agreement. The term of this contract will be two years. The total annual budget allocated to this project is $20,000.

Expressions of Interest: All interested and qualified individuals are invited to submit a cover letter, resume or portfolio, proposal, and three professional references to exec@palni.edu. Proposals should include a comprehensive budget, specifying the total bid amount as well as a breakdown of costs by deliverable, hourly rate, or milestone. Competitive pricing will be a key factor in our evaluation. **We will begin reviewing proposals on September 15, 2025.**

About PALNI: The Private Academic Library Network of Indiana (PALNI) is a 501(c)(3) owned by 23 private academic institutions. This library-to-library collaboration strives to provide high-quality support for student learning and effective teaching aligned with our institutional missions. Through the "Power of PALNI," each school benefits from reduced duplication of efforts and achieves greater quality, value, and support.

PALNI does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation.