



Access Services Assistant
Sunday – Thursday, 4:00 p.m. - midnight
Information Delivery and Library Access (ID&LA)
(Library Assistant II)

RESPONSIBILITIES: Under the direction of the Access Services Manager, assists in all circulation, reserves, and service desk operations; responsible for physical space management; and assisting patrons with use of equipment and systems provided by the Libraries.

Specific duties include:

Typical community support duties (60%):

- Provides in-person service regarding library services, collections, and equipment at a variety of service points.
- Responsible for closing shifts five days a week and occasional opening shifts (seasonal).
- Responsible for the interpretation of policies and procedures to users, for providing information about access to collections and space, opening/closing the library and reporting facilities and safety incidents/issues.
- Helps train staff and student employees in policies, procedures and technology, and contributes to the development of documentation and training materials.

Participation in other department functions (40%):

- Participate in other activities such as book searching, shelving, collecting statistics, handling financial transactions, sorting & delivering library materials and identifying opportunities for service improvements.
- Perform some processing of materials and work with staff to resolve problems, correct errors and maintain the physical condition of collections.
- Participate in local and library-wide committees/teams/groups or projects and perform other duties as assigned.

QUALIFICATIONS:

Required:

- Minimum 6 months of direct/related experience that provides an understanding of library or service functions (post high school education can count toward experience).
- Experience with use of library catalogs, ability to use basic business software (e.g. MS Office, e-mail, calendar), interest in mastering new software, systems and technology.
- Strong interpersonal and communication skills and proven commitment to delivering high quality customer service in a busy and diverse environment.
- Demonstrated initiative and flexibility for successfully adapting and working creatively in a dynamic environment.

- Ability to work and contribute both independently and as an integral part of a service team, to work collaboratively and to interact effectively with a diverse group of people.
- Strong organizational skills, including ability to manage competing priorities and meet deadlines.
- Exemplary attendance and dependability a must. Ability to lift 40 lbs, move boxes, shelve library materials, push book trucks, and a tolerance for exposure to dust.

Preferred:

- Experience in academic and/or research library.
- Basic training or teaching experience.
- Experience working with libraries' specific software in use at MIT (e.g. Aleph, Alma, ILLiad and/or RAPID ILL).
- Experience with compiling, managing, manipulating, and presenting data (e.g. excel, access, Tableau)

HOURS: 35 hours per week, Sunday – Thursday, 4:00 p.m. - midnight. Schedule may change over holiday and summer periods.

HOURLY RATE AND BENEFITS: \$18.45/hour minimum; actual based on qualifications and experience. 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.

APPLICATION PROCESS: Apply online at: <http://careers.mit.edu/>; applications must include cover letter and resume. Priority will be given to applications received by March 1, 2020; position open until filled. 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 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.