Scanning & Annex Services Associate  (LA III- R&L)

Under the direction of the Annex Services and User Experience Librarian, this position oversees the Scan & Deliver service at the Library Storage Annex, including supervision of student workers. This position provides the opportunity for using and developing technical and library skill sets related to patron services, and is an excellent opportunity to gain experience in a dynamic academic library setting. Specific duties include:

RESPONSIBILITIES INCLUDE:

Scanning service (80%):
- Working under minimal supervision to oversee document delivery operations at the Library Storage Annex, including MIT Libraries Scan & Deliver service.
- Acting as staff resource for questions related to Scan & Deliver and maintaining internal staff documentation for all scanning workflows.
- Serving as point person for Annex scanning software & equipment upgrades, including working with the vendor to install/upgrade software and equipment and coordinating this work with other related service areas within the Libraries (Resource Sharing and Imaging Lab staff).
- Ensuring that deadlines and production goals are met, while maintaining quality standards for all scanning activities.
- Trouble-shooting problem citations using library catalog, GoogleScholar and subject databases.
- Delivering information about scanning service to patrons, both physical and virtual.
- Responsible for the interpretation of service policies and procedures including fair use copyright guidelines; in conjunction with Scholarly Communications staff, makes recommendations for revisions to policies and workflows.
- Working with staff in the Resource Sharing unit to continuously monitor and improve scanning workflows for interlibrary loan and document delivery.
- Contributing to training and supervision of student and temporary employees.

Other Annex functions (20%)
- On-site patron services: receiving patron requests; verifying citations in library catalog; may assist patrons on-site; preparing materials for delivery to other libraries.
- Overseeing compilation of monthly circulation and collections statistics reported out to various staff in the Libraries and maintaining related internal staff documentation.
- Sharing responsibility for opening and closing of library facility; assisting with facilities and security issues.
- Serving at other library service desks and participates in committees/teams/groups or projects
- Other duties as assigned.

QUALIFICATIONS:

Required:
- High school diploma or equivalent combination of education and related experience
- Minimum of two years direct/related experience that provides in-depth understanding of library operations. (post-high school education can count toward experience).
- Technical experience with digital scanning equipment and related Windows-based software applications
- Experience with scholarly discovery tools (e.g., library catalogs and article databases), ability to use basic business software (e.g. MS Office, e-mail, calendar), interest in mastering new software, systems and technology.
• Ability to generate reports and work with data; ability to assist staff or library users in the use of such technology or library equipment
• Demonstrated organizational and problem solving skills; ability to meet deadlines and manage competing priorities and work with minimal supervision, and to plan and carry out long-term projects
• 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.
• Ability to lift 40 lbs, move boxes, shelve library materials, push book trucks, and a tolerance for exposure to dust.

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:
• Post-secondary degree
• Experience in academic and/or research library
• 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. Monday – Friday, 8:00 a.m. – 6:00 p.m. (schedule to be determined)
Schedule may change over holiday and summer periods.

HOURLY RATE AND BENEFITS: $20.48/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: https://hr.mit.edu/careers applications must include cover letter and resume. Priority will be given to applications received May 21st, 2021; position open until filled.

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.

May 2021