



Delivery Operations and Barker Stacks Manager (Library, Manager 1 - Research and Learning)

This role oversees the Barkers' closed stacks collections, delivery of collections between all library locations (both general and limited access collections, excluding Harvard Depository), and the campus-wide book locker service. It ensures the integrity, accessibility, cost effectiveness, and efficient movement of physical collections while managing staff, workflows, and environmental conditions in the spaces. Collaborates with the ID&LA Department Head and Program Head, as well as leadership in other departments, to optimize and scale the Libraries' delivery service to meet user expectations for timely collections access in a physically distributed environment using a variety of delivery methods. Position will report to IDLA's Program Head and supervise two 2 support staff, student assistants

RESPONSIBILITIES:

Delivery Services Oversight 60%

- Leads and serves on the team ensuring all delivery activities are carried out reliably and on a timely basis to support user requests to service desks and lockers, Resource Sharing work, and Scan & Deliver.
- Oversee all aspects of the Libraries' delivery systems, including:
 - Developing and implementing workflows to ensure compliance with turnaround expectations for the delivery operation; tracking and being accountable for meeting turnaround expectations.
 - Collaborating with the Program Head and Dept Head for IDLA to develop workflows and provide first-line troubleshooting for locker technology, including issues of logistics and scope
 - Using and maintaining the Libraries' delivery van, including ensuring the van is regularly serviced (gas, oil changes, registration, repairs).
 - Ensuring delivery staff are properly trained, insured, and compliant with all rules and laws.
 - In coordination with Libraries' Administration, working to resolve campus wide issues impacting delivery efficacy
- Coordinate with MIT Campus Mail Services in support of Faculty Office Delivery service workflows.
- Serve as budget monitor for cost objects associated with the delivery workflows.

- Collect, analyze, and report on:
 - Collections use and maintenance (e.g., hours spent on physical collections workflows)
 - Delivery fulfillment amounts, fill rates and turnaround time
 - Locker usage

Barker Stacks Management 15%

- Maintain the physical order of Barker's collections (paging, search, transit between locations).
- Ensure shelving, shifting, labeling, and shelf-reading are regularly performed to guarantee access and fulfillment.
- Establish and carry out basic material damage review and mending services.
- Collaborate with the Physical Collections Management Working Group (PCMWG) on developing workflows, projects, and documentation for closed stacks collections, as well as on weeding and disposal projects.
- In coordination with the Facilities Administrator, serves as an alternative point of contact for facilities assessments, repairs, and projects in closed stacks areas.
- Act as project manager for small to medium facilities and stacks-related projects.
- Serve as a member of the Libraries' Emergency Management and Environmental Monitoring Team
 - Contributes to documentation of local emergency procedures and training
 - Serves as a responder in case of collections emergencies (fire, flood, etc.)

Staff Supervision 20%

- Hire, train, evaluate, and manage a team of two support staff and students responsible for couriering, paging, shelving, etc.
- Schedule and oversee daily workflows for the courier team.
- Ensure that staff meet turnaround expectations for the delivery operation.

Committee and Team Participation 5%

- As part of the IDLA Leads team,
 - Participates in department-wide communication as well as agenda building and facilitation of departmental meetings.
 - Participates in planning and assessment for the department, establishing access-related service goals, service development, and implementing new technologies and service improvements. Create and review documentation of procedures and policies and communicates changes to staff.

- 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.
- Participates in local and library-wide committees/teams/groups or projects and performs other duties as assigned.
 - Physical Collections Management Working Group
 - Alma Product Owners Group
 - Emergency Management and Environmental Monitoring Team

REQUIREMENTS:

- Bachelor's degree or related coursework.
- Minimum of 2 years of demonstrated experience in library operations, particularly in managing physical collections and storage environments including supervisory experience.
- Demonstrated operational expertise, user-focused service orientation, understanding of library collections and logistics combined with a curiosity-based approach to problem solving.
- Familiarity with materials delivery workflows and interlibrary logistics.
- Strong organizational and project management skills, with the ability to coordinate across multiple locations and teams with a variety of stakeholders.
- Excellent communication and collaboration skills, with a focus on continuous improvement and innovation.
- Comfortable with standard Microsoft Office applications, willingness to experiment with and test new tools and software.
- 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.
- Exemplary attendance and dependability, ability to respond to emergencies after hours
- Valid driver's license, ability to operate a motor vehicle, and a good driving record.
- Ability to lift 40 lbs., move boxes, shelve library materials, push/pull book trucks weighing up to 150 lb., and a tolerance for exposure to dust.

We expect candidates 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**
Knowledge of emerging service models, including self-service technologies such as book lockers.

- Supervisory experience in a union environment
- Experience using reporting software (Cognos, Alma Analytics), or Library Management systems; Alma & Primo

HOURS AND LOCATION

This is a full time, exempt, on-site position. Exact schedule to be arranged with the manager.

SALARY AND BENEFITS

The pay range for this position is \$67,200-\$91,100. 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 **March 6, 2026**; 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 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 155-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 anybody, 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

This position is not eligible for 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.