



Assistant Manager, Reference and Instruction Department

New Canaan Library Mission

To be an essential place for lifelong learning and a vibrant hub for knowledge, culture, and connection for everyone in our community

Role Overview

This position is responsible for providing high-quality reference and readers' advisory services to the adult community. The successful candidate will promote a love of reading and lifelong learning through readers' advisory, adult programming, and actively participating in adult collection development. The ideal candidate should possess strong reference and readers' advisory skills and a passion for promoting reading and enhancing community engagement with the library. The candidate should have at least two years of professional library experience, strong communication and interpersonal skills, be detail-oriented, and enjoy working on a dynamic, flexible team in a busy public library.

Responsibilities/Expectations

- Assumes oversight of daily operations of the Reference and Instruction department in the absence of the Manager of Reference and Instruction.
- Supports developing and managing a dynamic curriculum of adult classes and programs, such as book discussions, author talks, art/cultural programs, technology instruction, and health and wellness workshops.
- Develop and implement strategies to increase adult print circulation.
- Oversees creating and merchandising engaging and visually appealing content highlighting the Adult collection and inspiring patron exploration. Regularly updates and coordinates displays to reflect timely themes and trending topics to spark community interest.
- Delivers excellent reference, readers' advisory, and technology assistance in person, on the telephone, and online, which includes staffing a busy public reference desk, assisting community members at public business and computer centers, overseeing public meeting room usage, and identifying and responding to community information assistance needs.
- Serves on the library's Adult Fiction and Non-Fiction Selection committees, and manages designated sections of the library collection.
- Oversees the planning and implementation of library community reading projects.
- Develops and administers innovative outreach programs to engage adult patrons and promote library services.

- Assists in maintaining the library's website by updating content, ensuring it is well-written, user-friendly, and visually appealing.
- Collaborates with the Reference and Instruction Manager to implement the library's Strategic Plan for classes and programs for the adult audience.
- Communicates with other departments to enable seamless delivery of services and to maximize opportunities for collaboration throughout the library.

Skills, Attributes

- Strong reference, readers' advisory, and technology skills
- Genuine passion for books and reading, committed to promoting a culture of literacy within the community
- Ability to be self-directed
- Demonstrated creativity and strategic thinking
- Ability to effectively interact with patrons, co-workers, vendors, and others using courtesy, tact, and sound judgment
- Ability to adapt to a fast-paced, changing environment and work on multiple projects simultaneously
- Team player with strong communication skills, both written and in-person
- Excellent organization skills
- Passion for promoting lifelong learning, readers' advisory, and library services to the community
- Strong knowledge of library ethics and library policies and procedures
- Confidentiality / Discretion

Qualifications and Requirements

- Master's Degree in Library/Information Science with at least two years of work experience as a professional librarian
- Proficient in operating library equipment, including computers, printers, copiers, and scanners, with strong skills in a variety of software and hardware such as Windows PC, Microsoft Office, Adobe, Google Workspace, mobile devices, e-readers, e-reader apps, and A/V technology troubleshooting
- Prior supervisory experience in a Library setting is preferred
- ILS experience, Sierra preferred
- Experience in Library Collection Development
- Experience with Drupal CMS a plus
- 35 hours/ week, including weekly evenings and weekends in rotation

Benefits and Compensation

- \$70,000 annually + competitive benefits package