



DRAFT JOB DESCRIPTION

Maker Lab Coordinator

SECTION: 02 PERSONNEL		POLICY NO: 02-10-?-?
DEPARTMENT: PUBLIC SERVICES		REPORTS TO: Manager, Digital & Support Services
CLASSIFICATION: Permanent Full-time Union		DIRECT REPORTS: None
JOB SUMMARY		
Under the supervision of the Manager, Digital & Support services, assists with the planning, implementing, and evaluating of makerspace programs and services. Assists in the orientation and supervision of library assistants, pages and students as required. Provides operational guidance to library assistants.		
PRIMARY RESPONSIBILITIES		
Maker Lab	<p>Assists with short and long-term planning and implementation of library services in the Maker Lab.</p> <p>Assists with the coordination of 1 on 1 services.</p> <p>Coordinates the delivery of the seed library collection and related programs and events</p> <p>Maintains an awareness of patron experiences in the Maker Lab, identifying issues or barriers, and providing possible solutions to provide the best outcomes.</p> <p>Coordinates interactive displays and exhibits exemplifying available technologies and applying them to trends in public interest and current events.</p> <p>Makes recommendations for purchase based on customers' needs.</p> <p>Collects and reports outcome measurements and other relevant statistics to inform ongoing library assessment and visioning.</p>	

Customer Service	<p>Assists in educating customers in successful independent use of the library and resources.</p> <p>Assists in the provision of reference and readers' advisory services.</p> <p>Assists and instructs customers in the use of hardware, software, and other creative technologies.</p>
Programs & Outreach	<p>Assists with short and long-term planning, coordination, and implementation of maker-related programs for all ages.</p> <p>Coordinates and delivers design and coding related programs to the public.</p> <p>May act as liaison or library representative with community organizations. May participate in outreach events as required.</p>
Marketing & Promotion	<p>Assists with the design and implementation of the Library website.</p> <p>Assists with the short and long-term planning and implementation of maker and technology related promotion and merchandising, both in-house and online via the website and social media.</p>
Leadership	<p>Provides orientation and operational guidance to library assistants.</p> <p>In conjunction with management, assists with scheduling library assistants for Maker Lab services and programming, and acts as liaison between management and library assistants with regards to task scheduling.</p> <p>Acts as a liaison between management and Library Assistants.</p> <p>Maintains an awareness of new library and creative technology/maker trends and developments to improve service and create efficiencies.</p> <p>Assists and supports other coordinators in reaching their goals and the common goals of the library.</p> <p>Supports library staff to achieve excellence in library service provision, fostering growth and development.</p>
	Assists in the supervision of volunteers, community service students, and coop students
	Other duties as assigned.

HEALTH & SAFETY

This position is required to act on behalf of the Corporation and shall ensure compliance with the duties of employers as described in the Occupational Health and Safety Act and Regulations and is responsible for the health and safety of Library employees and must ensure at all times that:

- a.) Employees work in the manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act, the regulations, and Library policies.
- b.) Employees use or wear the equipment, protective devices or clothing that the Library requires to be used or worn.
- c.) Workers are advised of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware.
- d.) Where so prescribed, workers are provided with written instructions as to the measures and procedures to be taken for protection of the worker.
- e.) Every precaution reasonable in the circumstances is taken for the protection of a worker.

EDUCATION AND TRAINING

An undergraduate Degree from a recognized university with an area of focus in art, design, technology, or a related field.

EXPERIENCE REQUIREMENTS

At least three years of relevant experience in public service,

Demonstrated experience teaching or leading group programs.

Demonstrated experience with projects related to computer programming, website content management systems (CMS), and coding languages (e.g., PHP, C#, MySQL).

Knowledge of current library technology and adaptability to its frequent change. A comprehensive knowledge and interest in creative technologies, current events and services available in libraries.

GENERAL REQUIREMENTS

Willingness and ability to travel locally and regionally. Access to a personal vehicle may be required.

