

# DORI EISENSTAT

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## SUMMARY

*I have a passion for public libraries, experience serving adults, teens, and children, strong customer service and technology skills, and a background in social work and counseling.*

## EXPERIENCE

MANCHESTER CITY LIBRARY, Manchester, NH November 2021 – present

Librarian I, Information & Technology

- Provide reference and readers' advisory services to patrons in person, by phone, and through email.
- Assist patrons with computer use, mobile devices, and electronic resources.
- Select adult print resources in political science and other non-fiction areas.
- Plan and deliver adult craft, passive, virtual, and in-person programming.

VICTOR FARMINGTON LIBRARY, Victor, NY September 2015 – July 2021

Teen Librarian (May 2019 – July 2021)

Library Clerk (September 2015 - April 2019)

- Provided reference and readers' advisory services to library users of all ages.
- Assisted patrons with computer use, mobile devices, and electronic resources.
- Developed and led teen programs, including in-person and virtual programs.
- Created book displays and passive programming in the Young Adult area.
- Responsible for collection development for Young Adult resources.
- Created marketing materials and marketed teen programs. Assisted with social media marketing.
- Coordinated and managed teen volunteers, including Teen Tech Tutors.
- Conducted community outreach activities and collaborated with community organizations.
- Planned and delivered weekly toddler storytime sessions, and assisted Children's Librarian with other children's programs.
- Assisted in the daily operation and supervision of the library.
- Provided service to library patrons including circulation, collecting fines and payments, issuing library cards, and updating patron records.

ROCHESTER PUBLIC LIBRARY, Rochester, NY February 2020 – October 2020

Central Library of Rochester and Monroe County

Librarian I, Science, History, and Social Science

- Librarian in the Science, History, and Social Science Division
- Responsible for collection development of history and travel resources, including purchasing new print, e-book, and audio resources.
- Provided reference services to patrons in person, by phone, and through the online chat service.
- Assisted with Facebook social media marketing.

GATES PUBLIC LIBRARY, Gates, NY

May 2019 – January 2020

SEYMOUR LIBRARY, Brockport, NY

April 2019 – December 2019

Substitute Librarian

- Provided reference and readers' advisory services, and assisted patrons with the use of computers, databases, and electronic resources.
- Assisted in the daily operation and supervision of the library.

FAIRPORT PUBLIC LIBRARY, Fairport, NY

June 2017 - August 2017

Teen Services Intern

- Staffed the service desk in the Teen Services area, providing reference, reader's advisory, and customer service. Assisted with administering the teen summer reading program, and in maintaining and organizing the teen area.
- Planned and led a teen program, and assisted Teen Services Librarians with programs.

**PREVIOUS EXPERIENCE**

CERIDIAN CORPORATION, Boston, MA

1994 - 2001

*(Formerly Work/Family Directions, Inc.)*Team Manager (2001); Counseling Coach (2000-2001);  
Counselor (1994-2000)

COMMUNITIES FOR PEOPLE, Cambridge, MA

1993 - 1994

*(Formerly Integrated Foster Care)*Social Worker**VOLUNTEER ACTIVITIES**

GREATER ROCHESTER TEEN BOOK FESTIVAL, Rochester, NY

2017 - 2020

Planning Committee Member

WOMEN'S CLUB OF PITTSFORD, Pittsford, NY

2014 - 2018

Webmaster/Facebook Manager

PITTSFORD COMMUNITY LIBRARY, Pittsford, NY

2015 - 2017

Volunteer**EDUCATION**

SYRACUSE UNIVERSITY, SCHOOL OF INFORMATION STUDIES, Syracuse, NY

MSLIS, December 2018

BOSTON UNIVERSITY, SCHOOL OF SOCIAL WORK, Boston, MA

MSW

TUFTS UNIVERSITY, Medford, MA

BA *cum laude* in Psychology**CERTIFICATION**

New York State Public Librarian Certificate, January 2019

**PROFESSIONAL AFFILIATIONS**

Member: ALA, PLS, YALSA, NELA, NHLA