Westerville Public Library

POSITION TITLE: Innovation Lab Supervisor
CLASSIFICATION: Supervisor
REPORTS TO: Adult Services Manager
DIRECT REPORTS: Technology Center Associates
SALARY RANGE: R19; starting at $23.07/hr
STATUS: Exempt

SUMMARY OF RESPONSIBILITIES

Within the Innovation Lab environment the Supervisor will have a unique opportunity to assist our staff and customers learn, use and apply emerging technologies. These emerging technologies include: extended realities (VR/AR/MR/XR), a recording studio, 3D design/printing, expanded format printing, and digital media creation. The Supervisor will use multiple methods including live/virtual, recorded and digital interactions to accomplish their goals. The Supervisor is also responsible for leading the team of Technology Center Associates as they provide personal computer assistance to customers.

RESPONSIBILITIES

- Participate in assessment, design, (initial creative process) scope and project cost estimates for project creation.
- Participate in the assessment, validation and implementation of new technologies to the Lab.
- Provide ongoing analysis of equipment and community technology needs.
- Answer questions regarding the use of emerging technologies.
- Design programming to help customers integrate new technologies, skills, and processes to their needs.
- Provide training classes and/or demonstrations for staff and the public.
- Recruit volunteer Subject Matter Experts as speakers, trainers and consultants on emerging technologies.
- Ensure that safety protocols are in place for all Lab equipment.
- Organize, clean, and prep all Lab materials, including ordering, fabricating, and inventorying of supplies and tools.
- Troubleshoot and report equipment failures working with Computer Services staff as needed.
- Keep up-to-date on relevant emerging technologies and apply new knowledge.
- Maintain and grow relationships with other local maker space labs to coordinate services, programs, training, and sharing of technology.
- Recruit, interview and hire new Technology Center Associates as needed.
- Schedule Technology Center staff based on anticipated workload and ensures that adequate staffing levels are maintained to meet the library's needs.
- Evaluate, coach, develop and discipline direct reports.

REQUIREMENTS

- Bachelor's degree in a related field required. Master's degree preferred (MLIS or technology related).

- Experience working in a maker space/technology lab setting is a plus.
- Experience teaching technology skills to youth and adults (programming, computer basics, digital media production, engineering, STEM or web).
- Project management/startup experience or interest in developing these skills.
- Interest and ability to instruct in both a group and one-to-one setting.
- Supervisory experience preferred.
- Experience sourcing alternative funding for programs/equipment including grants, partnerships and sponsorships preferred.
- Ability to read a variety of manuals, write documents following prescribed formats, and present information to others.
- Ability to multitask and prioritize customer requests.
- Ability to work both independently and collaboratively across multiple departments.
- Ability to interact with the public in a consistent, friendly and professional manner.
- Positive attitude and a willingness to accept change.
- Ability to learn, operate, and teach complex computer applications and programs.
- Must have excellent communication skills including the ability to convey information effectively to others.

PHYSICAL REQUIREMENTS
- While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires light physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of objects/book carts (up to 10 lbs).
- The majority of the work is performed in an office setting. The worker is required to have close visual acuity to perform an activity such as: viewing a computer terminal; extensive reading.

EOE

To apply for this position go to www.westervillelibrary.org/careers.