



MARKHAM PUBLIC LIBRARY

Digital Literacy & AI Strategist

Job Posting # 2026-31

Job Type: Permanent Union Full-Time

Hours: 35 hours per week on average

Number of openings: 1

Salary: \$89,109 - \$100,122 per annum

Grade: 9C

Posting Date: July 17, 2026

Closing Date: July 31, 2026, by 4:30 p.m.

Markham Public Library is now accepting applications for a **Digital Literacy & AI Strategist** position in the Virtual Services Department with the Markham Public Library. The position is currently located at the **Administration Centre**. (Note: work location is subject to change.)

VISION FOR THE POSITION

The Digital Literacy & AI Strategist is a key member of the Virtual Services department, responsible for coordinating and supporting the development of digital literacy, makerspace services, and emerging technology learning opportunities, including artificial intelligence (AI) literacy, across all library locations.

Working collaboratively with Community Engagement department, and branch leadership, the position supports the planning and implementation of system-wide programs and services that enable customers and staff to effectively engage with digital tools and emerging technologies.

The incumbent contributes subject-matter expertise, supports consistent service standards, and promotes equitable access to digital learning opportunities, including AI literacy that fosters informed, ethical, and confident use of emerging technologies among staff and customers. The role operates within established organizational and branch structures, working through branch leadership and Digital Literacy Specialists to support implementation at the branch level.

DUTIES AND RESPONSIBILITIES

Digital Literacy and Program Development Support

1. Contribute to the development and implementation of a system-wide digital literacy framework in collaboration with Community Engagement department, and branch leadership.
2. Contribute subject matter expertise to the design and evaluation of digital literacy programming, coordinating delivery through Digital Literacy Specialists and other staff at each branch.
3. Collaborate with Branch Managers and Supervisors to support implementation, ensuring programs and services align with operational requirements and local community needs.
4. Promote equitable access to digital learning opportunities through consistent, scalable approaches across all locations.
5. Coordinate data collection through the Digital Literacy Specialists and branch teams and support service evaluation activities in collaboration with the Research and Data Analyst.

Makerspace and Technology Program Coordination

6. Facilitate the coordination of system-wide approaches to makerspace, digital literacy, and technology-enabled programming in collaboration with the Community Engagement department, and branch leadership team.
7. Support the effective integration and consistent delivery of technology-enabled programs and services across branches through Digital Literacy Specialists and other branch teams, while enabling local adaptation to community needs.
8. Collaborate with Branch Managers and Supervisors to ensure alignment with branch operations, staffing capacity, service priorities, and customer experience standards.
9. Collaborate with Markham ITS, vendors, branches, and internal teams to coordinate the installation, configuration, testing, deployment, maintenance, security, functionality, and compatibility of makerspace technologies and software across the library system.
10. Maintain inventory of makerspace equipment, computers, peripherals, software, licenses, and related assets, ensuring records remain accurate and current.
11. Coordinate makerspace expansion and lifecycle replacement projects from planning through implementation.
12. Assist in the development and maintenance of guidelines, workflows, and safety protocols in consultation with frontline staff and operational leaders.
13. Research, evaluate, and recommend emerging technologies, equipment, software, and digital tools to enhance makerspace services and align with organizational priorities.
14. Evaluate the performance and reliability of makerspace technologies and recommend improvements based on user feedback, operational needs, and industry best practices.

AI Literacy and Emerging Technologies

15. Monitor, research, and evaluate digital literacy trends, emerging technologies, and innovative practices, including AI, and provide recommendations to support service development and continuous improvement.
16. Support the integration of AI and other emerging technology literacy in programming in collaboration with internal stakeholders.
17. Contribute to the development of system-wide approaches that build foundational AI literacy among staff and customers, including understanding common applications, limitations, and ethical considerations.
18. Create and maintain resources, guidelines, and learning materials that promote the safe, ethical, and responsible use of AI and other emerging technologies for both staff and customers.
19. Act as a resource to staff on digital literacy, AI, and emerging technology topics.

Training and Capacity Building

20. Collaborate with the Training Librarian to design and deliver training opportunities to build capacity among Digital Literacy Specialists and branch staff.
21. Provide ongoing support, guidance, and resources to enable consistent and high-quality program delivery, including content related to digital literacy, makerspaces, and AI.
22. Collaborate with Branch Managers and Supervisors to support the development of staff competencies in emerging technologies, including AI tools and applications, to enhance service delivery and customer support.
23. Develop documentation, toolkits, and learning materials to support scalable implementation across branches.

Collaboration & Outreach

24. Work with Digital Literacy Specialists and branch teams to support local outreach and engagement activities.
25. Act as a resource and collaborator across departments to support digital literacy, makerspace, and emerging technology initiatives.
26. Participate in cross-functional teams and committees.
27. Perform other related duties as assigned.

QUALIFICATIONS

1. Master's Degree in Library Science or equivalent from an ALA accredited faculty of Library / Information Science.
2. A minimum of three (3) years' experience in digital literacy programming, technology-based service delivery, makerspace services, or a related area.
3. Experience working with digital learning tools and technologies (e.g., makerspace equipment, multimedia tools, creative software) and knowledge of AI applications and trends.
4. Experience with hardware deployment and troubleshooting (e.g., computers, makerspace equipment, content creation software, etc.).

DEMONSTRATED SKILLS

1. Strong organizational and coordination skills, with the ability to manage multiple initiatives concurrently.
2. Analytical and problem-solving skills with a focus on continuous improvement.
3. Effective written and verbal communication skills, including the ability to engage diverse audiences.
4. Ability to develop and deliver training and educational content, and create clear documentation for staff.
5. Strong interpersonal skills with the ability to collaborate effectively across teams and departments.
6. Ability to work within established structures while supporting system-wide consistency.

CORE COMPETENCIES

- Organizational Alignment
- Service Orientation
- Thinks Critically
- Assumes Personal Responsibility
- Ensures Accuracy & Attention to Detail

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markhamlibrary.ca

Please quote the **job posting #2026-31** in the Subject line.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

AI Disclosure

At the Markham Public Library, we value transparency and fairness in recruitment. We do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

Vacancy

New Vacancy

We thank all applicants for their interest, however, only those selected for an interview will be contacted.