

POSITION ANNOUNCEMENT

Business Intelligence Manager

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DESCRIPTION

The Western Maryland Regional Library (WMRL) seeks qualified candidates for the position of Business Intelligence Manager. This position reports directly to the WMRL Director. This position is responsible for the management of statistical and project databases that collect, store, and report information on the WMRL and its member libraries. Provides analytical assistance by examining business intelligence to measure organizational performance tied to community outcomes. Oversees measurement effectiveness of library products, services, operations, and strategic initiatives through the design of measurement tools, coordination of measurement activities, and analysis of results. Communicates performance measures to senior management and assists in resolving problems and identifying opportunities.

ESSENTIAL JOB FUNCTIONS

- Creates systems and processes to gather and analyze data
- Manages and coordinates business analytics to drive performance
- Leads, coordinates, and conducts studies of library service and operational effectiveness
- Analyzes and interprets data to identify patterns and customer preferences
- Oversees measurement of effectiveness through design of measurement tools, coordination of measurement activities, and analysis of results
- Contributes to the identification of library performance standards, and routinely monitors progress
- Identifies and communicates variances in performance metrics to library administration.
- Provides support for library planning processes
- Coordinates and conducts special projects as assigned
- Participates on and/or leads committees and workgroups as assigned

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- Represents the WMRL and county library systems to the public, community groups, county government, non-profits, and other library systems
- Participates in training opportunities and attends meetings as necessary
- Represents the WMRL at state-wide meetings as appropriate

### EDUCATION AND EXPERIENCE

Bachelor's degree required; with coursework in statistics, analytics, or related field preferred

Must be able to complete Library Associate Training sponsored by the Maryland State Library Association within the first two years of employment

Working knowledge of planning and data evaluation techniques and methodologies

Experience working with advanced analytic tools

Working knowledge of current public library practices and initiatives strongly preferred

### KNOWLEDGE, SKILL, ABILITIES

- Strong knowledge of statistics and data collection
- Ability to develop and utilize performance measures for library projects
- Commitment to and excellence in internal and external customer service and ability to work with people of diverse backgrounds
- Ability to work collaboratively
- Flexibility to adapt to new technology
- Strong communication skills, both verbally and in writing
- Ability to analyze quantitative and qualitative data
- Ability to establish good working relationships with staff across the region
- Ability to facilitate and organize group meetings and presentations
- Ability to effectively organize work, set priorities, make decisions, and complete assigned duties with minimal supervision
- Good organization ability and problem-solving skills
- Computer literacy including Microsoft 365 and the Internet

### BENEFITS AND COMPENSATION

This position offers a hiring salary range of \$50,000 - \$55,000 and an excellent benefits package. Benefits include health insurance, vacation, sick, personal leave, and retirement

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benefits through the State of Maryland, along with eligibility for a deferred compensation program (457b).

To apply, send resume, cover letter, and three professional references to [admhr@washcolibrary.org](mailto:admhr@washcolibrary.org). Position is open until filled; first consideration will be given to resumes received by August 12, 2022.