The MIT Libraries seek a reliable, enthusiastic, and service-oriented person to contribute to the work of our access services team. This is an exciting opportunity to work in a dynamic library environment and to gain valuable pre-professional experience in access services and information delivery.

**RESPONSIBILITIES:** Under the direction of the Access Services Manager, the Access Services Associate actively participates to varying degrees in circulation, reserves, stacking and service desk operations. S/he delivers high quality information service to the MIT community across ID&LA service points, both physical and virtual, and is responsible for the interpretation of library policies and procedures to users and for providing information about access to collections and space. S/he shares responsibility for opening/closing the library and for reporting facilities and safety incidents/issues. Position responsibilities may also include handling financial transactions, physical space and collection management, collecting and analyzing statistics, and processing materials for the collections, working with staff across the Libraries to resolve complex problems and issues. The Access Services Associate contributes to the formulation of service enhancements, policy development and streamlining work practices. S/he also participates in training staff, contributes to the development of documentation and training materials, and is actively involved in planning, testing, and implementing new services, procedures, and systems. The Associate hires and directs the work of student assistants and serves as a resource to library assistants and student and temporary workers, sharing in-depth knowledge of library operations, procedures and technical applications. S/he may also coordinate staff and student project work. The Associate participates in local and library-wide committees/teams/groups or projects and performs other duties as assigned.

**QUALIFICATIONS:** **Required** – Bachelor’s degree or equivalent combination of education and related experience. Minimum of two years direct/related experience that provides an understanding of library or service functions (post high school education can count toward experience). In-depth experience with automated library systems and with standard software (e.g. MS Office, e-mail, calendar) as well as an ability to generate reports and to work with data. Excellent customer service skills and a strong commitment to public service. Excellent interpersonal skills including ability to work and contribute both independently and as an integral part of a service team, and to work collaboratively and to interact effectively with a diverse group of people. Strong communication skills including ability to listen to and understand user requests and to interpret policies and procedures clearly. Excellent organizational skills, including ability to manage competing priorities and meet deadlines, as well as problem solving skills that include ability to identify and analyze problems and exercise good judgment in carrying out solutions with minimal supervision. Demonstrated desire to learn and a keenness for mastering new software, systems and technology and for assisting others in their use. Demonstrated initiative and flexibility for successfully adapting and working creatively in a dynamic environment. Ability to work under pressure. Exemplary attendance and dependability a must. Ability to lift 40 lbs, move boxes, shelve library materials and push book trucks; tolerance for exposure to dust. **Preferred** - Experience in academic and/or research library. Experience in customer service environment. Experience working with integrated library system such as Aleph. Experience in training and/or directing the work of others.

**HOURS:** 35 hours per week. Tuesday – Saturday schedule including opening and evening shifts; hours may change based on coverage needs and MIT’s academic calendar.

**APPLICATION PROCESS:** Apply online at: [http://hrweb.mit.edu/staffing/index.html](http://hrweb.mit.edu/staffing/index.html).

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

*MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and ethnic minority candidates.*

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