Access Services Manager- Hayden library (IDLA)

Job Summary

The MIT Libraries seek an enthusiastic, service-oriented individual to manage access services in Hayden Humanities and Sciences Library. This is an administrative management position which participates in leading service planning and implementation across a collaborative and cross-functional library system. This position 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.

As one of a team of three Access Services Managers, this position reports to the Program Head of ID&LA and is responsible for all aspects of access services in Hayden Library along with supporting department- and system-wide services and initiatives.

Responsibilities:

As one of three Access Services Managers, this position reports to the Program Head for Information Delivery and Library Access and is responsible for services in Hayden 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 7 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. This person will manage course reserves team, supporting the reserves service across 4 of MIT's libraries. 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.

Required qualifications:
- Bachelor's degree.
- Minimum 2 years relevant library experience (equivalent year(s) of classes towards an MLS can substitute for year(s) of experience)
- Minimum 2 years relevant library experience. MLS only 2 years required.
- In-depth understanding and knowledge of library workflows and experience with automated library systems; experience with standard computer software (e.g. MS Office, e-mail, calendar) and ability to learn and master new software, systems and technology as required; ability to generate reports and work with data.
- Demonstrated aptitude in training, supervising, evaluating and facilitating the work of staff

and/or student assistants.
- Exemplary interpersonal and communication skills in all modes and proven commitment to delivering high quality customer service in a busy and diverse environment; aptitude for assisting staff or library users in the use of technology or library equipment
- Ability to work collaboratively, listen actively, manage relationships, conflicts, and to interact effectively with diverse groups of users and colleagues.
- Ability to work under pressure, tolerate ambiguity, and remain flexible while managing competing priorities.
- Creativity, an aptitude for accurate and detail-oriented work coupled with demonstrated organizational, analytical and problem-solving skills.
- Ability to lift up to 40lbs, move boxes, shelve library materials, push book trucks, and a tolerance for exposure to dust

Preferred qualifications:
- Master's degree in library/information science or related field
- Experience in academic and/or research library and/or a customer service environment during times of growth and change.
- Experience working with libraries' specific software in use at MIT (e.g. Aleph, Alma, ILLiad and/or RAPID ILL).
- Experience with compiling, managing, manipulating, and presenting data (e.g. Excel, Access, Tableau)
- Demonstrated experience successfully planning and managing projects in a library environment

SALARY AND BENEFITS:
$56,597 minimum salary. Actual salary will depend on qualifications and experience. 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. Flexible work arrangements, including flex-time and telecommuting, are considered for positions that meet established criteria. 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. Priority will be given to applications received by **November 20, 2020**; position open until filled. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and minority candidates. Professionals 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.