

DeKalb Public Library

JOB DESCRIPTION

JOB TITLE: Tech Desk and Studio Manager

STATUS: Non-Exempt, Full Time

SHIFT: 37.5 hours per week, Sunday-Saturday hours with regular rotation. Must be able to work evenings and weekends depending on library needs.

WAGES: \$24.87/hour, plus benefits

SUMMARY DESCRIPTION:

The Tech Desk and Studio Manager contributes to the effective operations of the library by coordinating a variety of services related to digital literacy and making. This position is responsible for areas of programming, outreach, and technical assistance related to computers, personal digital devices, maker and sound recording equipment and software, and is expected to work collaboratively with all other library departments, outside agencies, and organizations for the planning and implementation of a variety of programs and services related to digital literacy and making. Reports to the Head of Adult Services, supervises Tech Desk and Studio Specialists.

DUTIES AND RESPONSIBILITIES:

- Plan, develop, implement, and evaluate services related to digital literacy and making
 - Work with the Head of Adult Services to establish and implement procedures for the efficient operation of the Tech Desk and Studios while adhering to library policy; create procedures for the payment of fees to use Studio resources
 - Provide friendly, courteous, and accurate service to all library users
 - Develop, present, and evaluate workshops and programs teaching the use of computers, digital literacy (Microsoft Office, email, etc.), maker and sound recording equipment, and maker-related topics; oversee Tech Desk and Studio Specialists, external presenters, and volunteers in the presentation of such workshops and programs
 - Introduce and demonstrate the use of machines in 309 Creative and the Sound Studio to patrons, tour groups, and as directed
 - Provide assistance to patrons, monitor computer and adult study room reservations, assist with basic computer skills, printing, and scanning requests at the Tech Desk
 - Provide technical support for patrons regarding the library's digital resources and any specialized software provided in 309 Creative and the Sound Studio
 - Perform periodic departmental community needs assessments to identify patron needs in order to create tailored services and programs related to digital literacy and making
 - Create informational material, bibliographies, pathfinders, blogposts and/or other resources highlighting books or topics related digital literacy and making for the library, the website, or other public information venues, including user guides for tools and equipment in 309 Creative and the Sound Studio
 - Recruit external presenters for digital literacy and maker programming within budget constraints, set expectations, create and sign contracts for individual programs, solicit funds from the Friends of the Library for digital literacy and maker programming as needed
 - Provide technical support for patrons regarding e-books and any specialized software provided in 309 Creative and the Sound Studio
 - May assist with opening and closing procedures
 - May provide patron assistance at other service points as needed
 - Monitor the behavior and conduct of patrons in the Tech Desk area, Collaboration Studio and Sound Studio, and Circulation Desk area and intervene as necessary to ensure appropriate conduct
 - action if necessary
 - Provide staff training to other departments as requested
- Manage staff and volunteers for the Tech Desk and Studio department

- Supervise Tech Desk and Studio Specialists including initial and ongoing training, coordinating workflows, timecards, and scheduling
- Work with administration to recruit and select staff
- Administer performance evaluations, develop employee goals and performance improvement plans, recommend and implement disciplinary action if necessary
- Identify appropriate tasks for volunteers, create volunteer descriptions, contact and interview potential volunteers
- Train new departmental volunteers, direct ongoing activities, maintain log of hours worked
- Conduct annual volunteer reviews
- Provide references and paperwork for staff and volunteers as requested
- Maintain all Tech Desk, 309 Creative, and Sound Studio materials, tools, and equipment including hardware and software
 - Work with the Facilities and Maintenance department to ensure regular software and licensing updates
 - Routinely inspect 309 Creative and Sound Studio equipment, perform routine maintenance, evaluate broken or damaged items and attempt repair whenever possible
 - Store and maintain 309 Creative and Sound Studio supplies, keep an inventory and purchase additional supplies as needed
 - Maintain accurate records of preventive maintenance, troubleshooting guides, etc.
- Contribute to the effective administration of the library as a member of the library's administrative team
 - Attend library administration, staff, and professional meetings and participate in professional activities as needed
 - Participate in weekly team meetings to discuss and develop programming themes, special event planning and participation, patron policies, expectations, issues and concerns, library communication, and community involvement.
 - Work with the Head of Adult Services to prepare the annual Tech Desk and Studio budget; provide timely updates on the use of funds
 - Collaborate with Head of Adult Services and the library's administrative team to prepare short and long-term goals related to digital literacy and making
 - Prepare a monthly report on Tech Desk and Studio highlights, monthly usage and program attendance
 - Provide staff training to other departments as requested
- Actively encourage awareness of the library in the community and with professional organizations
 - Coordinate with community organizations and agencies in order to promote the library's services, materials, and programs; actively encourage community members to participate in library events and activities
 - Represent the library at professional meetings, activities, and conferences as assigned; prepare written reports for the Director about these events and new learnings
 - Remain current on trends in digital literacy and making resources through consortium meetings, workshops, and other appropriate seminars
 - Act as the library's representative to all agencies, institutions, groups, and committees related to digital literacy and maker programming
 - Seek out and apply for grants and additional funding; administer funds received and prepare necessary reports
- Participate in the development and implementation of new library services or projects
- Perform other duties as assigned

REQUIRED SKILLS AND QUALIFICATIONS:

- Bachelor's Degree required, focus on computer science, digital design, or a related field preferred
- One year experience working or volunteering in a makerspace or digital learning lab preferred
- Ability to communicate effectively with others, orally and in writing, including through email
- Ability to identify and translate the needs and interests of patrons into effective library services and programs

- Ability to establish and maintain effective working relationships with direct reports, co-workers, patrons, community organizations, and volunteers, and to serve the public courteously
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations
- Ability to learn and stay current with emerging technology, including digital media
- Knowledge of current trends in library services related to digital literacy and making preferred
- Experience with and ability to teach 2D and 3D design, audio and video recording and editing software, digital fabrication processes and machines, maintaining 3D printers, laser cutters, electronic cutters, audio and video recording equipment preferred

STATEMENT OF OTHER DUTIES DISCLAIMER:

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

EQUAL OPPORTUNITY:

The DeKalb Public Library is an equal opportunity employer. There shall be no discrimination or favoritism in employment, recruitment, compensation, termination, upgrading, promotions, or any other condition of employment against any employee or job applicant on the basis of race, ethnic origin, age, sex, gender, marital status, religious belief, disability, sexual orientation, political affiliation, national origin, or any other prohibited class.