



<b>Position:</b>	<b>DIGITAL &amp; MAKER SERVICES ASSISTANT MANAGER</b>
<b>Type:</b>	<b>Full-time</b>
<b>Classification:</b>	<b>Non-exempt</b>
<b>Reports to:</b>	<b>Digital &amp; Maker Services Manager</b>
<b>Pay Grade:</b>	<b>30</b>

### **POSITION SUMMARY**

Reporting to the Digital & Maker Services Manager, the Digital & Maker Services Assistant Manager is responsible for overseeing the library’s online resources and digital collections, providing exceptional customer service to patrons, and conducting technology-related programs in a collaborative team setting. They also assist in the day-to-day operations of the Digital & Maker Services department, implementing services to support community interests and emerging needs.

### **ESSENTIAL RESPONSIBILITIES**

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- Provides accurate and friendly customer service to patrons using library technology while ensuring a positive library experience for all.
- Assumes the duties and responsibilities of the department manager in their absence, ensuring consistent, uninterrupted department operations.
- Oversees the selection and maintenance of the library’s online resources and digital collections. Seeks out and evaluates new resources, collects and analyzes usage data of current databases and digital content, ensures access for patrons, and works to promote the collections.
- Orders ebooks and digital audiobooks on a consistent basis, ensuring the collection meets the needs and interests of the community. Appropriately spends budgeted funds and submits invoices regularly.
- Assists patrons using library computers, printers, scanners, copiers, and other technology equipment. Troubleshoots common technology issues.
- May instruct, guide, advise, and assist patrons of all ages and abilities with creative projects in the Studio, maker technology, and digital media software.
- Develops and facilitates public programs on the topics of technology, digital literacy, emerging technologies, and online resources.
- Coordinates and conducts 1:1 instruction sessions for patrons on relevant technology topics.
- Create instructional and promotional content for the library website as assigned.

- Contributes to the development of the Library of Things collection and working group, including processing and procedures, as well as maintenance and relevant documentation.
- May assist with the creation and maintenance of weekly department schedules, including finding coverage when needed.
- Collaborates with the Digital & Maker Services Manager to seek out, recommend, and implement improvements and innovations in the area of digital services and emerging technologies.
- Implements and promotes departmental and library-wide goals through appropriate services, technologies, programs, and collateral resources.
- Maintains and applies knowledge of tools and resources for digital media creation and digitization (audio, images, and video).
- Assists with the training of new hires on Digital & Maker Services policies, practices, and procedures.
- Conducts the live stream of the regular monthly Board of Trustees meetings in a quarterly rotation.
- Prepare reports and statistics for review as assigned.
- Maintains awareness of current trends in programming, library services, and technology.
- Engages in self-directed professional development appropriate to Digital & Maker Services, including reviewing professional journals and attending professional workshops and meetings.
- Serves as Person In Charge (PIC), as assigned.
- Orders supplementary materials and supplies as needed and as assigned.
- Participates in library meetings and serves on library and/or community committees as assigned.
- Checks email regularly to keep updated on all library events, policies, practices, and procedures.
- Performs other duties as assigned.

## **KNOWLEDGE / SKILLS / ABILITIES**

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- Demonstrated ability to:
  - develop and maintain strong relationships with colleagues and community members.
  - anticipate and creatively solve problems with a flexible mindset.
  - positively adjust to change.
  - think strategically about the library's role providing technology services to the community
  - gather, analyze, and use meaningful data in decision-making processes.
  - demonstrate exceptional leadership skills and conduct fair and impartial treatment to all patrons and staff.

- coordinate and prioritize tasks to meet deadlines with excellent organizational and problem-solving skills.
- work independently while also flexible to work in a team setting.
- Commitment to and demonstrated success discussing, integrating, and promoting diversity, equity, inclusion, and accessibility.
- Ability to demonstrate and deliver exceptional customer service for patrons and staff.
- Ability to demonstrate a working knowledge of technology instruction, coordination, and curriculum development.
- Ability to demonstrate broad practical experience with library software platforms including Integrated Library System (Polaris preferred) and subscription databases.
- Ability to demonstrate advanced knowledge and facility with digital platforms including OverDrive/Digital Library of Illinois, Hoopla, and Kanopy.
- Ability to effectively and efficiently facilitate programming events and workshops.
- Ability to demonstrate superb communication skills both verbal and written.
- Ability to adapt communication style.
- Ability to use good judgment following procedures in support of library policies.
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired.
- Ability to work effectively and courteously with the public and staff in person, on the telephone, via email, and online.
- Ability to work efficiently and calmly during busy periods and with frequent interruption.
- Ability to work with efficiency, skill, accuracy, and appropriate speed.
- Ability to actively support and collaborate on projects and activities in service to departmental strategic goals.
- Ability to handle multiple tasks and efficiently organize work.
- Ability to exercise initiative and to make appropriate independent decisions.
- Must be punctual and demonstrate excellent organizational skills and attention to detail.
- Ability to consistently complete and follow-up on departmental jobs.
- Ability to provide interpretation and explanation of information sources, and to provide instruction in the use of resources both one-on-one and to groups
- Ability to demonstrate knowledge of department practices and procedures.
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications as required.
- Knowledge of Windows computing platform and Microsoft Office software suite.
- Ability to troubleshoot minor problems with computers and peripherals.
- Demonstrates ease and comfort with emerging technologies.

## QUALIFICATIONS

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- Masters of Library Science from an ALA-accredited library school required
- 2 or more years of library or related experience
- Demonstrated knowledge of existing and emerging technologies including Microsoft Office, computers, mobile devices, social media, maker technology, and online resources
- Exceptional customer service skills required
- Schedule includes daytime, evening, and weekend hours

**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.

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Wilmette Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the library will review a reasonable request for accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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## ACKNOWLEDGEMENT

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

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Employee's Signature

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Date