

17TH JUDICIAL CIRCUIT COURT WINNEBAGO COUNTY

NON BARGAINING UNIT VACANCY: LIBRARY AND SELF-HELP CENTER MANAGER

HOURS: FULL-TIME EXEMPT POSITION, 40 hours per week
8:00 am to 5:00 pm Monday through Friday normal business hours

COMPENSATION: \$27.00/ hr
IMRF Pension, Health Insurance, and County Benefits

LOCATION: Winnebago County Courthouse, 400 West State Street, Rockford, IL 61101

Position Summary

Under the direction of the Trial Court Administration, this position is responsible for the daily management and operation of the Winnebago County Law Library and Self-Help Center. The Law Library provides judges, attorneys, court staff and the public with access to legal research resources through a collection of print and electronic materials. The Legal Self-Help Center assists self-represented litigants by providing neutral legal information to help navigate court processes, locating appropriate forms and resources, and supporting the preparation of materials needed for court.

The Manager provides leadership for Self-Help Center staff and volunteers, oversees public services, coordinates access-to-justice initiatives, maintains law library resources, and collaborates with court departments and community partners to improve services for self-represented litigants.

The position provides neutral legal information and navigation assistance and ensures the Law Library and Self-Help Center operates efficiently, professionally, and in accordance with Illinois Supreme Court policies regarding self-represented litigants.

A successful candidate will:

- Have knowledge of the legal system and demonstrate an ability to maintain neutrality and not provide legal advice.
- Have strong customer service skills, including experience serving and responding to the needs of the public.
- Interact in a professional, courteous manner and maintain effective working relationships with other court personnel, legal professionals, and outside agencies.
- Be extremely computer literate and have knowledge in navigating web-based portals and resources.
- Have experience in leading projects and teams and demonstrate strong organizational and project management skills.
- Understand access to justice principles and hold a desire to ensure all are afforded equal and accessible access to the justice system.

Essential Duties & Responsibilities

Program Management

- Manage the daily operation of the Law Library and Legal Self-Help Center.
- Develop, implement, and maintain operational procedures.
- Ensure consistent, high-quality customer service.
- Recruit, train, supervise, and evaluate Self-Help Center Navigators, volunteers, interns, and JusticeCorps members.
- Identify opportunities to improve efficiency and public service delivery.

Public Services

- Provide legal information to self-represented litigants in person, by telephone, virtually, and electronically.
- Assist patrons with locating and completing standardized court forms.
- Guide litigants through statewide court resources.
- Assist patrons with electronic filing resources.
- Help litigants access remote hearings and mediations.
- Provide assistance using trauma-informed customer service techniques.

Law Library Administration

- Maintain the law library collection.
- Evaluate and update legal reference materials.
- Coordinate subscriptions and electronic legal research resources.
- Maintain circulation records.
- Oversee public computer workstations.
- Ensure library materials remain current and accessible.

Access to Justice Leadership

- Serve as the Court's primary coordinator for Self-Represented Litigant services.
- Collaborate with Illinois JusticeCorps.
- Develop new self-help resources.
- Build partnerships with legal aid organizations.
- Coordinate educational workshops and outreach.
- Participate in statewide Access to Justice initiatives.
- Evaluate new technologies that improve public access.

Administrative Responsibilities

- Maintain statistical reports and performance measures.
- Assist with grant reporting and administration.
- Aid with budget development and financial monitoring.
- Process and monitor expenditures related to the Law Library and Self-Help Center.
- Order books, technology, office supplies, and educational materials.
- Other duties as assigned by the Chief Judge or Trial Court Administration.

Position Requirements:

Bachelor's degree in Education, Humanities, Business or Public Administration, Social Services or other closely related field; or any combination of related training and experience. Juris doctor and paralegal applicants are given strong preference. Customer service and supervisory experience are preferred.

APPLICANTS SHOULD SEND RESUME AND COVER LETTER ELECTRONICALLY TO:

Nicole Ticknor, Deputy Trial Court Administrator
17th Judicial Circuit Court
400 West State St., Suite 215
Rockford, Illinois 61101
nticknor@17thcircuit.illinoiscourts.gov

Be advised that all offers of employment are conditional, subject to a satisfactory background review, fitness evaluation, and drug testing.

POSTED: July 22, 2026

EXPIRATION: Until Filled

AN EQUAL OPPORTUNITY EMPLOYER