The MIT Libraries seek a reliable 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 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 and delivery van. As a member of the Access Services team, the Assistant will participate in daily operations of service points and library facilities, both physical and virtual, delivering high quality information service to the MIT community. Activities include: circulation, interpretation of library policy and procedures to users, book searching, shelving, collecting statistics, financial transactions, physical space supervision, incident handling and reporting, and shared responsibility for library opening and/or closing. The Assistant also shares responsibility for processing 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. The Assistant may process course reserves, including communication with faculty, TAs and departmental assistants, assist with hiring, training or directing the work of student assistants, and/or monitor other service points. All members of the access services staff participate in training staff; contribute to the development of documentation and training materials; 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 $17.00 per hour

**APPLICATION PROCESS:** Apply online at: [http://careers.mit.edu/](http://careers.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 underrepresented minority candidates.**

*MIT offers excellent benefits including a choice of health plans, a dental plan, tuition assistance and fully subsidized MBTA passes for local bus and subway service. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.*

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