



## **JOB DESCRIPTION**

Name	
Job Title	Analytics Librarian / Data Analyst
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	Manager, Library Analytics

### **SUMMARY**

The position is intended for a new MLIS (Master in Library and Information Science) graduate or someone close to completing his/her MLIS qualification (or equivalent credentials).

The primary responsibility of this position is administering and managing library analytics services. These includes handling the analytics modules of Library Services Platform (Alma), Discovery Platform (Primo), web proxy server (EZProxy), Library dashboard (QlikView & Qlik Sense desktop) and other services. The position holder will work with colleagues to plan, develop and refine these systems & services to improve user experience.

The remaining time is spent working as an entry-level first year experience librarian supporting first year students. He/She will also contribute to projects that support the library's strategic initiatives.

### **SCOPE**

Under the direction of the Library Analytics manager, to support learning, discovery and engagement at the Singapore Management University by developing a data-informed approach for achieving strategic objectives related to library operations and user needs. Librarians are required to assist in other library services at various peak times.

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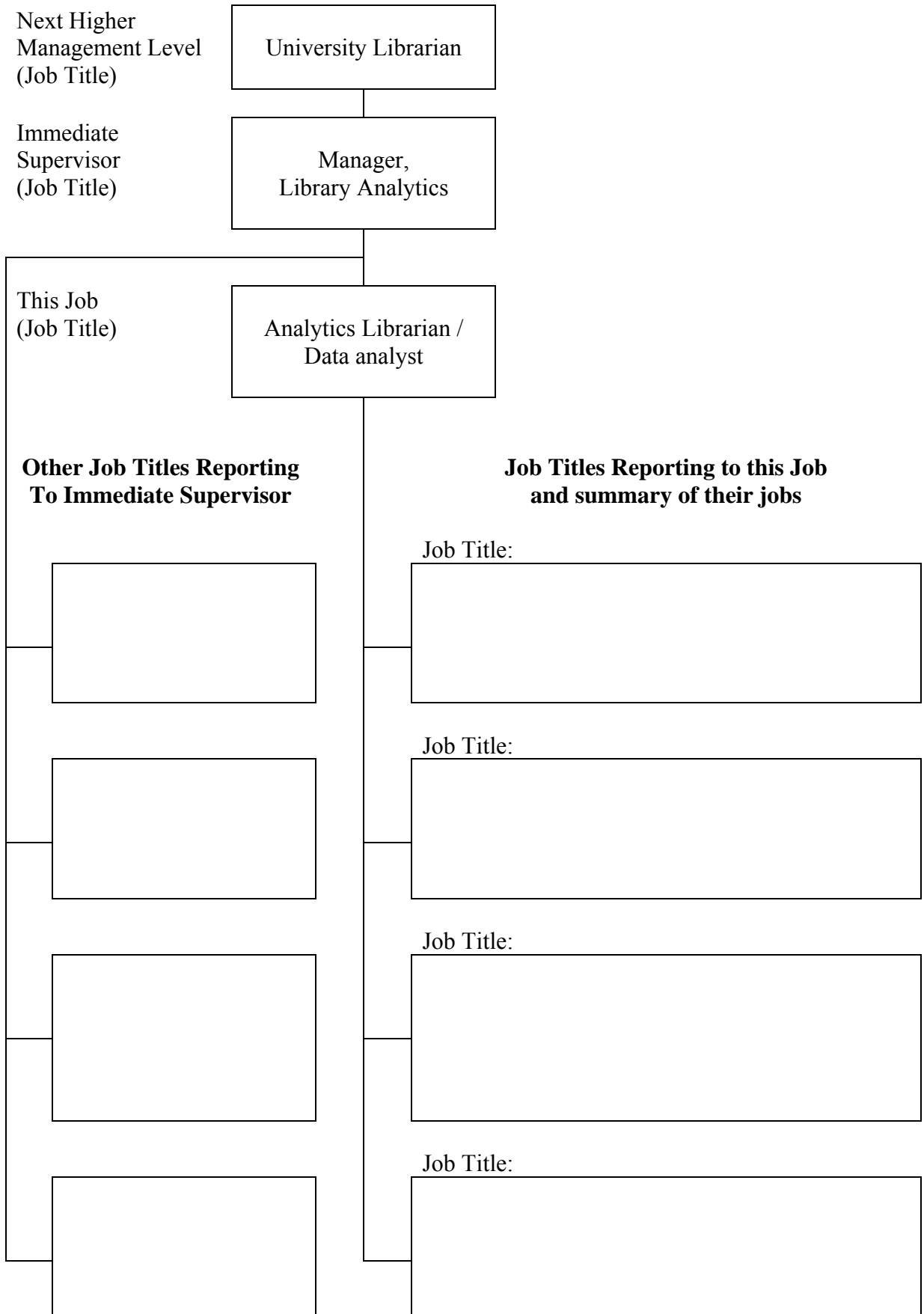
**PRINCIPAL ACCOUNTABILITIES**