SKILLS AND ABILITIES

- Excellent written and verbal communication skills
- Excellent website CMS skills
- Comfortable with practical application of coding languages (e.g., PHP, C#, MySQL).
- Excellent computer skills and comfort exploring new technologies
- Interpersonal skills to deal effectively with the public and staff
- Excellent customer service skills

PHYSICAL REQUIREMENTS

Computer and keyboard usage	Frequent sitting, standing
Ability to concentrate with constant interruption	Able to work flexible hours
Lifting library materials (medium weight - 25 lbs)	

COMMITTS TO THE FOLLOWING CORE COMPETENCIES FOR THE POSITION

Leadership	<p>Cultivates a creative climate where new ideas are welcome and staff is encouraged to suggest improvements to how things are done</p> <p>Manages own and others' time effectively to deliver work on time, prioritizing as necessary</p> <p>Connects the work of the service or department with the organization's decision-making processes</p> <p>Communicates to management the need for resources to further the work of the service or department</p> <p>Welcomes change as an opportunity to build a better future together. Adapts to varied roles, responsibilities and circumstances. Anticipates future trends and recommends changes in priority or directions that are aligned with organizational goals and service demands. Explores and adopts new technologies for their potential to deliver new ideas, products and services. Proposes pilot projects as a way of experimenting with change.</p>
Customer Service, General	<p>Provides assistance to library users in a manner that is warm, welcoming and respectful</p> <p>Uses every interaction as an opportunity to cultivate a lifelong relationship with the library.</p> <p>Empathizes with the customer and withholds judgment, regardless of the nature of the request.</p> <p>Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations.</p> <p>Understands barriers to using the library and tries to assist in ways that minimize the barriers.</p> <p>Engages in conversation with co-workers in order to better understand library use patterns and customer needs.</p> <p>Demonstrates comfort in assisting library users with disabilities and accommodating special needs</p> <p>Understands the accessibility principles of dignity, independence, integration and equal opportunity.</p>

	<p>Communicates with a person with a disability in a manner that is respectful, helpful and accommodating.</p> <p>Applies effective techniques to address difficult situations with users</p> <p>Encourages users to follow library policies; applies good judgment when deviating from official policies and procedures.</p> <p>Treats users' concerns with respect and empathy.</p> <p>Maintains a calm, professional manner in difficult situations and applies effective communication techniques.</p>
Technology	<p>Understands and uses basic computer and device software and hardware/peripherals</p> <p>Assists patrons to find answers to their questions about library technology and personal computer and device usage</p> <p>Understands how to assist users with the library's public computers, printers, scanners, photocopiers, and other resources.</p> <p>Instructs users in the use of the computer access, time, and print management systems.</p> <p>Provides informal instruction and assistance to build skills of library users</p> <p>Perceives needs of users for "just in time" learning and demonstrates readiness to assist at the level of need</p> <p>Demonstrates patience and empathy for learners, and practices active listening.</p> <p>Assists users in accessing and navigating the Internet, understanding common security protocols, locating resources, and downloading and saving files of all types</p> <p>Assists library users with searching the library's catalog and databases and helps them develop the ability to recognize an information need, meet it and evaluate the results</p> <p>Assists users with Web-based e-mail programs (sign up, create or reply to messages, manage contacts, attach files, identify spam and phishing messages)</p> <p>Recognizes a user's need for formal learning and identifies appropriate opportunities in the library's class schedule or through other community organizations.</p>
Learning and Growth Mindset	<p>Anticipates and adapts to change with a sense of optimism and opportunity. Welcomes change as an opportunity to build a better future together.</p> <p>Adapts to varied roles, responsibilities and circumstances.</p> <p>Works to achieve excellence in service amidst a climate of ambiguity.</p>

	<p>Anticipates future trends and recommends changes in priority or directions that are aligned with organizational goals and service demands.</p> <p>Explores and adopts new technologies for their potential to deliver new ideas, products and services.</p> <p>Proposes pilot projects as a way of experimenting with change.</p> <p>Keeps a positive attitude in the face of challenges and unanticipated changes.</p>
Programming and Outreach	<p>Designs, implements and sponsors library programs that offer information, special skills or entertainment for adults, young adults, children and their families and caregivers</p>
Technology	<p>Assists patrons to find answers to their questions about library technology and personal computer and device usage</p> <p>Understands how to assist users with the library's public computers, printers, scanners, photocopiers, and other resources.</p> <p>Provides informal instruction and assistance to build skills of library users</p> <p>Perceives needs of users for "just in time" learning and demonstrates readiness to assist at the level of need</p> <p>Demonstrates patience and empathy for learners, and practices active listening.</p> <p>Assists users in accessing and navigating the Internet, understanding common security protocols, locating resources, and downloading and saving files of all types</p> <p>Assists library users with searching the library's catalog and databases and helps them develop the ability to recognize an information need, meet it and evaluate the results</p> <p>Assists and guides users with most standard computer applications.</p> <p>Recognizes a user's need for formal learning and identifies appropriate opportunities in the library's class schedule or through other community organizations.</p>
Reference	<p>Facilitates library users' requests for information and provide accurate and appropriate answers</p> <p>Identifies opportunities for instruction and empowers users to improve their own information-seeking ability</p> <p>Provides search and retrieval of requested information and presents results that are clear and of appropriate scope</p> <p>Creates booklists, book-talks, displays, electronic documents, finding aids and other special tools to appeal to readers</p>
Communication	<p>Communicates openly and directly, both verbally and in writing.</p> <p>Identifies issues and ideas and provides information that is accurate and timely.</p>

