

JOB DESCRIPTION

MakerSpace Assistant

Classification: Grade 4, Library Assistant

Job Type: Part Time, Permanent

Reports To: Community Engagement Supervisor

The MakerSpace Assistant will help educate and train users on the technology and equipment available in the MakerSpace. Working in coordination with the MakerSpace Coordinator, the MakerSpace Assistant will deliver maker and analog programs in the MakerSpace as part of a coordinated effort of the internal workgroup known as the Outreach Team. These programs will focus on opportunities for participants to create, play, collaborate and discover using the specialized equipment, software and tools available in the MakerSpace.

Duties and Responsibilities

1. Train and assist MakerSpace visitors in the use of software and equipment available in the space.
2. Provides proactive customer service and technical support to users of the Makerspace.
3. Assists patrons of all ages in the safe operation of MakerSpace equipment, materials and software (ie. 3D printers, vinyl cutters, sewing machines, electronics, green screen, and robotics).
4. Develops and conducts MakerSpace and technology related programs, workshops, presentations, tours, projects & events for patrons of all audiences. Creates and submits program proposals, and evaluates initiative success.
5. Assist with monitoring MakerSpace inventory and ordering materials and supplies
6. Promote the Stratford Public Library and the use of its services by assisting with tours of the MakerSpace, orientating new staff, volunteers and members to the MakerSpace, and creating guides for equipment and software related to the MakerSpace.
7. Conduct general troubleshooting and maintenance of equipment, furnishings, and software related to the makerspace.
8. Ensure the MakerSpace environment and equipment is clean, safe and ready for operation.
9. Assist with community partnerships working with the SPL MakerSpace.
10. Other related duties as required.

Formal Qualifications

- Post-secondary level education in technology, education, library studies, or another relevant area of study. Graduation from high school with work experience related to the maker movement or technology will also be considered.
- Demonstrated interest and strong competency in technology and analog maker skills.
- Proven ability to serve customers effectively and positively in a busy environment, including exercising sound independent judgment and problem-solving skills.
- Excellent oral and written communication skills that accommodate a diverse population of users and learners.



- Able to work effectively in a team environment and foster effective working relationships at all levels.
- Availability to work varied shifts and hours.
- Able to lift and carry up to 40lbs.
- Ability to produce a copy of a clear vulnerable sector police check.

Terms of Employment

Hours of Work:	Average of 14 hours a week. This position includes evenings and weekends (Saturday rotation)
Rate of Pay:	\$28.14 - \$33.10 per hour, plus 6% vacation pay
Benefits:	OMERS pension plan Employee Health Spending Plan 10 hours of paid personal time per 140 hours worked Employee Assistance Program

How to Apply

Email your cover letter and current resume detailing your qualifications to:
Krista Robinson, CEO, krobinson@splibrary.ca

Applications will be accepted until **11:59pm Wednesday, September 25th 2024**
Anticipated start date for this position is **mid-October**.

Applicants are thanked for their interest but only those individuals selected for an interview will be contacted. The Stratford Public Library is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants are asked to make their particular needs known in advance.

Artificial Intelligence will not be used in the recruitment process.



Competencies

Personal/Interpersonal:

1. Practices conversation as a valuable means of exploring ideas and making sense together.
2. Communicates effectively using a variety of methods, to a wide range of audiences and individuals from diverse backgrounds. Selects and applies the most appropriate and effective communication skills to meet situational needs.
3. Demonstrates a strong work ethic, personal accountability, and a commitment to public service. Understands and acts in accordance with the professional values and ethics of library service.
4. Committed to personal growth and learning; manages the development of his/her career and improvement of skills.
5. Pursues creative approaches to library service.
6. Anticipates and adapts to change and challenge effectively.
7. Works effectively as a team player and leader, developing and maintaining healthy relationships with others to achieve common goals.
8. Aptitude for creative and collective problem solving, including employing effective strategies to manage organizational politics, conflict, and difficult co-worker behaviours.

Programming / Outreach

1. Understands the operations of the service or department.
2. Contributes to effective decision making regarding library services and resources.
3. Acts as customer service champion by managing the physical environment to enhance user experience, applies and models customer service skills, uses effective techniques for difficult situations with customers, and contributes to the development and evaluation of standards and practices for the delivery of quality service.
4. Employs sound project management principles and procedures in the planning and implementation of programs and services.
5. Manages and advocates for programs and outreach services that advance the Library's mission.
6. Designs and implements outreach services and library programs for targeted groups that offer information, special skills or entertainment.
7. Promotes the library's programs and outreach to the community in coordination with marketing team.
8. Develops and delivers engaging programs.
9. Monitors and evaluates projects and outreach using appropriate evaluation strategies (evaluation forms, debrief with presenters, input from frontline staff, etc.), and uses results to improve future programming efforts, and uses the results for project improvement.
10. Champions community resilience and well-being.
11. Documents library use in terms of community impact and value; builds community-wide support for the library.
12. Forms positive, strategic partnerships with community organizations.



Public Service

1. Provides assistance to library users in a manner that is warm, welcoming and respectful.
2. Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations.
3. Demonstrates comfort in assisting library users with disabilities and accommodating special needs.
4. Demonstrates a good working knowledge of the full range of programs and services offered by the library.
5. Understands and executes the basic operations of the circulation function.
6. Assists users in making the best use of the library.
7. Facilitates library users' requests for information, whether adult, child, or young adult.
8. Provides search and retrieval of requested information and presents results that are clear and of appropriate scope.
9. Provides informal instruction and assistance to build skills of library users.
10. Assists users with the use of public and personal computers and devices.

Technology

1. Understands and uses advanced computer hardware and peripherals.
2. Understands and performs advanced operating system functions.
3. Understands and performs advanced functions and tasks of common software programs.
4. Performs advanced printing functions from common applications.
5. Demonstrates advanced with word processing programs.
6. Demonstrates advanced proficiency with spreadsheet programs.
7. Demonstrates a general understanding of all the technologies used by the library.
8. Understands and uses the internet and the world wide web.
9. Performs advanced information searches.
10. Understands common security protocols related to internet use.
11. Performs intermediate functions of email applications.
12. Understands and uses common social networking and online collaboration tools.
13. Demonstrates proficiency with the online catalogue and subscription services.
14. Demonstrates proficiency with presentation programs.
15. Demonstrates proficiency with web-based office applications for online collaboration.
16. Demonstrates proficiency with video and audio production programs.

