Job Description

Position Title: Maker Services Maker Specialist

Classification: H

Supervisor Title (FT): Maker Services Department Manager

Supervisor Title (RPT/PT/Sub): Maker Services Assistant Manager

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the supervision of the Maker Services Manager, this position facilitates superior library service to patrons by providing assistance to patrons using maker equipment and software, maintaining and troubleshooting maker equipment, and planning and presenting programs.

Specific responsibilities/functions will be assigned by the Maker Services Manager on the basis of experience, skills, needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  MLIS) or experience:
   * **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, facilitating groups in meetings and programs.
   * **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, maintaining and organizing digital files, and instructing and training others to use technology.
   * **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
   * **Time Management** includes prioritizing tasks, meeting deadlines, planning for long term tasks, and managing time independently.
   * **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources and instructing others to access and use library resources.
   * **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
   * **Instruction and Facilitation** includes instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
   * **Core Library Tenets** include understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.
2. Working knowledge of a variety of maker and maker-related software and equipment and the ability to troubleshoot and problem solve.
3. Working knowledge of general library philosophy, including the *Library Bill* *of Rights* and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
4. Working knowledge of maker resources, materials, and techniques.
5. Knowledge of department equipment and online resources to help answer patron requests.
6. Experience working in a public facing customer service environment.

## ESSENTIAL FUNCTIONS

1. Provides assistance and instruction to patrons utilizing maker equipment and software.
2. Plans, develops, produces and evaluates programs and services to meet community needs.
3. Performs basic operation, troubleshooting, and maintenance for makerspace equipment, and tools including managing inventory for assigned areas.
4. Serves as Person-in-Charge by interpreting and implementing library policy and working closely with the security monitor to resolve issues.
5. Participates in appropriate local, state and national organizations.
6. Participates in relevant training, continuing education and/or staff development.
7. Performs other duties as assigned.

## WORK ENVIRONEMENT

Work is routinely performed in a busy indoor space and in a shared office. This role routinely uses standard office equipment such as computers, phones, and scanners in addition to makerspace machinery. Noise level may vary from quiet to loud. Some remote work may be available. The employee is required to work evening and weekend hours.

## PHYSICAL REQUIREMENTS

1. Constantly communicates with staff and patrons regarding the space, procedures, designing, and use of equipment.
2. Constantly operates a computer.
3. Constantly inspects and operates machinery with buttons or a touch pad.
4. Constantly inspects materials and perceives items both near and far.
5. Frequently positions self to assist patrons.
6. Frequently retrieves and places items with precision.
7. Occasionally moves and places materials weighing up to 35 lbs.