

OAK PARK PUBLIC LIBRARY

POSITION DESCRIPTION

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| Position Title: | Data Analyst |
| Primary Service Area: | Communications |
| Work Group: | Experiences and Initiatives |
| Reports To: | Director of Communications |
| FLSA Classification: | Exempt |
| Pay Grade: | 5 (2019) |
| Date Revised: | May 2018 |

POSITION SUMMARY

Provide continuous research and quantitative and qualitative data analysis, collaborating with leadership and management teams, to measure and evaluate the effectiveness and impact of core library services in alignment with the library's mission, vision, and strategic objectives.

WORK PRIORITIES AND GOALS

Evaluation/Assessment

- Collect, compile, analyze, and present data outputs.
- 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 and 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.
- 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.
- Share learning opportunities with 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.

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

- Ability to analyze and interpret a wide variety of economic, demographic, geographic, ethnographic 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.
- Be proficient in 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, EXPERIENCE AND SKILLS REQUIRED

- Required: Bachelor's degree in mathematics, statistics, or information management.
- Desired: Master's degree in library science from an American Library Association-accredited university.

SUPERVISION

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