
JOB DESCRIPTION

TITLE: Workshop Manager
REPORTS TO: Assistant Director

DEPT.: Workshop
CLASSIFICATION: Exempt

Objective:

Oversees all aspects of the Workshop Department, including operations, personnel, materials, and budget. Serves on the Library's Management Team and participates in strategic planning and policy development. Implements the Library's strategic plan, ensuring that the department is living up to the Library's mission, vision, and culture statement.

Duties:

1. Plans, directs, coordinates, and evaluates work of the Workshop department. Manages Library's makerspace and media studios.
2. Interviews, hires, trains, schedules, supervises, coaches, and evaluates staff while providing guidance, support, and leadership, within the culture of the organization.
3. Participates collaboratively in overall planning and policy development as a member of the Library's Management Team.
4. Provides positive front-line interactions with members using library resources in person, on the telephone, or electronically. Instructs, advises, and assists members with library resources and technologies.
5. Troubleshoot issues with publicly available technologies, including equipment, software, printers and copiers, and Library websites.
6. Oversees the development, facilitation, and evaluation of staff-led programs, paid programs, outreach, and library-wide events. Develops, conducts and assists programs as needed.
7. Stays current with all Workshop and emerging technologies. Participates in professional development through library provided training, reading, workshops, conferences, and networking groups.
8. Creates and reviews staff procedures and guidelines for Workshop equipment. Maintain staff manuals and ensure they are up to date. Develops and conducts staff training.
9. Oversees and performs Workshop equipment maintenance and repair. Schedules repairs and service calls.
10. Evaluates, selects, and requests equipment, software, technologies, supplies, and services for The Workshop. Approves purchase orders.
11. Prepares annual budget requests. Monitors and approve department expenditures and contracts.
12. Serves on library and community committees as assigned. Serves as liaison to community organizations and contacts.
13. Serves as person in-charge of the Library, responding to emergencies and member complaints.
14. Maintains Workshop inventory of equipment and supplies. Create new inventories as needed.
15. Creates reports, surveys, manuals, and other informational and statistical data. Utilizes data in departmental and Library-wide decision making.

16. Works closely with makerspace support vendors to ensure successful delivery of services. Communicates Library goals and service needs to vendors.
17. Creates and maintains a welcoming environment for members and staff by fostering a culture of diversity and inclusion.
18. Performs other duties as assigned.

Minimum Qualifications:

Education:

- Bachelor's degree or equivalent in library science, education, media, art, or related field. Master's degree in preferred.

Experience:

- Minimum 3 years related experience in a public library including a minimum of 1 year of supervisory experience required.
- Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Experience with makerspace equipment (e.g. 3D printers, laser cutters, sewing machines, etc.) and related software
- Experience with Adobe Creative Cloud and/or other digital media software
- Demonstrates ease and comfort with emerging technologies
- Knowledge of macOS and Apple software
- Knowledge of Microsoft Windows and 365
- Ability to diagnose and resolve problems with computers and peripherals
- Experience with or ability to learn integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases
- Ability to learn website content management software
- Ability to instruct and guide users of all skill levels in both group and one-on-one settings.
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Attention to detail
- Ability to use good judgment creating and following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Knowledge of federal, state, and local laws as reflected in library policy

Supervisory Responsibility:

Position has direct supervisory responsibility over departmental staff and overall supervisory responsibility when acting as person in-charge. Review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies.

Interview, hire, develop, coach, assist review work, evaluate, discipline, and enforce library rules and policies.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally
- prolonged sitting and repetitive keyboard use

Working Conditions:

- Work is performed in a typical library and makerspace environment.
- Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.
- Must be able to work a flexible schedule, including evenings and weekends.