



REFERENCE AND INSTRUCTION LIBRARIAN

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:

- Delivering excellent reference and instruction service at the highest standard in person, on the telephone, and online, which includes staffing a busy public reference/information desk, assisting community members at public business and computer centers, overseeing public meeting room usage, and identifying and responding to community information and technology assistance needs
- Planning and delivering technology and resource instruction for the adult community, including group and individual instruction and research and technology support in consultation with the Manager of Reference and Instruction
- Non-fiction collection development responsibilities as delegated by and in coordination with the Collections Manager
- Contributing to 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 in line with Library communication guidelines
- Integrating and collaborating with all other library teams
- Projects/tasks delegated by administration and other whole-Library responsibilities (committees, taskforces, participation on projects)

Deliverables

- Consistent, exemplary information and reference service to the public at the Reference Desk
- Implementation of the Library's Strategic Plan for Programs for the adult audience with regard to instruction services
- Development and delivery of consistent, high-quality learning opportunities for the community

- Strategic focus in all areas to improve efficiencies in 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 on whole-Library committees or projects

Skills & Attributes

- Enjoys working with the public
- Excellent service ethos and interpersonal abilities
- Solid reference skills and grasp of library ethics
- Effective communication skills both written and in person
- Well organized and reliable
- Self-starter who takes initiative
- Team player
- Strong professional learning focus

Competencies

- Excellent information service delivery
- Strong customer focus
- Effective communicator oral/written
- Strong technology literacy skills
- Excellent judgment
- Flexibility
- Knowledge of reference sources and research techniques
- Working knowledge of modern library policies and procedures, methods, practices, and materials
- Confidentiality / discretion
- Ongoing self-directed professional development

REQUIREMENTS

- A Master's Degree in Library/Information Science from an ALA-accredited institution. Students in their last semester are encouraged to apply.
- 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

- Starting salary: \$54,000
- 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