



Job Description

Head of Emerging & Creative Technologies (Full-time Non-Exempt)

Job Summary:

Oversees the Library's Collaboratory makerspace, Tech Connect digital navigation service, web-based services, and public and staff computers. Reports to the Library Director.

Essential Job Functions:

Collaboratory

- Directs and supervises the operation of the Collaboratory; trains and manages assignments to staff; evaluates staff assigned to the Collaboratory.
- Oversees furnishings and equipment.
- Oversees use of space and public program schedule.
- Recommends and coordinates acquisition of new and replacement equipment.
- Maintains the supplies and programs budgets. Keeps a record of expenditures and contracts.
- Collects and reports program and equipment usage statistics.
- Assesses patron interest in and demand for products and services.
- Coordinates relevant outreach to community groups.

Tech Connect digital navigation

- Directs and supervises the operation of the Tech Connect digital navigation service; trains and manages assignments to staff; evaluates Tech Connect staff.
- Oversees appointment and public program schedules.
- Manages related equipment maintenance.
- Reports program and equipment usage statistics.
- Coordinates related outreach to community groups.

Web-based Services

- Plans, develops, and maintains the Library's website.
- Coordinates with other staff members regarding the library's website and e-resources.
- Serves as primary point of contact for resolving and/or referring online user feedback and troubleshooting digital collection platforms.
- Collects and reports public computer, network, and website usage statistics.

Public and Staff Hardware/Software

- Creates the library's technology plan and budget.
- Recommends improvements to the library's hardware and network.
- Coordinates installation, operation, and maintenance of public and staff computers.
- Works with LION library consortium staff and manufacturer's technical support as needed for hardware and network support and maintenance.
- Plans and/or oversees instructional programs to introduce patrons to technology and online resources.

Additional Job Functions:

- Provides Reference Desk and Collaboratory assistance as assigned for weekly desk hours, including evenings and weekends in rotation.
- Provides collection development in assigned areas.
- Builds staff awareness of new and emerging technologies.
- Contributes to staff training for library hardware, software, and upgrades, as well as new equipment.
- Participates in professional development activities to keep knowledge and skills current.
- Participates on the library's Management Team, which plays a critical role implementing the library's mission, vision, and strategic direction, including making the library a more inclusive and welcoming place for all people through its programs, services, and collections.
- May be responsible for the building and personnel in the absence of the Director, in accordance with the chain of responsibility.
- Completes additional tasks or projects as assigned.

Required Knowledge, Skills, and Abilities:

- Master's degree in library science from an ALA-accredited institution, plus three years of progressively responsible library administration experience, including one year in a supervisory or lead capacity, OR an equivalent combination of education and experience.
- Demonstrated ability and knowledge of supervisory methods, including delegating work, evaluating performance, and maintaining morale through goal setting and professional development.
- Demonstrated ability to develop clear goals for the department and to monitor short- and long-range plans.
- Demonstrated mastery of current and emerging technologies in public libraries, including expertise in popular maker equipment.
- Outstanding communication and customer service skills.
- Excellent verbal and written communication skills.
- Exceptional organizational skills and attention to details.
- Ability to prioritize tasks and manage multiple projects simultaneously.
- Collaborative mindset with the ability to work harmoniously with staff, vendors, and external organizations.
- Proven track record of outstanding customer service to a wide range of ages and abilities.
- A commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.

Physical Demands:

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Move throughout the library to access collections, lead programs and meetings, and operate office equipment.
- Remain in a stationary position 50% of the time.

- Operate a computer and other office productivity machinery, such as scanner/fax machines, printers, and photocopiers.
- Communicate with staff and the general public and exchange accurate information.
- Have the visual acuity required to read and view from a computer terminal.
- Move equipment and book carts up weighing up to 50 pounds around the library building.
- Must be able to transport self to work-related meetings, workshops, conferences, etc.

Hours:

37.5 hours per week, including one evening a week and weekend hours on rotation.

Benefits & Compensation:

- Salary range is \$80,000 – \$85,000 depending on qualifications and experience
- 20 vacation days, 13 paid holidays, 4 personal days
- Medical and dental insurance
- Life insurance for employee
- TIAA 403 (b) retirement plan with 7% employer contribution after one year of service

Disclaimer: *Nothing in this job description restricts Wallingford Public Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects Wallingford Public Library's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

Wallingford Public Library's policy is to provide, in accordance with applicable law, equal employment opportunities to all employees and applicants without regard to race (including ethnic traits historically associated with race such as hair texture and protective hairstyles), color, religious creed, age, sex, pregnancy, marital status, national origin, ancestry, past or current mental or physical disability, genetic information, military or veteran status, sexual orientation, gender identity or expression, civil union status, status as a victim of domestic violence, or any other legally protected status.

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