

MIDPOINTE LIBRARY SYSTEM JOB DESCRIPTION

Makerspace Technician

Status: Full-time/Part-time

FLSA: Non-exempt

Pay Level: 3

PURPOSE

Under supervision, provides friendly, helpful customer service by assisting, supporting, and encouraging library users with makerspace services such as science, technology, engineering, art, math, audio/video and podcasting projects. Provide technical training and support of the equipment utilized in the makerspace area, communicating concepts and requirements in a manner appropriate to the user.

RESPONSIBILITIES

1. Provide a high level of customer service to enhance the user experience while demonstrating a professional, courteous, and respectful attitude towards all external and internal customers.
2. Answer basic and complex makerspace and library questions using print and/or electronic resources, while facilitating the activities in the makerspace.
3. Greet patrons, determine the purpose of their visit, and assist them with their makerspace needs.
4. Coordinate, create, schedule, prepare, and implement appropriate makerspace related educational, cultural or library-oriented programs, school visits, outreach, and group tours for library users of all ages.
5. Makerspace responsibilities such as technology training and instruction, assisting, mentoring, inventory, and research to those using the makerspace area.
6. Provide training and ensure compliance with safety and health procedures for safe usage of equipment, tools, and machinery.
7. Use established tracking systems to log requests; monitor progress, track problem resolution, identify patterns of failure, research bug fixes and implement solutions.
8. Operate, maintain, calibrate, clean, and troubleshoot library equipment including the makerspace tools and equipment, computers, and printers.
9. Assist in the development of processes for equipment utilization, inventory, reporting, safety, and space use.
10. Assist with implementing new and emerging technology, services, and projects for the makerspace area.
11. Provide user equipment instruction one-on-one and/or for groups or classes.
12. Communicate effectively with all patrons and co-workers.
13. Resolve customer complaints in an effective, pleasant and timely manner.
14. Maintain confidentiality of all customer transactions and records.
15. Perform assigned off-desk responsibilities.
16. Know and implement library policies and procedures.
17. Regular and predictable physical attendance and punctuality as required.
18. Assist with gathering statistical information.
19. Maintain neatness of makerspace area, public areas, and staff work areas.
20. Work with other branches and departments as necessary, including working at any makerspace facility at MidPointe branches.
21. Attend staff meetings and appropriate workshops, seminars and conferences.

22. Other duties as requested or assigned.

QUALIFICATIONS

1. High school diploma or equivalent, a makerspace related college degree highly desired.
2. Must have a valid driver's license with an acceptable motor vehicle record, and continuous insurability on the library's insurance.
3. Prior customer service experience that includes the desire and ability to serve and interact with a diverse public in a consistently tactful, friendly, courteous, and diplomatic manner is required.
4. Must have a positive attitude and a willingness to accept change, including learning new technology.
5. The ability to adapt to change, accept uncertainty, prioritize, handle confidential information, manage frequent interruptions, work independently and work in teams is needed.
6. Must be able to effectively problem solve; display initiative to find solutions; make independent judgments in the absence of supervision; be adaptable; positively handle and adapt to change; and be organized, efficient, and creative.
7. Must have excellent proficiency with various hardware and software such as printers; makerspace technologies; mobile devices; the library ILS; MS Office; Adobe Office Suite; Google Drive; makerspace software; databases; graphics programs; and the Internet.
8. Must have presentation and training skills to instruct all age groups.
9. Must be able to demonstrate excellent interpersonal and communication skills, as well as possess the temperament and good judgment to effectively assist patrons who may be irate or unreasonable.
10. Must be able to make effective decisions based on sound judgment, technical knowledge, analytical reasoning, and resourcefulness.
11. Must have the ability to plan, prioritize work, manage and coordinate projects while meeting deadlines.
12. Must have the ability to maintain composure when responding to a variety of problems and unpredictable circumstances as applicable.
13. The ability to interact with vendors, performers, and community members in a professional manner is needed.
14. The ability to communicate effectively, professionally, clearly, and concisely with patrons and coworkers both orally and in writing is needed.
15. Must be able to operate makerspace and library equipment such as printers, machinery, audio/video production equipment, laminators, copiers, computers, tablets, scanners, telephone, and have familiarity with makerspace safety practices.
16. Must be able to learn and carry out the responsibilities of the assigned position.
17. Must be able to travel to and work at other MidPointe Library makerspace facilities as scheduled.
18. Must be able to effectively speak, listen, read (including cursive), and understand English to discern verbal and written instructions.
19. Must be able to perform basic math functions such as adding, subtracting, dividing, and multiplying.
20. Able to work days, evenings and weekends.
21. Must have regular and predictable physical attendance and punctuality.

PHYSICAL REQUIREMENTS

1. Must be able to move intermittently throughout the workday.

2. Must be able to tolerate moderate noise level in the makerspace area.
3. Must have sufficient clarity of speech and hearing which permits satisfactory communication with others.
4. Must possess sufficient manual dexterity to operate library and makerspace equipment, use tools for machine maintenance, and perform general typing and keyboard operation that will enable assurance of position requirements.
5. Must have sufficient visual acuity to work with various machines in the maker space, distinguish, produce, and view a wide variety of materials in both print and electronic format as needed for the position.
6. Must be able to work in areas with odors including cleaners and disinfectants, maker space related odors, and in areas that may contain dust or other possible allergens.
7. Must be able to lift, move/carry makerspace and other materials, move loaded crates that could weigh approximately 75 pounds when full, and move loaded book carts that could weigh approximately 200 pounds when full.

NOTE: The above job description is not intended, nor should it be construed, to be an exhaustive list of all responsibilities, skills, or efforts associated with the position. The MidPointe Library System will modify and/or delete content of the job description as needed at any time.

5/2025