Access Services Assistant
Information Delivery and Library Access
(Library Assistant II)

The MIT Libraries seek an energetic and service-oriented person to join our access services team. This new position will have two equally important roles, providing customer service to the MIT community at the service desk and through materials delivery. This is an excellent opportunity to work in a dynamic library environment and to gain pre-professional experience in information delivery and access services.

RESPONSIBILITIES: Under the direction of the Access Services Manager, the Access Services Assistant participates in all aspects of delivery and service desk operations. Crucial to successful library operations is the delivery of over 25,000 library materials between library locations each year. The Assistant will participate in the pick-up, sorting, delivery, check-in & return of these materials between library units within the main and east campuses and the Storage Annex. Work requires transporting bins and boxes via book cart within the main campus group and via delivery van for locations outside the group. As a member of the Access Services team, the Assistant will also participate in daily operations of ID&LA service points and library facilities, both physical and virtual, delivering high quality information service to the MIT community. Activities may include: circulation, interpretation of library policy and procedures to users, book searching, shelving, collecting statistics for select library activities, handling financial transactions, physical space supervision, incident reporting, and shared responsibility for opening and/or closing the library. The Assistant also shares responsibility for processing of materials as they are delivered to the collection and works with staff within and outside of ID&LA to resolve problems, correct errors, and maintain the physical condition of the collections. All members of the access services staff participate in training staff in policies, procedures, and technology; contribute to the development of documentation and training materials related to processes and work-flows; and, identify opportunities for service improvements. They participate in local and library-wide committees or projects as appropriate and perform other duties as assigned.

QUALIFICATIONS: Required - Minimum six months direct/related experience that provides understanding of library or service functions (post high school education can count toward experience). Valid driver’s license, ability to operate a motor vehicle and a good driving record. Excellent record of attendance and punctuality. Strong commitment to and ability to deliver, high quality customer service. Solid experience with standard computer software such as MS Word, Excel, e-mail and calendar software and ability to learn and master new software, systems and technology. Experience working with automated library systems. Strong interpersonal and communication skills, both verbal and written. Demonstrated organizational skills including ability to manage competing priorities and work under pressure. Demonstrated initiative, flexibility, and ability to tolerate ambiguity and to work and learn in a rapidly changing environment. Ability to work collaboratively and to interact effectively with a diverse group of people. Ability to identify problems and carry out solutions independently or in collaboration with others. Ability to lift 40 lbs., to shelve and shift boxes and library materials, to push book carts and navigate stairs and elevators, and a tolerance for exposure to dust. Preferred College degree or coursework. Experience in academic and/or research library. Experience working with Aleph, ILLiad, or RAPID ILL.

HOURS: 35 hours per week. Schedule Monday-Friday 8am-4pm, may include weekend shifts and/or closing shifts; subject to change depending on library hours and the service needs of the department.

HOURLY RATE: minimum $16.50 per hour

APPLICATION PROCESS: Apply online at: http://jobs.mit.edu/. This search is limited to the local area – only applications from candidates within commuting distance of MIT will be considered. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and ethnic minority candidates.

MIT offers excellent benefits including a choice of health plans, a dental plan, and tuition assistance. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.