



Mansfield/Richland County
Public Library

VACANCY POSTING

& JOB DESCRIPTION

Learning & Creation Lab Manager

Applications will be accepted until 5:00 pm on Monday, October 12, 2026.

Complete an online application on our website: www.mrcpl.org/about/employment

Application forms are also available and accepted at all MRCPL locations.

Please include letter of interest and current resume with application.

This is a 40 hours per week position, working days, evenings and weekends.

Reports to:	Deputy Director	FLSA Status:	Non-Exempt
Pay Grade:	28; \$28.13/hr to start	Location:	Main

Positions Supervised: Learning Lab Specialists, Volunteers

POSITION SUMMARY: Under the general supervision of the Deputy Director, the Learning & Creation Lab Manager oversees training and instruction for the community in the use of computers, internet, and makerspace equipment. The manager also supervises the Learning Lab staff in all aspects of the Learning Lab and Creation Lab, including developing and presenting programs, providing one-to-one assistance to customers, and participating in related functions of the labs.

QUALIFICATIONS:

1. Bachelor's degree is required , with focus in business management or computer science.
2. Two to three years of experience training others on computer operations and software is preferred.
3. Experience training and supervising others, including work delegation, scheduling and evaluating performance
4. Significant experience and proficiency in basic computer knowledge and demonstrable ability to use applications in Windows environment including Microsoft Office products, internet and email
5. Ability to read, write, speak and understand English
6. Proficiency and familiarity with a variety of mobile devices is required.
7. Experience with computer-aided design or drawing is helpful but not required.
8. Experience working with the operation and processes involved with DIY making, such as 3D modeling and printing/fabrication and the usage of basic hand tools is preferred.
9. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours

10. Physical requirements: Engage in extended periods of sitting, standing, viewing computer screens, and bending forward from the waist. Engage in intermittent periods of walking, stooping, leaning to one side, climbing stairs, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones, office equipment and other hand-held devices. Must have visual acuity to distinguish, produce and view a wide variety of materials in both print and electronic formats.
11. Must be able to work in areas that have loud noise, fumes, odors, dust, or other possible allergens.
12. Favorable results of pre-employment background check.
13. Reliable transportation in order to meet work requirements.
14. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel is required.
15. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of the principles, theories, concepts, functions and services of a public library and of library administration (acquired after hire)
5. Knowledge and experience with Microsoft Office products and other applicable popular software programs
6. Knowledge and experience with various operating systems and software products, including Apple and Google
7. Advanced skill in internet and search strategies and web-based email
8. Knowledge and experience with operating various popular mobile devices and applications
9. Knowledge and skill in basic computer maintenance procedures and troubleshooting
10. Ability to work patiently and sensitively with diverse clientele
11. Ability to respond to unanticipated needs and work under pressure
12. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions
13. Ability to speak publicly to audiences of varying size and demographics
14. Ability to understand and follow specific instructions
15. Ability to work independently in the absence of close supervision
16. Ability to prioritize work and efficiently carry out assigned tasks and projects
17. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
18. Ability to remain mentally alert, focusing attention on detail and accuracy
19. Skill in exhibiting an attitude of professionalism, including tact, good judgment, dependability and courtesy
20. Excellent organizational skills and attention to detail and accuracy

21. Experience leading and mentoring staff to adapt to change and to grow in the profession
22. Ability to provide oral and written instructions to staff clearly and concisely
23. Ability to assume responsibility and demand accountability, when necessary
24. Ability to plan, schedule and supervise staff and their assignments fairly and consistently

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Model behaviors that exemplify superior customer service.
3. Maintain confidentiality of customer records in accordance with Library policy and Ohio law.
4. Handle multiple interruptions at once, sustaining productivity and accuracy.
5. Exhibit professional, courteous and approachable demeanor at all times.
6. Supervise and adequately perform all aspects of department operations.
7. Act as a leader and assist others to adapt to growth and change.
8. Using good judgment and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
9. Assist customers at Main and Branches, including basic use of the internet and office productivity software.
10. Coordinate scheduling of computers and makerspace equipment in the lab for use by the public and the Library.
11. Promote and conduct basic computer skill and software usage training sessions for customers and Library staff in group or 1:1 setting.
12. Seek and develop partnerships throughout the community to provide computer classes.
13. Collaborate with Leadership Team and Training Team on computer classes and makerspace programs offered internally and externally.
14. Assist customers with their DIY projects, from initial concept to final product.
15. Teach customers how to use the makerspace equipment properly.
16. Operate, maintain, calibrate, clean and troubleshoot the makerspace equipment.
17. Interpret Library policy and procedure to staff and public as appropriate.
18. Participate in budgetary planning and monitor spending of money in assigned areas.
19. Represent the Library publicly at meetings and other activities, as directed.
20. Monitor and evaluate the effectiveness, efficiency and quality of services, bringing recommendations to the Administration as appropriate.
21. Supervise staff and volunteers, planning, organizing and directing work activities, participating in hiring, conducting orientation and training, preparing performance evaluations and recommending disciplinary action if needed.
22. Hold regular staff meetings and act on issues raised in such meetings in a timely manner.
23. Provide timely feedback to employees.

24. Document and handle conflict situations, including disciplinary procedures, appropriately and consistently, working in cooperation with the HR Coordinator to address and resolve such situations in a timely manner.
25. Maintain regular and predictable attendance.
26. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Coordinate training and supervision for department volunteers.
3. Serve as a member of the Leadership Team, working cooperatively with the Administration on matters of Library policy, procedures, projects and plans.
4. Engage actively in professional development and monitor changes in the profession through meetings, professional association membership and activities and professional reading.
5. Act as Person In Charge (PIC) as requested, and work Sunday rotation when scheduled.
6. Provide statistics, reports and project results, as requested.
7. Attend meetings as scheduled.
8. Attend Staff Development Day, and additional workshops and seminars as assigned.
9. Perform additional tasks as required by the upward chain of command, which moves from the Learning Lab Manager to the Deputy Director to the Director.