Assessment Program Manager

As Assessment Program Manager for the MIT Libraries, you will establish, lead, and manage a broad assessment program that enables effective, impactful decision making for the organization. The evidence and analysis created and shared via this program will serve as a catalyst for change towards the vision, mission, values, and strategic priorities of the Libraries.

Reporting to the Deputy Director, you’ll work with people across the organization on these responsibilities:

- Create key assessment/evaluation information systems to enable productive information sharing and programmatic decision making in line with the mission, values and strategic priorities of the organization, and matched with end-user needs;
- Lead assessment projects and in-depth analyses;
- Develop and deploy a diverse and creative range of tools and methods appropriate to the assessment need;
- Share findings and analyses with key stakeholders;
- Inform and consult to build assessment practice throughout the organization and raise the level of understanding and use of assessment techniques;
- Complete documentation for accreditation or standard assessment requirements;
- Contribute to and, where appropriate, inform assessment programs in the larger library community;
- Partner with library leaders to determine appropriate assessment approaches throughout the libraries towards continuous improvement, problem solving, understanding and conveying the impact of the libraries at MIT, and creating influential approaches to communicate value.

Minimum qualifications:

- Advanced degree in areas relevant to the responsibilities of the position
- Capacity for leadership to define and support change towards organization-wide practices and norms in assessment in support of the achievement of strategic priorities.
- Demonstrated ability to collaborate with colleagues to make data and assessment results meaningful, useful, and accessible to others.
- Knowledge of best practices for efficient and sustainable data collection, data management, and data storage across all areas of library activities and in higher education.
- Ability to identify and define metrics and data sets needed to measure assessment outcomes
- Experience with operational and strategic data analysis for decision-making.
- Experience collecting qualitative and quantitative data to assess organizations, and ability to produce interpretive reports based on them.
- In-depth knowledge of statistics and of appropriate and evolving tools to support a broad assessment program such as the:
  - Ability to plan and administer surveys, to coordinate focus groups, interviews, and/or other assessment studies.
  - Ability to engage with web analytics and other online measurement tools to assess service performance in the online environment.
• Ability to design novel approaches to assessment when off-the-shelf models do not meet a need.
• Familiarity with professional codes regarding human participation in assessment activities.
• Demonstrated responsiveness to a rapidly changing work environment with innovative approaches and flexibility.
• Ability to write about statistical findings and make them understandable to a broad spectrum of readers. Ability to deliver effective presentations at meetings, conferences, workshops, etc.

Preferred

• Experience working in a research library
• Experience leading organization-wide activities
• Experience training others in assessment techniques.
• Project management skills and experience
• Experience with professional codes regarding human participation in assessment activities

SALARY AND BENEFITS: $60,000 minimum. Actual appointment level and 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 flextime and telecommuting, are considered for positions that meet established criteria. The MIT Libraries afford a flexible and collegial working environment and foster professional growth of staff with management training and travel funding for professional meetings.

Apply online at: http://careers.mit.edu/; applications must include cover letter and resume. Priority will be given to applications received by March 19, 2018; 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.

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