



Wilmette Public Library
Job Description

Position:	MAKER SPACE ASSISTANT
Type:	Part-time, Substitute, Seasonal, Temp.
Classification:	Non-exempt
Reports to:	Digital & Maker Services Manager
Pay Grade:	24
Updated:	4-27-2022

POSITION SUMMARY

Reporting to the Digital & Maker Services Manager, the Maker Space Assistant is responsible for assisting patrons with creative projects and equipment in the library's maker space. The Maker Space Assistant embraces technology and innovation, is enthusiastic, and has a passion for collaborating with people of all ages and abilities in a creative, supportive setting. They have a broad set of maker/DIY skills, a strong interest in tinkering and crafting, and a desire to learn new skills. This individual also has an aptitude for providing teaching and instruction to patrons, in addition to providing accurate, courteous, and direct customer service to ensure a positive library experience.

ESSENTIAL RESPONSIBILITIES

- Provides exceptional customer service to all patrons using library technology in the maker space.
- Instructs, guides, advises, and assists patrons of all ages and abilities with creative projects, primarily with library equipment, maker technology, and digital media software.
- Maintains knowledge of tools and resources for physical maker projects (fabric arts, 3D design and printing, and desktop cutters), and digital media creation (audio, images, and video).
- Conducts one-on-one instruction sessions with patrons.
- Develops and facilitates programs with a focus on emerging technology and maker topics for all ages that are responsive to community needs.
- Assists in all aspects of the daily operation and use of the maker space.
- Assists the Digital & Maker Services Manager in seeking out and acquiring new maker and technology equipment and lead trainings to staff.
- Maintains awareness of and demonstrates ease and comfort with emerging technologies.
- Completes 3D Print requests.
- Troubleshoots, maintains, and repairs library maker equipment.
- May assist with the creation of staff procedures, guidelines, and tutorials for maker equipment

Maker Space Assistant

- Orders supplementary materials and supplies as needed, under the direction of the Digital & Maker Services Manager.
- Attends and participate in department and library meetings and events as assigned.
- Participates on library committees as assigned.
- Ensures that policies are consistently followed in public spaces and reports any concerns.
- Keeps current on department and Library news and events by checking work email.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to demonstrate and deliver exceptional customer service for patrons and staff.
- Ability to demonstrate superb communication skills both verbal and written.
- Knowledge in Windows and Mac operating systems and software.
- Proficiency with maker space equipment (3D printers, sewing machines, desktop cutters) and related software.
- Knowledge of or ability to learn media creation and editing software (e.g. Adobe Creative Cloud, GarageBand, Final Cut, etc.)
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Demonstrated ability to:
 - develop and maintain strong working relationships with colleagues and community members
 - anticipate and creatively solve problems with a flexible mindset
 - work independently and handle multiple initiatives while meeting deadlines
 - positively adjust to change
- Ability to demonstrate knowledge of department practices and procedures.
- Demonstrate awareness of library resources, practices, and policies.
- Ability to use good judgment following procedures in support of library policies.
- Ability to demonstrate proficiency in computer skills.

QUALIFICATIONS

- One year experience working with the public preferred.
- HS Diploma or GED required.
- Exceptional customer service skills required.
- Ability to work both independently and in a team setting.
Schedule includes daytime, evening, and weekend hours.
- Bilingual skills preferred.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Work may include prolonged sitting, standing, stooping, bending, lifting/moving materials, getting down on the floor, as well as near constant computer use.
- Ability to perform office-related functions including extended concentration on a computer and typing capability.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing up to 75 pounds.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date