



## Access Services Assistant – Hayden Library (*LA II – R&L*)

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.

### **Responsibilities include:**

#### **Typical community support duties (60%):**

- Providing in-person service regarding library services, collections, and equipment at a variety of service points.
- 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.
- Help train staff and student employees in policies, procedures and technology, and contribute to the development of documentation and training materials.

#### **Participation in other department functions (40%):**

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

### **QUALIFICATIONS:**

#### **Required:**

- High school diploma or equivalent 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 and push/pull loaded carts up to 150 lbs, move boxes, bend/squat/reach to shelf library materials, and have 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:**

- College degree or related coursework.
- 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 1:30pm-9:30pm. Schedule may change over holiday and summer periods, or in response to changes in Libraries' services.

**HOURLY RATE AND BENEFITS:** \$18.69/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 August 15<sup>th</sup>, 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.