ACCESS SERVICES MANAGER

Information Delivery and Library Access (ID&LA)

The MIT Libraries seek an enthusiastic, service-oriented individual to join the ID&LA management team managing user-facing spaces and services in a fast-paced academic library setting with an ambitious vision and mission. The Access Services Manager for Rotch Architecture & Planning Library 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 multi-library system whose service portfolio is responsive to the evolving needs of the MIT community.

RESPONSIBILITIES: As one of a team of four Access Services Managers, this position reports to the Program Head for Access Services and Libraries Learning Spaces and is responsible for all aspects of access services in Rotch Library along with supporting department- and system-wide services and initiatives.

Responsibilities specific to the Manager of Rotch Library (40%):
- Exercises supervisory responsibility, including; hiring, training, performance management and growth for ~3 FTE unionized library assistants, as well as student and temporary assistants.
- Develops productive working relationships with local constituent groups (faculty, researchers, academic and MIT departments) by ensuring consistent, high-quality service provision at Rotch with regard to: circulation, course reserves, collection maintenance, paging and delivery of materials, community spaces and financial transactions.
- Coordinates with the other Libraries' departments and service providers, serves as point of contact for Rotch-specific collections, services and MIT department Libraries' hosted events, exhibits and community building activities.

As a member of the ID&LA Management Team who work together to provide consistent, high level service to the MIT communities (30%):
- Coordinates and participates in the work of the distributed service points for the Libraries, including; participating in monthly Leads and Access Services Managers meetings, managing staff and scheduling for the service point, establishing teamwork goals, ensuring efficiency and consistency in workflows between locations, planning activities, and projects.
- Manages the Libraries spaces as services; monitors security, safety and maintenance in the library community spaces by reporting all issues to partners (Libraries incident reporting, MIT Police, ID&LA Administrative Assistant, and MIT Facilities) and working with both the ID&LA Department Head and the Program Head to resolve concerns.

Actively participates in planning and implementing facilities improvements to support services.

- Contributes expertise in access and circulation policies, procedures, and systems, to both local and system-wide initiatives through formal and informal collaborations with librarians and other staff across the organization.
- Participates in department-wide communication as well as agenda building and facilitation of departmental meetings.
- Participates in strategic planning and assessment, establishing access-related service goals, service development, planning, and implementing new technologies and service improvements. Creates and reviews documentation of procedures and policies and communicates changes to staff.
- Participates in local and library-wide committees/teams/groups or projects and performs other duties as assigned.
- Keeps abreast of trends in access services and information delivery across academic libraries and applies acquired knowledge and expertise to improve workflows and services; engages in regular professional development activities.

Responsibilities for specific services of Information Delivery and Library Access (30%):
- Manages staffing and administration of ID&LA's virtual help service – Ask Chat
  - Develops documentation and provides training for staff participating in virtual services, maintains schedules, and resolves complex or high-level communications
  - Collaborates with Reference Services Program Manager in developing shared knowledge of Chat virtual service trends
  - Maintains knowledge of associated software - request tracking and SpringShare suite
  - Serves as a domain expert regarding user accounts and all circulation functionality in the ILS as related to transactions via virtual services
  - Evaluates service to recommend improvements to best meet MIT community needs
- Serves as a lead for questions related to IDLA public services documentation
  - Coordinates with the documentation Library Access Associate (LA3) to develop required training
  - In partnership with LA3, Collaborates with the ASMs to design training specific to IDLA

QUALIFICATIONS:
Required Experience:
- Bachelor's degree.
- Minimum of 2 years relevant experience.
- 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 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 40 lbs., push up to 120 lb., move boxes, shelve library materials, push book trucks, and a tolerance for exposure to dust.

Preferred Experience:
- 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. Alma, ILLiad and/or RAPID ILL).
- Experience with Adobe Suite, Confluence wikis, and Customer Relationship Management (CRM) systems
- Experience with compiling, managing, manipulating, and presenting data (e.g. Excel, Access, Tableau)
- Demonstrated experience successfully planning and managing projects in a library environment.
- Experience supervising in a unionized environment.

HOURS:
40 hours per week, Monday-Friday, between 8:00 a.m. and 6:00 p.m. Some flexibility in scheduling is possible. Weekend and evening coverage may be occasionally required.

SALARY AND BENEFITS:
This job is a Pay Grade 7 with the following hourly range (min-mid-max):

60,050	79,600	99,090

Actual salary placement will be based on qualifications and experience. MIT offers excellent benefits including a choice of health plans, a dental plan, tuition assistance and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.

APPLICATION PROCESS:

Apply online at: https://hr.mit.edu/careers applications must include cover letter and resume. Priority will be given to applications received by October 3rd, 2022; 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.

Updated: September, 2022

ABOUT THE MIT LIBRARIES:
The MIT Libraries support teaching, learning, and research across the Institute, with millions of resources, deep expertise, and five campus locations where our community consumes and creates knowledge. Our organization is on an exciting journey of transformation, pursuing a digital-first model for research libraries and prioritizing an open scholarship agenda. We aim to exercise bold leadership in defining a model for research libraries in the future, with innovative spaces like the newly renovated Hayden Library and a focus on supporting data-intensive and computational research and learning.

We strive to do great things, powering the MIT community to solve complex problems in the service of humankind, and each member of our 146-person staff has a role to play in pursuing that vision. We're constantly adapting to the rhythms of a changing world, and we welcome candidates who can help us do that in thoughtful and strategic ways that center our mission and values.

MIT Libraries is an environment that welcomes any body, any mind — including all genders — and particularly encourages applications from underrepresented minorities, women, disabled applicants, and veterans. Professionals who enthusiastically embrace the empathy, courage, self-reflection, and respect of a multicultural, diverse, and inclusive workplace and who strive to incorporate those values in their work and interactions are encouraged to apply.

VISA SPONSORSHIP:
MIT sponsors visas only for certain academic and research positions. MIT does not sponsor the following individuals for employment-based visas or for exchange visitor visas: students; technical, administrative, library, or support staff members; individuals with inadequate funding, insurance, or credentials; or those whose particular visa history precludes sponsorship.