



ACCESS SERVICES MANAGER
Information Access and Library Delivery (ID&LA)
(*Administrative Staff Position*)

The MIT Libraries seek an enthusiastic, service-oriented individual to manage access services in Dewey Management & Social Sciences Library and to participate in service planning and implementation across a collaborative and cross-functional environment. This is a professional position and represents an excellent opportunity for demonstrating and developing supervisory and broad-based library management skills in a fast-paced, rapidly changing, and collegial academic library setting with an ambitious vision and mission.

RESPONSIBILITIES: As one of three Access Services Managers, this position reports to the Program Head for Access and Information Services and is responsible for services in Dewey Library. They oversee circulation, course reserves, collection maintenance, paging and delivery of materials, and financial transactions. The Access Services Manager coordinates and participates in the work of the service desks, schedules and works closely with staff to establish work goals, ensures efficiency and consistency in workflows, plans and coordinates activities and projects, and problem-solves. Full supervisory responsibilities include hiring, training, and performance management for 4 FTE library assistants, as well as student and temporary assistants. The Manager creates and reviews documentation of procedures and policies and communicates changes to staff. As part of the ID&LA leadership team they participate in strategic planning and assessment, department goal setting, and planning and implementing new technologies and service improvements. The Manager contributes expertise to local and system-wide initiatives through formal and informal collaborations with staff across the organization, as well as groups and committees. Monitoring safety and maintenance in the library facility falls under the purview of the Access Services Manager, who also actively participates in planning and implementing facilities improvements. They will develop productive working relationships with faculty, researchers, and academic and MIT departments to assess information needs and leverage library collections and services to those needs. It is expected that the Access Services Manager will keep abreast of trends in access services or information delivery across academic libraries and apply acquired knowledge and expertise to improve workflows and services.

QUALIFICATIONS: Bachelor's degree or equivalent combination of education and related experience, minimum of 3 years related experience (not including experience used to fulfill education equivalency), and some combination of:

- In-depth understanding and knowledge of library workflows
- Solid experience with automated library systems
- Demonstrated success in training and guiding the work of staff and/or student assistants
- Excellent interpersonal and communication skills, both verbal and written
- Demonstrated organizational, analytical and problem-solving skills
- Strong commitment to, as well as the knowledge and ability to deliver, high quality customer service
- Demonstrated initiative, flexibility, and ability to work and learn in a rapidly changing environment
- Solid experience with standard computer software and ability to learn and master new software, systems and technology, and to generate reports and work with data
- Ability to manage relationships and conflicts, and to interact effectively with a diverse group of people
- Ability to identify problems, think creatively, and carry out solutions independently or collaboratively
- Ability to work under pressure, tolerate ambiguity and manage competing priorities
- Empathy and the ability to listen carefully to user requests to understand user needs

Preferred -

- Experience in an academic or research library environment and/or a customer service environment during times of growth and change.
- Experience with Aleph.
- Project planning and management experience.

(over)

SALARY AND BENEFITS: \$55,000 is minimum entry-level salary. Salary will depend on qualifications and experience. (Note: this is not a librarian appointment). MIT offers excellent benefits including a choice of health and retirement plans, a dental plan, tuition assistance, and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries is a collegial and supportive working environment and fosters professional growth of staff with management training and travel funding for professional meetings.

APPLICATION PROCESS: Apply online at: <http://careers.mit.edu/>. Applications must include cover letter and resume. Only applicants who reside in the local, commuting area will be considered. Priority will be given to applications received by October 2, 2017; position open until filled. MIT Libraries is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and ethnic minority candidates. Individuals who enthusiastically embrace the empathy, courage, self-reflection and respect of a multi-cultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply.

The MIT Libraries are dedicated to advancing research, teaching, and learning at MIT and beyond. In addition to supporting every part of the Institute with distinctive collections, world-class service and expertise, and welcoming spaces, the Libraries seek to define the global research library of the future. We aim to play a leading role in advancing knowledge to solve global challenges by enhancing the discovery, use, collection, creation, management, dissemination, and preservation of information across disciplines. Library staff at all levels contribute to this mission and to a culture that values openness, inclusion, innovation, and community.

September 2017