



Access Services Associate
Monday - Friday hours 9 am – 5 pm
Dewey Library
Information Delivery and Library Access (ID&LA)
(*Library Assistant III*)

The MIT Libraries seek a reliable, enthusiastic, and service-oriented person to contribute to the work of our Information Delivery & Library Access (ID&LA) team. This is an exciting opportunity to work in a dynamic library environment and to gain experience in access services and information delivery.

RESPONSIBILITIES: Under the direction of the Access Services Manager (ASM) for Dewey, the Access Services Associate serves as the documentation and training coordinator, as well as an assistant for circulation technology maintenance, and serves as a member of the team responsible for all daily circulation and service desk operations; responsible for physical space management and assisting patrons with the use of Libraries' resources.

Typical community support duties (50%):

- Provides user-facing service regarding library services, collections, and equipment at a variety of service points via chat, telephone, email, and in person.
- Assists in the use of the libraries' electronic equipment and performs basic troubleshooting as needed.
- Responsible for the interpretation and enforcement of policies and procedures to users, for providing in-depth information about access to collections and space, opening/closing the library, reporting and resolving facilities and safety incidents/issues, and coordinating work across organizational boundaries.
- Helps train staff in policies, procedures, technology, and contributes to the development of documentation and training materials.

Participation in other department functions (50%):

- Assists the ASM for Dewey in the review of Alma patron load files and billing activities; ensures Alma hours calendars accurately reflect Libraries' service hours.
- Responsible for maintaining shared documentation that supports ID&LA services, collaborating with others in the department to update documentation when needed, staying abreast of needs for new or refresher training for the department.
- Participates in other activities such as book searching, shelving, collecting statistics, handling financial transactions, sorting & delivering library materials, and identifying opportunities for service improvements.
- Performs some processing of materials and work with staff to resolve problems, escalate issues as needed, correct errors and maintain the physical condition of collections.
- Participates in planning, testing, and implementation of new systems and services; participates in formulating enhancements to services, policies, and workflows.
- Participates in local and library-wide committees/teams/groups or projects and performs other duties as assigned.

QUALIFICATIONS:

Required:

- High school diploma or equivalent required.
- Minimum 2 years relevant experience that provides an understanding of library or service functions (post-high school education can count toward experience).

- Ability to lift 40 lbs and push/pull loaded carts up to 150 lbs, move boxes, bend/squat/reach to shelve library materials, and have a tolerance for exposure to dust.
- Experience with software such as Microsoft 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 the 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 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 libraries.
- Experience leading a project or service.
- Experience working with ALMA, Adobe Suite, SpringShare Suite, and/or Confluence wikis.
- Experience managing data, working with databases, or customer relationship management systems.

HOURS: 35 hours per week. Monday-Friday 9 am - 5 pm; hours may change based on business needs and MIT's academic calendar.

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

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| 21.72 | 29.46 | 37.15 |
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The actual hourly rate will depend on qualifications and experience. MIT offers excellent benefits including a choice of health and retirement plans, a dental plan, tuition assistance, and fully subsidized MBTA passes for local bus and subway service. Flexible work arrangements, including flex-time and flex-place, are considered for positions that meet established criteria. The MIT Libraries is a collegial and supportive working environment and fosters professional growth of staff with management training and travel funding for professional meetings

APPLICATION PROCESS: Apply online at: <https://hr.mit.edu/careers> applications must include a cover letter and resume. Priority will be given to applications received by **February 14th, 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.