



## **Program Head for Access Services and Libraries' Learning Spaces (Mgmt 3, Library – Research and Learning)**

Reporting to Felicity Walsh, the Department Head Information Delivery and Library Access (ID&LA, and with frequent interaction with the Associate Director of Research, Learning, and Strategic Partnerships, the Program Head of Access Services and Libraries Learning Spaces provides leadership in creating a welcoming and user-centered experience for all community members in the MIT Libraries' user spaces and in all ID&LA's service offerings. The Program Head of Access Services and Libraries Learning Spaces manages a team of four talented ID&LA's Access Services Managers (ASMs) and collaborates within and outside of ID&LA to ensure excellent, timely and consistent service delivery.

The MIT Libraries is a collection of evolutionary learning environments that invites our patrons to engage within and enjoy our distinctive spaces that emphasize flexibility, access, learning, co-curricular engagement, and belonging. Our five libraries are: [Barker Engineering Library](#); [Dewey Management and Social Sciences Library](#); [Hayden Humanities and Science Library](#); [Lewis Music Library](#); and the [Rotch Architecture and Planning Library](#). The Research and Learning directorate teams are "power users" of the Digital Instruction Resources Center (adjacent to the Lewis Music Library) and; we are the principal steward of two highly-utilized community spaces for events and other activities (the [Hayden Library's](#) Nexus and the Building 14 Courtyard).

Our approach in aligning access services and libraries learning spaces within a managerial portfolio is distinct and is situated within our larger strategy that connects the Libraries as a key entity that supports the research, pedagogical, curatorial, and scholarly endeavors within MIT. Consequently, the Program Head of Access Services and Libraries Learning Spaces must possess the managerial leadership acumen and enthusiasm to execute a unified approach to providing top-level services that centers access within the Libraries' physical and virtual spaces. The Program Head consults and co-designs service development, improvement, and reviews ongoingly that advances the MIT Libraries Enduring Vision and our strategic priorities. The Program Head will also collaborate with colleagues across the Libraries and the Institute on how best to maximize the use, benefits, and potential of library user spaces through a human-centered lens.

The Program Head of Access Services and Libraries Learning Spaces is a member of the Research and Learning directorate's leadership team of managers ("RLL plus") and serves as a key collaborator with the MIT Libraries' Community Engagement department - who is primarily responsible for coordinating and executing library-specific events and libraries-related space management requests.

### The MIT Libraries Department of Information Delivery and Library Access

The Information Delivery & Library Access (ID&LA) department provides information service assistance and enables access to Barker, Dewey, Hayden (Humanities & Science), and Rotch libraries. ID&LA staff work to make the MIT Libraries' collections as useful as possible by providing electronic or physical delivery of content from library collections.

Services offered by ID&LA include:

- Article and book delivery from the Library Storage Annex
- Course Reserves (electronic readings via Course Management software or print items available for short term loan)
- Interlibrary Borrowing from non-MIT institutions
- Interlibrary Loan to non-MIT institutions
- Privileges for borrowing or access to MIT Libraries and non-MIT Libraries such as Borrow Direct, Harvard Libraries, or the OCLC Reciprocal Faculty Borrowing Program.
- Serving as first point of contact for users of Libraries' spaces, collections, and user technology in person, via phone or online
- Maintain the integrity and security of library resources and materials while ensuring the security of [library users' data](#)

### The MIT Libraries Research and Learning Directorate

The Directorate for Research & Learning works with MIT faculty, students, and staff to provide the library resources and services required for their success in research, teaching, and learning. We work to optimize the discovery, access, evaluation, and management of diverse scholarly information sources and types, and offer high-quality spaces for reflective and collaborative work and learning. By promoting and providing a library environment that anticipates community needs, we sustain a culture of lifelong learning, experimentation, and innovation.

### **Summary of Essential Job Functions**

*Space and service vision and development:* Provides vision and clarity for Libraries' services in learning spaces through coordination and alignment with internal Libraries stakeholders and Institute partners. Stays abreast of developing norms and best practices for equity and accessibility in space use in library and academic settings. Serves as a consultant to teams charged with the development and future vision for Libraries' formal learning spaces.

- Utilizing project management, service design, user experience, and assessment methodologies, the Program Head will develop and improve the following:
  - o Cohesive and supportive access and customer service
  - o Informal community learning spaces including leveraging key libraries spaces for visual literacy opportunities
  - o accessibility and navigability of spaces and resources
- Develop and maintain a welcoming and helpful frontline service environment.
- Ensure safe spaces for all library users.

- Work with the campus disability resource offices to ensure library ADA alignment and support for users with disabilities.
- Oversee development of documentation and training for staff to meet community needs.
- Collaborate with colleagues to evaluate and improve equipment, technology, and collections within informal library spaces.
- Research and maintain currency in evolving developments in academic libraries in areas of space use, user centered design, and accessibility.
- Promote the Libraries' values of inclusion and belonging to create a welcoming environment in support of a diverse university community.

