



Careers

Service Enhancement & Project Analyst

Saskatoon Public Library

Posting Number:	24-03 P
Status:	Permanent, Full-time
Location:	Alice Turner Library
Hours of Work:	36.25 hours per week
Salary Range:	\$85,338.88 – \$89,017.92 annually
Closing Date:	Position will be posted until filled

Position Overview

Reporting to the Senior Manager, Planning & Assessment, the Service Enhancement & Project Analyst supports planning, organizing and implementation of service improvement initiatives. This position is responsible for positively inspiring change throughout Saskatoon Public Library (SPL) and facilitating the identifiable elements of change, including new software, technologies, policies and processes and services.

The Service Enhancement & Project Analyst collaborates with managers and employees to plan and coordinate projects. This position develops clear project charters, identifies resource needs and key success factors, monitors milestones and deadlines, recommends policy changes and supports navigation of unexpected situations or emergencies. They perform all duties while ensuring alignment with the framework of SPL's corporate culture as embodied by the vision, mission, values, goals and objectives outlined in the Strategic Plan.

The Service Enhancement & Project Analyst may be required to adjust work priorities and assume responsibility for the portfolios covered by the Assessment & Continuous Improvement Analyst to align with strategic priorities. They may be required to assume temporary operational oversight of the Planning & Assessment work unit in the absence of the Senior Manager, Planning & Assessment.

Key Duties

- **Policy, Procedure & Guidelines Management:** Administers review processes for existing policies, procedures and guidelines, both for employees and management. Provides support in developing, writing, editing and posting of new or revised policies, procedures and guidelines.
- **Project Management & Analysis:** Manages and supports projects and planning at the direction of the Executive or Senior Management. Collaborates with appropriate library employees to identify research needs and outcomes for projects. Provides support services, analysis

and project management coaching to ensure project goals are being met.

- **Research & Reporting:** Identifies trends, research needs and opportunities for new projects or grant opportunities. Provides research support to existing projects including producing data-based reports, presentations and proposals for diverse audiences.
- **Strategic Planning:** Supports SPL's Strategic Planning process and reporting of progress towards goals and objectives. Strategic planning support may be at the individual, branch, work group or organizational level.
- **Data collection & Analysis:** Organizes the acquisition of data from primary and secondary sources and maintains database systems. Gathers and measures quantitative and qualitative data from internal and external sources. Interprets and prepares statistical and data-base reports and analysis for review within the Library (including the Board) and external stakeholders.
- **Program Evaluation:** Collects, compiles, analyses and presents data relevant to the development and evaluation of library services established in alignment with the Strategic Plan. Provides organizational assistance for program evaluation utilizing a variety of evaluation and assessment methods, both primary and secondary.

Qualifications

- Degree in business administration, communications, information systems (including MLS, MIS, or MLIS) or a related field that emphasizes project management.
- Two to three years' experience in public libraries, municipalities, non-profit, and/or other similar service-based organizations.
- Three to four years' experience and expertise in project management, policy development and data collection and analysis.
- Certification in change management and/or project management considered an asset.
- Ability to travel independently to and between SPL activities and locations as needed.

Criminal Record Check: Yes

Vulnerable Sector Check: No

Educational / Credential Verification: Yes