



Public Services Manager for Distinctive Collections (Collections)

The MIT Libraries are on an exciting journey of transformation, prioritizing a digital-first, open scholarship agenda that accelerates the progress of science, promotes equity and inclusion across disciplines, and reduces the marginalization of scholars and scholarship from disadvantaged communities. We are exercising bold leadership in defining a model for research libraries in an unpredictable future. If you are excited about being part of a team that is implementing new approaches and systems with an equity lens in service to a great university, we'd be thrilled to talk with you.

Reporting to the Department Head for Distinctive Collections (DDC), the Public Services Manager for DDC has primary responsibility for managing and coordinating all in-person reading room and remote research activities and leads the development of instruction and outreach services that complement collecting strengths and pedagogical and programmatic goals. Working collaboratively across the department and throughout the Libraries, this position:

- supports active and inclusive engagement with DDC collections;
- contributes substantively to optimizing access and discovery in DDC;
- works with faculty on curricular integration of distinctive collections materials into Institute teaching, learning, and research;
- provides user-perspectives on collection development, metadata enhancement, processing, and digitization priorities for distinctive collections;
- develops and implements policies and procedures for reference, access, and reading room services in DDC in accordance with identified standards and best practices;
- explores and implements new service standards and technologies to enhance research, outreach, and instruction, based on user feedback and impact metrics; and
- promotes the broadest and most open use of DDC collections within legal and policy frameworks.

The successful candidate will be able to articulate the ways in which broad discovery and use of unique and rare materials are equity and social justice imperatives and will demonstrate an affinity for – and commitment to – efficient, responsive, personable, and expert public service, taking into particular consideration the diversity of DDC users and potential users.

The position supervises two full time positions and coordinates the contributions of team members from across DDC to support reference/reading room functions remotely and in person. Additionally, the incumbent will work with temporary employees, including students and interns.

The position is pivotal in the establishment of a welcoming physical environment and has the opportunity to conceptualize new digital spaces for user engagement. The Public Services Manager for DDC will be a member of the department's leadership team and, in alignment with the Libraries' [New Urgency vision](#), will work towards expanding digital access in service of our users. The incumbent will also have the opportunity to scale the DDC instruction program to support both MIT and the broader community. Those with a background in or aptitude for innovation and creativity in these areas as well

as grounding in critical pedagogy and active learning with primary sources, are especially encouraged to apply.

Responsibilities:

Oversees DDC public service operations (30%):

- Develops policies and procedures that promote access and user-oriented services; expands diversity, equity, inclusion, and accessibility in the provision of policies and services. Manages the Reading Room and its operations, in person and remotely, and fosters a welcoming and inclusive service environment that prioritizes the user experience alongside practices that promote collection preservation and security.
- Engages with students and faculty on the use of DDC resources for their research and teaching; encourages active collaboration and supports the creation by faculty and students of digital scholarship, publications, exhibitions, oral histories, etc.
- Oversees research and reference services in Distinctive Collections for the MIT community and beyond, including managing complex, time-sensitive, and sometimes confidential, reference requests by the Institute Administration. Provides regular training for staff who provide front-line reference services, including developing schedules and ensuring appropriate coverage at all times.
- Oversees patron-driven digitization workflows for curricular and research use, as well as on-demand digitization of permanent archival records for MIT departmental use.
- Collaborates with the Research & Learning Directorate to ensure coordination and consistency of reference and user services across the Libraries.
- Collaborates with the Digital Library Systems (DLS) Directorate to increase efficiency of workflows and to expand discovery of and access to collections.
- Serves as primary Aeon and LibGuides/LibAnswers administrator; establishing workflows and monitoring requests, managing accounts, and coordinating with DLS and vendors to manage upgrades and improve the user experience.
- Consults with researchers and the Program Head for Copyright Services on copyright and permissions inquiries and strategizes for the broadest use of resources possible.
- Coordinates, maintains, and analyzes circulation, reference, and other use statistics in accordance with the RBMS/SAA Standardized Statistical Measures and Metrics for Public Service; prepares annual reports and actively and reflectively engages data sources to propose adjustments and improvements and innovations in service.
- Builds and maintains personal knowledge across DDC collecting areas.

