



# Maker & STEM Assistant

**Position Code:**

**Pay Band:** 4

**Division:** Community Services

**Effective:** February 2024

**Reports To:** Supervisor, Community Services

**Revised:**

**Direct Reports:** none

**Status:** Seasonal Full-Time

**Indirect Reports:** none

## Position Summary

Reporting to the Supervisor, Community Services, the Maker & STEM Assistant is responsible for researching, developing, and executing digital literacy programs.

Working primarily in our Media Lab, the Assistant will foster imagination using an array of creative technologies and equipment. In addition to programming, the role includes responsibilities such as assisting in use of public computers and printing, participating in library events, advocacy, and outreach to our community. The main duties and responsibilities of the position are in the areas of program delivery, administration, and general library support.

## Duties and Responsibilities

### 1. Program Delivery (60%)

- (a) Assist patrons in using tools, equipment, material, and software in the Media Lab, offering patrons one-on-one instruction on resources including 3D printers, sewing, electronics, robotics, green screen, and sound technologies.
- (b) Develop and conduct Media Lab and technology-related programs, workshops, presentations, projects, and events for all ages.
- (c) Demonstrate creativity, innovation, and a knowledge of a variety of programming tools and techniques by emphasizing the importance of critical thinking and collaboration.
- (d) Provide patron service to users of the Media Lab and other technologies throughout the Library.
- (e) Administer outreach programs and events when applicable, including the possibility of utilizing the Library's book bike service model.
- (f) Ensure the health and welfare of participants, and that they adhere to health and safety regulations.

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## **2. Administration (30%)**

- (a) Maintain Media Lab equipment in accordance with prescribed requirements.
- (b) Develop and review user guides for Media Lab equipment, highlighting the unique applications of each piece of equipment.
- (c) Support and assist patrons with the use of computer hardware, online systems, and software applications on the public computer workstations.

## **3. General Library Support (10%)**

- (a) Participate in closing according to shift to ensure building security as required.
- (b) Respond to general inquiries, concerns, and issues from the public; direct patrons to specialized staff as required.
- (c) In the event of an emergency, contact appropriate management and authorities.
- (d) Maintain knowledge of policies and procedures and provide assistance throughout library as needed.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

## **Knowledge, Skills and Experience**

1. Enrolled in post-secondary studies in Library and Information Technology, Computer Science, or related discipline.
2. Six (6) months of related experience working in customer service or technology; previous experience in a library setting an asset.
3. Ability to observe/assess participant behaviours, enforce safety regulations and emergency procedures and apply appropriate behaviour-management techniques.
4. Good administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and

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discretion and to deal courteously and effectively with the public and fellow staff members.

5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high degree of initiative and personal integrity.
6. Working knowledge of Windows and Microsoft Office applications, Integrated Library Systems, internet, database management software, and office equipment.
7. Ability and willingness to travel within the community and out of town as required.
8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

### Physical Demands and Working Conditions

**Physical Effort:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Some sedentary work with no undue fatigue that involves sitting but may require standing or walking for periods of time. Individual must operate office equipment such as computers, copiers, faxes, scanners, and calculators. Must have the ability to stand, sit, reach with hands and arms, and stoop, kneel, or crouch. Exposure to dust. (70%) Must be physically able to push, pull, lift, carry or otherwise move objects up to 10 pounds on a regular basis and exert up to 20 pounds of force occasionally. Must be able to move wheeled carts (push & pull) when loaded weighing up to 100 pounds (30%).

Normal hours of work average thirty-five (35) hours per week. Shifts are usually seven (7) hours per day plus a one (1) hour unpaid meal break and scheduled shifts include days, evenings, and weekends. Flexibility in scheduling is necessary as there may be the occasional requirement to change shifts, work holidays and/or work overtime as required/assigned.

**Physical Environment:** Work is conducted in a standard library environment. (100%)

**Sensory Attention:** Visual concentration and repetitive keyboarding tasks. Ability to coordinate hand and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision and ability to adjust focus (70%). Requires the ability to prepare and read a variety of reports,

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letters/correspondence, budgets, purchase orders, etc. The ability to communicate effectively including explaining processes, instructions and speaking before groups of people (30%).

**Stress:** Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations. (5%)

### Contacts and Dimensions

Direct Reports: 0

Indirect Reports: 0

Total Employees Serviced: 0

Other Working Relationships: Position communicates regularly with Library staff, Town staff, staff at other libraries, patrons, volunteers, professional associations, internal/external library groups, and the general public.

Budget: n/a

Salary Budget: n/a

### Review and Signatures

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager/HR Signature: \_\_\_\_\_ Date: \_\_\_\_\_