



Resource Sharing Associate

Schedule 9am – 5pm M-F
Information Delivery and Library Access (ID&LA)
(*Library Assistant III*)

Under the direction of the Resource Sharing Manager, the Resource Sharing Associate provides support for the day to day work of the Libraries' Interlibrary Borrowing, Lending and BorrowDirect services; responsible for troubleshooting use of resource sharing tools and assisting patrons and other staff with use of systems and resources. Serves a member of cross trained team that provides access to physical and electronic resources not owned by MIT.

RESPONSIBILITIES INCLUDE:

Resource Sharing work (85%):

- Work under minimal supervision to oversee resource sharing activities in ILLiad and Relais operations for both borrowing and lending; serves as back on all aspects of Resource Sharing services.
- Work with Resource Sharing Manager and other staff to trouble-shoot technical problems between ILLiad, Alma (library catalog), and Primo (user Discovery system); serves as a resource for other staff working with these tools and maintains internal staff documentation for all associated workflows.
- Ensure that in depth web and database searches are pursued in support of MIT community research. Ensures all possible avenues for acquiring needed materials are followed, may take months to complete this research, while ensuring researchers are kept informed of progress.
- Exercise tact, active listening, and extensive research skill in corresponding with MIT researchers by phone, email and in person to clarify and correct citations; performs expert in-depth searches in specialized resources such as PubMed, the British Library, and others to meet high level research needs.
- Work with staff in the MIT Libraries (including IDLA, UX and DLS) to continuously monitor and improve resource sharing services; routinely works with colleagues across Resource Sharing, DLS and Access Services on planning, testing and implementation of new services and technology.
- Contribute to training and supervision of student and temporary employees.

Community Support and Departmental Duties (15%):

- Deliver information about Interlibrary Borrowing service to patrons and staff; both in written form (documentation) and in person (teaching staff learning sessions).
- Responsible for the interpretation of service policies and procedures with a deep understanding of the North American Interlibrary borrowing community; makes recommendations for revisions to local policies and workflows.
- Provides in-person service regarding library services, collections, and equipment at a variety of service points.

- Responsible for (in person, via phone or virtually) 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 students in policies, procedures and technology, and contributes to the development of documentation and training materials.
- Participates in other activities in support of Resource Sharing work 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 in support of Resource Sharing work.
- Participate 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 2 years relevant experience required, including with library systems and/or cataloging standards.
- Ability to lift 40 lbs., to shelve and shift boxes and library materials, to push book carts weighing up to 150 lb., navigate stairs and elevators, and a tolerance for exposure to dust.
- Experience with software such as MS Office Suite, e-mail and calendar software and ability to learn and master new software, systems and technology.
- Demonstrated 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.

Preferred:

- Post-secondary education.
- Experience in academic and/or research library.
- Experience working with Aleph, ALMA, ILLiad, or RAPID ILL

HOURS:

35 hours per week, 9-5 M-F. Schedule may change based on business needs and MIT's academic calendar.

HOURLY RATE AND BENEFITS:

This job is a Pay Grade 5 with the following hourly range (min-mid-max):

21.72/ hr	29.46/hr	37.15/hr
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The actual hourly rate 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.

This is a union position. Employees working in this position are covered by the collective bargaining agreement between the MIT Libraries and American Federation of State, County and Municipal Employees Council 93. Provisions related to wages, benefits and other terms of employment are contained in the agreement. Any questions regarding the agreement should be directed to lib-hr@mit.edu.

APPLICATION PROCESS:

Apply online at: <https://hr.mit.edu/careers> applications must include cover letter and resume. Priority will be given to applications received by September 15, 2022; position open until filled. 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.

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 anybody, 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.