

Amy Deschenes

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Tools

- Optimal Workshop
- Miro
- Qualtrics
- Sketch
- Jira & Trello

Education

M.S. in Library & Information Science
Simmons College
Boston, MA

B.A. in English
Sacred Heart University,
Fairfield, CT

Experience

Head of User Experience & Digital Accessibility
Senior UX Consultant
Jan. 2019-Present
Mar. 2015-Jan. 2019

Harvard Library, Cambridge, MA

- Direct, plan, and execute complex user experience research projects for the library's digital products including online search and digital collections.
- Manage cross-functional teams to determine research goals through both individual conversations and all-day stakeholder workshops.
- Determine which research methods to use for complex research goals; utilize qualitative and quantitative methods based on the research need.
- Design and build wireframes and prototypes to test new features.
- Analyze and synthesize qualitative and quantitative user research data using varied approaches in order to mitigate biases.
- Present research findings to a variety of audiences including everyone from director-level stakeholders to technical developers.
- Actively recruit diverse participants for research studies, including people with disabilities.
- Lead library-wide and campus-wide digital accessibility projects.
- Coach and train staff through online and in-person workshops on how to conduct user research.
- Manage a team of three full-time and part-time staff members.

Web Applications Librarian
Library Technology Specialist
Nov. 2011-Mar. 2015
Oct. 2010 - Oct. 2011

Beatley Library, Simmons College, Boston, MA

- Managed the maintenance, development, and evaluation of all library websites, systems, and online platforms.
- Enhanced websites and library mobile app based on user feedback using HTML, CSS, and Javascript as appropriate.
- Developed user-centric research studies to inform changes to the content organization and visual design of the website.
- Created website mock-ups and prototypes for user research and presentation to stakeholders.
- Hired, supervised, and mentored student interns.

Global IT Analyst
Jan. 2007-Aug. 2009

PGAM IT (Pioneer Investments Global), Boston, MA

- Managed and built extensive IT monthly, quarterly, and daily reporting dashboards with SQL Server Reporting Services and MS Sharepoint.
- Responsible for implementing and administering project portfolio software in several European offices.
- Maintained and queried complex database for reporting purposes using MS SQL Server.

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Teaching & Course Design

Brandeis User-Centered Design Program

- Taught *UX Research Methods*, Spring 2022
- Designed & taught *Digital Accessibility & Universal Design*, Fall 2021

Selected Presentations & Publications

Designing for Digital 2020

- A Web Accessibility Audit is Easier with Teams

Digital Library Federation Conference 2019

- No Fear Digital Collections

Harvard IT Summit 2018

- Build the Right Thing, Build the Thing Right: Redesigning the Harvard Library Website

TalkUX 2018

- Beyond WCAG: Making Websites Usable for People with Disabilities

Library Assessment Conference 2018

- Redesigning the Website with User Research at Every Step

Shachmut, K., & Deschenes, A. (2019). Building a fluent assistive technology testing pool to improve campus digital accessibility. *Journal of Postsecondary Education and Disability*, 32(4), 445-452. JPED:

<https://www.ahead.org/professional-resources/publications/jped>

Deschenes, Amy. (2015). *Free Technology for Libraries* (Library Technology Essentials Vol. 3). Rowman & Littlefield Publishers.