1. Prepare reports and visualizations by gathering data from databases, spreadsheets as directed by the reporting officer.
2. Collect, analyze, build visualizations and dashboards in Qlik View & Qlik Sense Desktop, and generates reports for quantitative and qualitative data gathered from various sources including library systems, vendor statistics, observations, surveys, web analytics, interviews, and focus groups.
3. Manage the data quality, integrity, and clean up of disparate library data sources. Constructs and analyzes queries.
4. Support the development and implementation of a library data inventory, and data storage and access infrastructure.
5. Undertake the full range of service team activities, which may include lending and materials handling, information services, information literacy activities, research support, collection management and cataloging.
6. Provide effective customer service to internal and external clients, including participation at service points either face to face or online
7. Contribute to service improvement through the review of policies, procedures and continuous improvement of services and processes

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**ORGANISATION CHART**

*Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.*



Job Title: Analytics Librarian/ Data Analyst**Knowledge and Skills**

*Describe the knowledge and skills necessary to perform this job.*

- MLS degree or equivalent credentials from an accredited program, within the last year or close to graduation
- Commitment to a career in librarianship
- Proficiency in advanced data analytics software for data wrangling and analytics (e.g. R, Python, SAS, RapidMiner) and data visualization (e.g. Qlik, Tableau, OBIEE)
- Demonstrated ability to work independently to analyze data and solve complex problems logically, systematically and creatively
- Basic knowledge of library functions and processes with the ability to advise or recommend continuous improvement solutions
- Ability to manage front line client service environments and respond professionally and sensitively to users from a range of backgrounds
- Other competencies include accountability, clear communication, critical thinking, creativity, valuing diversity and working in a team

**Contact**

*Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.*

(a) Internal contacts:

SMU staff, faculty and students to support their needs to access and use information electronically and to provide the necessary training on the use of library applications and to manage the systems implemented.

(b) External contacts:

To coordinate and liaise with external vendors and partners on the various applications / systems implemented such as LMS, or vendors for library materials, e.g. books, AV, journals

**Decision Making**

*Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.*

**Decisions made on his/her own:**

Reporting on internal and external process and service performance and evaluation  
Resolution of problems related to process and service performance

**Those which supervisors must be consulted:**

Any requests that involve cost  
Supervisors need to sign off on policy

**Those referred to higher authority:**

Implementation of changes to policies

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**Problem Solving**

*Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.*

The analytics librarian is expected to have a broad knowledge of library operations and to work closely with diverse stakeholders in the library and to balance the competing demands. He/she is required to handle a range of issues and situations with discretion and sensitivity and exercise judgment within a strong user focused environment. They resolve client enquiries through sound problem solving, decision making, judgment, effective communication and use of relevant information, systems and tools.

**GENERAL**

*Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.*

Librarians must be able to provide specified services that support the University’s teaching and research programs. They must develop a working knowledge of the programs and services offered by the University and, in particular, the library. Working knowledge of library policies and ability to sensitively explain and apply these is also required.

Signature of Job Holder		Date	
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**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	