Develops and oversees DDC instruction program (30%):

- Develops an integrated instruction program, working with archivists and subject librarians to integrate collection experts and pedagogical practitioners into the instruction program, with a focus on accessibility, active learning and on scaling the instruction program beyond the humanities disciplines.
- Supports the Instruction and Outreach Archivist in building partnerships and developing innovative solutions and strategies to ensure that instruction offerings meet faculty demand and curricular needs.
- Collaborates with faculty, students, and library colleagues to innovate instruction services, develop and use best practices, increase capacity for the reach of distinctive collections in the classroom, and develop reusable teaching materials. Fosters a collaborative community of practice that supports and engages non-traditional users.

Develops and oversees DDC outreach program (20%):

- In partnership with the Research and Learning Directorate and the Director for Communications, responsible for high-level planning, development, implementation, promotion, and assessment of DDC outreach activities, including exhibits, programming and events, visits and tours, social media management, and K-12 outreach.

- Ensures that Maihaugen Gallery and the Hayden Loft exhibit space are regularly refreshed and programmed; coordinates, and supports the work of curators, archivists, library staff, and/or faculty/students who propose exhibitions; collaborates with the Wunsch Conservation Lab on installation.

Supervision and other service (20%):

- Supervises the Instruction and Outreach Archivist and the Reference Associate, students workers, and other contingent staff. Mentors, coaches, and supports a collaborative culture where conflicts are resolved, communication is professional, and trust is fostered.
- Participates in collections emergency response, as needed, and participates in library and campus committees, as appropriate.

Required qualifications:

- Master's Degree in Library, Archival, or Information Science, or an equivalent advanced degree with a combination of education and experience in reference, outreach, and instruction of archival and/or special collections.
- Five or more years of professional experience in an academic or research library, special collections repository, or other relevant setting with experience in reference, instruction, and outreach.
- Ability to clearly and effectively communicate the value of and potential uses for primary source material to a variety of audiences; enthusiasm for fostering public understanding of and access to distinctive collections.
- Exceptional customer service and interpersonal skills, demonstrated commitment to user-centered service excellence; experience proactively engaging with users from marginalized communities.
- Demonstrated ability to collaborate and work effectively within and across organizational boundaries in a diverse organization and with a wide variety of users.
- Demonstrated ability for data-driven decision making and workflow improvement.
- Experience and demonstrated skill in supervision, including hiring, training and development, organizing workloads, delegating responsibility, monitoring and evaluating performance, coaching and counseling (may be of interns or students)
- Enthusiasm for embracing the empathy, courage, self-reflection, and respect essential in a multicultural, diverse, and inclusive workplace, and ability to embrace those values in collections and public service work.
- Experience using an archival content management system and other technologies applicable for the archival environment.
- Thorough understanding of privacy, safe handling, confidentiality, copyright and use issues; ability to work with sensitive information with integrity and discretion
- Demonstrated capacity for critical thinking, problem-solving, and the ability to be flexible, tolerate ambiguity, adapt to change and successfully work in a fast-paced, dynamic environment.
- Strong organizational and analytical skills with proven success in independently prioritizing work, meeting deadlines, and managing complex projects to completion.
- Dedication to the value of innovation and experimentation and a desire to advance these values through this position.
- Work may require moving objects weighing up to 40 lbs.

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 qualifications:

- Experience with Aeon, ArchivesSpace, and/or LibGuides/LibAnswers.

- Teaching experience with special collections materials as cultural artifacts, primary sources, and familiarity with critical pedagogy.
- Thorough knowledge of library and archival standards and vocabularies.
- Experience with exhibition planning, management, and installation.

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SALARY AND BENEFITS: This job is a pay Grade 10 with the following range (min-mid-max):

91,350 121,095 150,735

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 flex-place, 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: <https://hr.mit.edu/careers> Applications must include cover letter and resume. Priority will be given to applications received June 13, 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.

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.

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