



King Township Public Library Job Description

JOB INFORMATION:

Job Title:	Innovation & Maker Specialist		
Classification:	Permanent Full-time - Grade 3		
Reports to:	Deputy Chief - Patron Experience		
Supervision:	No direct reports		
Revision Date:	July 2026	Location:	As assigned; may work at ANY Library location or off-site as required

JOB SUMMARY:

The Innovation & Maker Specialist is responsible for fostering creativity, innovation, and lifelong learning through the Library's Make-It Lab and STEM services. Under the direction of the Deputy CEO - Patron Experience, this position develops, delivers, and evaluates innovative programs and learning experiences that support emerging technologies, digital literacy, and hands-on learning opportunities for all ages.

The Innovation & Maker Specialist serves as the Library's lead resource for maker technologies, Make-It Lab operations, equipment management, and staff training. The position primarily operates from the Make-It Lab while supporting branch staff and community initiatives through training, consultation, and outreach as required. In addition, the role provides frontline public service support, including circulation, information and readers' advisory services, assisting patrons with library resources and technology, and supporting community-focused special projects and initiatives.

RESPONSIBLE FOR:

Programming & Community Engagement

- Planning and implementing programs focusing on emerging technologies using innovative and creative ways to engage the community
- Identifying program venues outside of the library
- Developing and running of STEM-themed programs for all ages
- Communicating empathetically and effectively to all demographics and user groups
- Engaging with the community, representing the Library at events held at various venues across the Township and Region
- Supporting outreach initiatives involving maker technologies and STEM experiences
- Working collaboratively with the Community Connections Specialist to support promotional activities and community awareness

Maker Space Operations

- Overseeing of Maker participants in using the Library's maker equipment and resources
- Training designated Library staff on Maker equipment
- Ensuring the Maker equipment is clean, safe and ready for operation
- Storing and maintaining of all Maker materials and equipment including the monitoring of supplies and advising Manager when restocking is required
- Researching and recommending new Maker equipment/material

Public Services

- Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations
- Mastering the Library's suite of electronic platforms, ILS (catalogue) and digital resources to effectively instruct the public in their use, actively promoting them where appropriate
- Providing information and readers' advisory services for all ages
- Participating in facility operations including safe opening and closing procedures
- Overseeing of junior staff in the absence of management
- Handling cash, debit and credit card transactions and end of shift reconciliations
- Troubleshooting and addressing problems with equipment and technology as needed

General

- Preparing statistics and reports as required
- Participating in staff meetings and committees as assigned
- Upholding Library's code of conduct both in lab and public spaces
- Compliance with all Library Policies and Procedures including Health & Safety, Personnel, etc.
- Maintaining an up-to-date knowledge of library trends and issues through professional development, meetings and reading industry-related periodicals and specialized literature
- All other duties as assigned

QUALIFICATIONS:

- Post-secondary diploma in Library & Information Technician program or related discipline
- 2 years' experience in a Maker or a library environment
- Experience with STEM programming
- Advanced knowledge of digital and maker technologies
- Confident in instruction and use of creative tools including: 3D Printers, gaming devices, VR technologies, audio and visual equipment
- Familiarity with Integrated Library System (ILS) is considered an asset

- Critical thinking and analytical skills required to support the needs of the Library's strategic goals
- Works as a team player, contributing to the overall success of the library and exhibits a learning and growth mindset
- Demonstrated proficiency in customer service
- Proof of valid Ontario Driver's License, up-to-date insurance and reliable transportation is a must
- Ability to work evenings and weekends, including two regularly scheduled evenings per week and one Saturday per month. Additional evening and weekend hours may be required on occasion due to the nature of the position. Availability to work at ALL branch locations and offsite is required.
- Successful candidate will be required to produce a current Vulnerable Sector Check
- Fluent in English with excellent presentation, oral and written communication skills
- Minimum physical requirements: able to lift 30 pounds, bend, reach, and stretch

WORKING ENVIRONMENT:

- Rapidly changing, highly automated public environment serving all demographics and user groups
- Requires day, evening, and weekend shifts at any of the KTPL's locations
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving users (may be exposed to conflict and emotionally charged situations)
- Local travel for meetings, events and outreach
- Involves standing, computer and electronic device usage, and occasional light physical exertion (e.g. pulling, lifting & carrying materials, boxes & equipment)

COMPETENCIES:

- Performs duties with judgement and initiative
- Proven ability to work accurately and multi-task while meeting deadlines and productions schedules
- Strong time management and organizational skills with extreme attention to detail
- Exhibits the flexibility to accept change and the resilience to adapt with curiosity and enthusiasm

Programming:

- Exhibits strong ability to:
 - assist patrons in the Make-it Lab and community branches with training and learning of Maker equipment
 - pursue new ideas and experiments in order to create interesting and engaging Maker programs
 - develop a variety of Maker programs to meet the needs and interests of target audiences
 - understand traditions and trends in library programming; tracks developments and potential in areas such as gaming and maker spaces
 - actively involve users in planning, implementing and evaluating programs
- Recognizes individuals and groups not adequately served

- Creative in nature
- Demonstrates knowledge and skills necessary to work effectively with all demographics and user groups
- Understands the value of community engagement and building relationships to raise awareness and build support for the library
- Basic understanding of copyright legislation and intellectual property

Customer Service:

- Provides excellent service in person, on the telephone and through electronic communications that is customized to meet the needs of individual users
- Feels energized serving members of the public, maintaining positivity and enthusiasm in a busy work environment with frequent interruptions
- Recognizes when to refer users or questions to other staff or organizations
- Ability to function calmly and effectively during stressful situations
- Uses tact, discretion and respects confidentiality

Problem-Solving and Decision-Making:

- Looks for alternative solutions to problems; knows when to proceed with a solution and make a decision independently or when to seek help or guidance from other staff or escalate to management

Team Work:

- Works as a team player, contributes to the overall success of the Library and exhibits a learning and growth mindset
- Ability to work independently or cooperatively in a team environment

Learning and Personal Growth:

- Manages the development of one's own career and ongoing improvement of knowledge, skills and abilities through a commitment to personal growth and lifelong learning
- Anticipates and adapts to change with a sense of optimism and opportunity

Communication:

- Advanced presentation, written and oral communication skills
- Fluent in English (verbal, writing and reading)

Technology:

- Advanced knowledge of digital and maker technologies
- Strong knowledge of current Microsoft Office software (Word, Excel)
- Strong knowledge of current digital/virtual meeting and presentation platforms
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge