Job Description

Job Title:	Library Reporting and Assessment Analyst
Department:	Library
Reports To:	Head, Digital Initiatives
Jobs Reporting:	None
Salary Grade:	USG 9/10
Effective Date:	June 2018

Primary Purpose

The Library Reporting & Assessment Analyst serves as the lead for developing business intelligence (BI) solutions for a wide range of Library activities for the University of Waterloo Library and as the BI expert within the Library and the Tri-University Group of Libraries (TUG) by leading and supporting the development of relational and dimensional models and reports. In this role, he/she works closely with TUG Statistics & Reports Group, UW and TUG Library managers, Information Systems & Technology (IST), and campus BI experts, as well as the other analysts across campus.

The incumbent designs and implements the integration of Library information systems with business Intelligence tools in order to serve the Library's strategic and operational needs working closely with Library staff, IST, Finance and others as needed. To accomplish the position's goals, he/she manages various relationships between the Library, TUG, IST and other University departments to ensure quality data, establish appropriate data warehouse rules, and provide analytical solutions.

Key Accountabilities

As the Library Lead for Business Intelligence:

- Develops business intelligence solutions for a wide range of Library activities for the University of Waterloo Library and the Tri-University Group of Libraries (TUG)
- Serves as a key member of the TUG Analytics Group and works closely with other members of that group, IST Cognos experts and UW and TUG Library managers providing expertise in the use and application of decision support software and data mining tools to analyse and respond to statistical and reporting needs
- Designs and implements the integration of Library information systems with Business Intelligence tools in order to serve the Library's strategy and operational needs
- Manages various relationships between the Library, TUG, IST and other University departments to ensure to ensure quality data, establish appropriate data warehouse rules and provide analytical solutions
- Serves as the Library's technical lead for University of Waterloo Enterprise Business Intelligence (EBI) operations, and works with staff in IST to model new and revised reports, update data modelling and extracts from key Library business operation applications such as TRELLIS, discovery layer and others, and contributes to EBI governance in regards to TUG
- Serves on Library, TUG and campus project groups, as needed, to provide technical and database expertise from the UW Library perspective. These projects typically include analyzing Library needs, understanding the functionality of Library and non-Library systems, liaising with IST developers, managing Library testing, and documenting the new process for implementation in the Library.

- Supports Library departments' (e.g. Circulation, Collection Development, etc.) efforts in quality assurance work by providing consulting and report development support for new data projects (e.g. analysis of acquisitions data to establish opportunities to change the business model)

Key Performance Indicator (KPI) Reporting:

- Responsible for ensuring that data required for internal and external reporting is collected and maintained, and that it is consistent and reliable
- Leads the gathering of metrics and prepares input for reports to ARL, CARL, COU, and others
- Contributes Library KPIs to Institutional Analysis and Planning
- Maintains confidentiality of data and negotiates appropriate access to institutional data and metrics throughout all projects, demonstrating discretion and respect while meeting the information needs of the institution and without violating confidences
- Where information of a personal nature is concerned that the Analyst may be responsible for or have access to, strict confidentiality must always be maintained including determining what can and cannot be provided to various requestor groups or possibly how it must be presented

Quantitative Assessment:

- Serves as a technical lead and contributes to team-based assessment activities
- Provides data to Library Managers in long-range planning, designing and evaluating the impact of policies and procedures, and in resource allocation, including human and financial
- Supports operational assessment-based decision making to Library Executive, Library Managers, TUG and campus partners
- Anticipates and develops analyses, models, projections and recommendations on Library and TUG activity levels related to collection, service, personnel and operations use, cost, and impact over time
- Reviews surveys to ensure the data gathered will be valid and works with others to establish a solution and process for preserving it for longitudinal analysis

Systems Analyst and Data Support:

- Provides systems analysis and consultation services to Library and TUG managers and groups in varied systems support areas, including reports and statistics, TRELLIS applications, other Library systems and applications, workflow, and interfaces with other campus systems
- Provides support and expertise in the use and application of decision support software and data mining tools, and maintains expertise in reports creation and delivery developments
- Monitors new developments in reports creation and delivery, analyses their potential for library applications, recommends appropriate development directions for the Library and TUG, and co-ordinates the design and implementation of related services
- Provides TRELLIS functional and technical expertise in several areas, with a particular emphasis on acquisitions and circulation
- Participates in the creation and delivery of library staff training and educational programs, especially as related to the implementation of new applications or services for the delivery of reports and statistics

Required Qualifications

Education
- Bachelor degree in statistics, mathematics, computer science, or related discipline

Experience
- Demonstrated experience with business intelligence software, including data modelling, report design and data management.

- Demonstrated experience working with stakeholders to conduct data asset and gap analysis for reporting needs, with ability to propose strategies to bridge gaps
- Experience with IBM Cognos an asset.
- Demonstrated experience with database development and related computer applications an asset
- Experience with report dash boarding design, data visualization, usability and best practices an asset
- Project management experience with complex requirements and tight timelines, involving many stakeholders an asset

Knowledge/Skills/Abilities
- Strong methodological foundation in quantitative statistics gathering and analysis
- Demonstrated ability to independently, as well as collaboratively, plan, coordinate, and implement effective BI projects, including managing multiple and simultaneous projects across a wide range of departments and for varying audiences
- Excellent communication and interpersonal skills, both oral and written
- A strong commitment to high quality service
- Ability to work effectively and efficiently without direct supervision
- Intermediate skills in SQL
- Advanced Excel

Nature and Scope
- **Contacts:** Internally, communicates with employees in all groups and departments throughout the University community and at all levels to gather ideas, envision, articulate, update and inform on projects s/he is leading or otherwise accountable for. Externally, communicates frequently with vendors and other staff in order to execute work.
- **Level of Responsibility:** The position is responsible and accountable for the projects and other work that s/he leads. Expected to develop expertise in business intelligence and analytics specialization that will be shared within and beyond the University of Waterloo
- **Decision-Making Authority:** The incumbent is responsible for advancing, building, maintaining and providing solutions for business intelligence and analytics, and works independently and with others, as appropriate. As required, the position consults with the Head, Digital Initiatives, members of the Library Managers Group, and others across campus.
- **Physical and Sensory Demands**: Minimal exposure to disagreeable conditions typical of an office position.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities.