

# New Canaan Library

## MANAGER OF REFERENCE AND INSTRUCTION

### 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

### Our Values

Lifelong learning  
Community  
Inclusion

### ROLE PURPOSE

#### Position is responsible for:

- Management of the reference and instruction (2<sup>nd</sup> Floor) service, which includes staffing and scheduling a busy public reference/information desk, supervising of public business center and computer center, overseeing public meeting room usage, and identifying and responding to community information and technology assistance needs
  - Responsible for ensuring consistent, excellent user experience for the public in person, on the telephone and online, that embodies our organizational values, including setting and maintaining excellent service standards, identifying ongoing professional training needs, and attending to process improvements on an ongoing basis
- Decisive, strategic, and empathetic management of reference and instruction team who will deliver service at public information desks and technology and resource instruction for the adult community
- Planning and delivery of technology and resource instruction for the adult community,
  - Continually identify and respond to community information and technology needs
  - Set and coordinate 2nd floor team and outside instructors to execute the instructional curriculum for the adult community
  - Oversight of instructional classes/workshops, digital learning, open tech (staff and external)
- Non-fiction collection development responsibilities as delegated by and in coordination with the Collections Manager
- Oversight of library web presence regarding information services and technology instruction including calendar content, databases, museum passes, business center, and other relevant content created for the adult audience
- Fostering integration and collaboration with all other library teams
- Projects/tasks delegated by administration and other whole-Library responsibilities (committees, taskforces, participation on projects)
- Collaboration with Marketing Associate to ensure regular promotion of reference, instruction, and second floor services

### **Deliverables**

- Excellent leadership of 2nd floor reference and information service
  - Consistent exemplary information and reference service to the public at the Information Desk by well-prepared team
- Effective and strategic leadership of the reference and instruction team
- Implementation and oversight of the Library's Strategic Plan for Programs for the adult audience with regard to instruction services
- Excellent planning and delivery of Library's adult instruction curriculum.
- Delivery of consistent, high-quality digital/technology learning opportunities for the community
- Provision of staff training as delegated by administration
- Effective liaison to Development team building cohesion between the fundraising and service teams
- Strategic focus in all areas to improve efficiencies in workflows and quality services to our community
- Effective communication with other departments to enable seamless delivery of services and to maximize opportunities for collaboration throughout the library
- Participation / leadership on whole-Library committees or projects

### **Skills & Attributes**

- Well organized and reliable
- Self-starter who takes initiative
- Enjoys working with the public
- Excellent service ethos and interpersonal abilities
- Effective communication skills both written and in person
- Team player

### **Competencies**

- Excellent information service delivery
- Effective leadership
- Excellent judgment
- Flexibility
- Strong customer focus
- Confidentiality / discretion
- Develops and empowers others

## **REQUIREMENTS**

- A Master's Degree in Library/Information Science from an ALA-accredited institution
- Minimum 3 years' experience in a professional librarian role
- Proficiency in a wide variety of software and hardware, including MS Office, Google products, mobile devices, e-readers, downloading media, and technology troubleshooting
- Currency and fluency with technology trends in libraries
- Minimum 35 hours/week including weekly evenings and weekends in rotation
- Up to 4-6 hours at the Information Desk per workday

## **Benefits and Compensation**

- Salary begins at \$65,000, depending on qualifications
- 15 days paid vacation, plus 11 paid holidays, 2 personal days, and sick leave
- Competitive benefits package including medical, dental and vision insurance
- Option to enroll in 4% matching 403b retirement plan