

Position Title:	Manager of Data Analytics
Primary Service Area:	Communications
Reports To:	Director of Communications
Direct Reports:	None
FLSA Classification:	Exempt
Salary Grade:	7

POSITION SUMMARY

Provide leadership to build and to grow the library's data culture. Collaborate with management and leadership teams to identify, analyze, and interpret trends and patterns in complex data sets. Build and maintain internal and external reporting measures (including dashboards and data visualizations). Manage the library's continuous research and quantitative and qualitative data analysis efforts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Evaluation/Assessment

- Use a logic model to collect, compile, analyze, and share quantitative and qualitative data outputs, outcomes and impacts.
- Lead data hygiene work. Identify and remove incomplete, incorrect, inaccurate, or irrelevant data or parts of data.
- Coordinate acquisition of data from primary or secondary data sources and maintain databases/data systems to manage that data.
- Identify, analyze, and interpret trends or patterns in complex data sets for all core library services, including collections, spaces, and programs. Share results with appropriate library staff.
- Build and maintain internal and external reporting measures (including dashboards and data visualizations) to share and monitor trends, to identify contributors to change, and to help report and communicate the library's impact in its community.
- Use immediately available data tools effectively and Identify needs and opportunities for new research projects, tools, and processes.
- Assist with special projects and other duties, as assigned.

Professional Engagement/Agency Engagement

- Consult with staff to explore research and analysis when planning new projects and services and evaluating existing ones.
- Explore and provide or recommend learning opportunities to staff around best practices for data collection, analysis, and reporting.
- Participate in continuous professional development.

Community Engagement

- Explore possibilities for data sharing among community partners and industry organizations.
- Support design, implementation, and analysis of survey data to help inform strategic decision making.

Management

- Participates on team of Managers to address system wide issues
- Leads project and team meetings (sets the agenda, reviews and reports minutes)
- Recommends expenditures on data tools and activities
- Assists with development and revision of library policies
- Assists with planning and implementing the library's strategic goals

SUPERVISORY RESPONSIBILITY

This position does not have responsibility for supervising staff or volunteers.

REQUIRED QUALIFICATIONS

Library-wide Fluencies

- **Customer Service:** Commits to meeting the expectations of internal and external customers. Respects all internal and external customers.
- **Collaboration and Teamwork:** Supports a positive team environment in which members participate, respect and cooperate with each other to receive desired results.
- **Adaptability:** Demonstrates willingness to accept shift in responsibilities due to the nature of a changing workplace.
- **Initiative:** Takes initiative in improving service, processes, programs, and products.
- **Judgment and Political Savvy:** Displays emotional intelligence and interpersonal skills in navigating the workplace.
- **Technology:** Comfort with navigating computer functions and office software.
- **Accuracy and attention to detail.**
- **Accountability:** Be knowledgeable about library resources, services, and impact.

Position Fluencies

- Apply systems thinking to all aspects of work
- Analyze and interpret a wide variety of economic, demographic, geographic, ethnographic, industry (i.e. library or public library), and social data, and translates into meaningful and actionable recommendations.
- Use data visualization and presentation skills for making appropriate recommendations based on insights.
- Demonstrate strong project or program management skills, including the ability to prioritize multiple projects across changing deadlines.
- Proficiently use and apply data analysis tools and interpretation techniques, including hardware and software, such as Microsoft Office, electronic databases and electronic content platforms, email, chat, social media platforms, and internet navigation.

EDUCATION AND EXPERIENCE

- **Required:** Bachelor's degree, preferably in a mathematics, statistics, or information management related discipline.
- **Required:** At least 3 years of experience working with data analysis and reporting tools.
- **Desired:** Master's degree in library science from an American Library Association-accredited university.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position operates in a professional office and library environment, as well as regular visits throughout the facilities (including branch libraries).
- While performing the duties of this position, this role routinely uses standard office equipment such as computers, phones, and photocopiers.
- Regularly required to read, write and communicate fluently in English.
- Frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Dexterity to use a computer keyboard frequently.
- Frequent need for visual acuity sufficient to read and focus on a computer screen.

OTHER DUTIES

This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.