Franklin-Springboro Public Library
Franklin Public Library | 44 East 4th Street, Franklin, Ohio 45005 | (937) 746-2665
Springboro Public Library | 125 Park Lane, Springboro, Ohio 45066 | (937) 748-3200

EMPLOYMENT OPPORTUNITY
Digital Content Coordinator, Full-Time

DATE OF POSTING: October 16, 2026

LOCATION: Franklin Branch

SCHEDULE: Primary Workweek: Monday through Friday. Sunday Rotation: You will work on Sundays approximately once every nine weeks. Availability Requirements: Flexibility is mandatory. The Library is open seven days a week. You must be available to work evenings, weekends, and holidays as needed. Occasional on-call or after-hours support may be required during special situations or emergencies.

POSITION SUMMARY: The Digital Content Coordinator is responsible for maintaining digital access content; developing the digital materials collection; troubleshooting support; creating, updating, and monitoring website and social media content, public relations, and marketing activities; designing and purchasing marketing materials; maintaining usage statistics; providing excellent customer service; representing the library publicly; and supporting the FSPL mission.

QUALIFICATIONS AND REQUIREMENTS:

- Associate's Degree or equivalent combination of education and related experience desired. Extensive customer service experience and proficiency in collecting and organizing data. Demonstrable skill in website management, social media, video editing, or graphic design preferred.
- Establish and maintain access to materials in the Library, including but not limited to e-journals, e-books, online periodicals, databases, and streaming audiobooks and videos.
- Updating knowledgebase holdings, assessing existing holdings for accuracy, maintaining the Library's database list, and retrieving and compiling usage statistics.
- Provide troubleshooting support for access issues with vendors, patrons, and staff.
- Ability to identify target audiences and create effective marketing campaigns that engage and generate positive patron outcomes.
- Effective verbal and written communication skills. Answers general patron and staff questions on all interactive platforms.
- Present the Franklin-Springboro Public Library and its services in a positive manner and adhere to best practices as established by the Library.

GENERAL DUTIES:

- Develop and produce timely, relevant and professional brochures, posters, handouts, flyers, promotional TV and web content, social media, and press releases that communicate the value of library products, events, and services to the FSPL service area. Coordinate marketing to specific groups, such as senior citizens, the business community and/or schools. Identify and coordinate with co-workers and vendors that are needed for the creation, ordering, printing, and distribution of publicity and other marketing materials.
- Oversee, edit, and ensure the Library website is current. Effectively communicate and train staff members on the website content.
- Actively seek opportunities to promote the Library to the community, implement the process, and evaluate the outcomes.
- Evaluate and procure digital resources and databases.
- Coordinates access and maintenance of the Library's licensed digital resources and databases, including tasks related to contracts, implementation, staff and patron support, troubleshooting, and maintenance of resources.
- Gathers, analyzes, and reports on data related to the Library's collections, services, and programs. Prepares reports as requested including monthly statistics.
- Identifies, evaluates, and selects materials for the digital library collection that meets the educational, informational, intellectual, and recreational needs of the Library's patrons. Serves as substitute collection development purchaser as needed.
- Provide excellent customer service using the Library's Integrated Library System (ILS), Polaris, to search and locate requested materials, check materials in and out, process holds, register patrons, collect fees, and answer reference questions.
- Provide prompt, accurate assistance for patrons utilizing Library resources and services including the catalog, website, digital library, and e-resources.
- Maintain familiarity and assist patrons with various technologies including phones, computers, tablets, printers (wireless printing), and copiers (faxing, scanning, and copying).
- Assist patrons with internet use, job searches, electronic tools, and basic computer applications, including MS Windows, MS Office, and Google Workspace.

BENEFITS: This is a full-time non-exempt position. The starting pay rate for this position is $22.00 and is dependent on qualifications. Benefits include sick and vacation leave, health, dental, vision, and life insurance and membership in the Ohio Public Employees Retirement System.

TO APPLY: Complete an application form available at either FSPL location or at www.fspl.org/content/employment-opportunities. Applications may be submitted at either branch or emailed to fspl@fspl.org.

DEADLINE: Position will remain open until filled.

The Franklin-Springboro Public Library is an equal opportunity employer.