	<p>Presents ideas in a manner that is clear and concise, with an appropriate level of enthusiasm.</p> <p>Practices conversation as a valuable means of exploring ideas and making sense together Values multiple perspectives and differences of opinion. Contributes to the conversation, speaking, listening and making connections. Shares responsibility for the quality of the conversation and the achievement of expected outcomes.</p>
Collaboration	<p>Develops and maintains healthy relationships with others to achieve common goals Possesses self knowledge and awareness of one's own behaviour in group situations Values differences of opinion and listens with openness and curiosity Works collaboratively in teams or groups. Contributes constructively to the achievement of the team's goals and objectives. Assumes shared responsibility for collaborative work, and values the individual contributions made by each team member.</p>
Ethics and Values	<p>Understands and acts in accordance with the professional values and ethics of library service Demonstrates an active commitment to service that guides work performance</p> <p>Keeps the customer and customer service in the forefront when considering/ making decisions. Understands how every task and function is part of a dynamic system that contributes to quality service.</p> <p>Practices time management and punctuality. Acts with moral integrity and is known to be reliable and dependable. Accepts responsibility for actions and work performance. Organizes and prioritizes work to accomplish multiple objectives effectively and efficiently. Works conscientiously and without needing constant supervision.</p> <p>Aligns work performance and learning goals with organizational values. Shares information and feedback in a manner that is helpful and constructive. Contributes to the organizational decision making when consulted.</p>

	Respects and supports organizational decisions.
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ENDORSES THE CORE COMPETENCIES OF THE ORGANIZATION	
1. Strategic Orientation	Endorses the mission, values and vision of the library. Prioritizes work and aligns behaviours in accordance with the organization's set strategies, objectives and goals.
2. Customer and Public Service Champion	Displays a strong commitment to service excellence, understands service objectives, and recognizes diverse customer needs. Works collaboratively to develop consistent, superior, customer-focused service, ensuring patron needs are recognized and served.
3. Commitment to Learning	Recognizes the importance of continuous learning and seeking new learning opportunities to improve skill level and performance.
4. Communication	Communicates effectively using a variety of methods, with a variety of audiences and individuals from diverse backgrounds. Selects and applies the most appropriate and effective communication skills to meet situational needs.
5. Innovation	Questions existing methods, improves processes and recommends new perspectives and solutions. Seeks innovative advances in public library service from other libraries. Acts on creative ideas to make useful contributions to the library, and the community.
6. Values	Advocates universal access to information and ideas through free library service. Welcomes and values diversity. Champions the library on and off the job!
7. Collaborative relationships	Treats everyone with honesty, respect and fairness, building an environment of trust. Values differences of opinion and listens with openness and curiosity. Works as a team player, contributing to the overall success of the library.
8. DEI Competencies	Provide library service in a way that reflects St. Thomas Public Library's commitment to creating and maintaining an environment that is actively and intentionally positive, inclusive, and affirming for all employees and library users, as described in STPL's Diversity, Equity, and Inclusion Policy. Contribute to a workplace culture that reflects St. Thomas Public Library's commitment to creating and maintaining an environment that is actively and intentionally positive, inclusive, and affirming for all employees and library users.

SALARY	
Group #7	Range \$26.22 – \$32.77 (January 2022)

APPROVED:		REFERENCE: Board Meeting September 21, 2022
EFFECTIVE DATE:	SUPERCEDES DATE: n/a	REVIEW DATE: September 2026