*Leadership of Access Services:* As a member of the Research and Learning directorate's managerial leadership team ("RLL plus") and ID&LA leadership team, the Program Head works to ensure the ID&LA's service portfolio continues to evolve to meet user needs and Libraries' strategic goals. Develops and implements service models that provide ever-evolving, high-quality user experience in Libraries' spaces with regard to holdings, learning, community, and creating. Simultaneously provide R&L leadership and Libraries' administration with evaluation and feedback to ensure these new models are supported by evolving workforce development flexibility.

- Monitoring trends in local usage patterns and identifying opportunities for service improvements through data and assessment work; identifying strategies for and implementing the streamlining of work processes.
- Improving use of technology to support user self service or improved collections access; maintaining current awareness of service trends, technologies and best practices in all areas of public services at peer institutions and nation-wide.
- Serves as ID&LA's liaison with SCCS in shared work of physical collections planning and deployment.
- Working with the Libraries' Training Framework, ensuring user facing services training needs and capacities are being developed to support the Libraries evolving service portfolio.
- Attend Research and Learning directorate leadership meetings of RLL plus; coordinate on development of directorate and departmental meetings and communication strategies.
- Serves in the line of escalation within ID& LA for service issues experienced by staff in areas of responsibility, including occasionally responding outside of weekday business hours; serves as backup for ID&LA's Department Head.

*Managerial:* Provides facilitative management of the Libraries' access and information service delivery across ID&LA groups to ensure that ID&LA staff provide high quality, consistent information assistance that evolves in response to MIT community needs and Libraries' strategic directions.

- Provides facilitative management of ID&LA's Access Services Managers, including their professional growth, load leveling between operational areas, and growing independence as a management team who in turn supervise 17 support staff.
- Ensures consistent oversight of circulation, fines, library privileges, and implementation of access and emergency policies and procedures.
- Facilitates coordinated service environments in physical library spaces (Rotch, Barker, Hayden, and Dewey) including service point staffing, delivery, and operations

policies/procedures, stacks maintenance, community support, user experience, wayfinding/signage, and maintenance of study areas.

- Engages with the Lewis Music Library department head on appropriate unified approaches with service, policy creation and implementation, and programmatic activities
- Partners with the Libraries' Accessibility Working Group and campus disability resource offices to ensure library ADA compliance and grow support for all user groups.
- Partners with the Rotch Library Access Services Manager and the other Access Services Managers (ASMs) to create and maintain sustaining documentation of and training for staff of the Libraries' services is able to meet community needs with regard to space-as-service.
- Collaborate with MIT Libraries colleagues to evaluate and improve equipment, technology, and collections within informal library spaces.
- Research and engage in evolving developments in academic libraries, provide input for developing new and best practices within MIT Libraries.
- Promote the Libraries' values of inclusion and belonging to create a welcoming environment in support of a diverse university community.

## **REQUIREMENTS**

- An advanced degree in Library Science, Library and Information Studies, or related field or significant experience in managing library operations.
- Five or more years related experience working as a manager in an access services library setting
- Ability to manage and coordinate complex projects; minimum one year project management experience.
- Superior ability to work collaboratively, manage relationships and to interact effectively with a diverse group of people, often with competing needs.
- Excellent interpersonal and communication, both verbal and written; superior organizational, analytical and problem-solving skills.
- Ability to create measurements, analyze information, and assess results related to services in spaces.
- Capacity to thrive in the exciting, ambiguous, future-oriented environment of a world-class research institution and to respond effectively to changing needs and priorities.
- Willingness to recognize and celebrate other people's ideas; strong commitment to and experience in delivering quality customer service.

We expect the candidate to be stronger in some qualifications listed above than others; we are committed to helping our future colleague expand their skills, as well as learning from their areas of strength.

## **Preferred**

- Experience in academic and/or research libraries; understanding of the educational and research needs and trends within academic libraries.

- Significant experience using and administering automated library systems and project management applications (Aleph, Alma, ILLiad, Jira, Smartsheets, Confluence, and/or Asana).
- Possessing a highly agile personality that works well in rapidly evolving environments
- Experience working in a union environment

## **SALARY AND BENEFITS**

This job is a pay grade 10 with the following range:

\$97,150	\$129,895	\$162,640
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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 via <http://careers.mit.edu/> Applications must include a cover letter and resume. Priority will be given to applications received by May 31, 2024; 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. Please reach out to [lib-hr@mit.edu](mailto:lib-hr@mit.edu) with any questions regarding this role.

## **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 154-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.

### **BACKGROUND CHECKS**

Employment is contingent upon the completion of a satisfactory background check.

### **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.