



Resource Sharing Assistant

(Library Assistant II- Information Delivery and Library Access ID&LA)

The MIT Libraries seek an enthusiastic, service - oriented person to join our Resource Sharing Team. This position provides the opportunity for developing library skill sets related to resource sharing and access services in a dynamic academic library setting. In collaboration with team members the Resource Sharing Assistant facilitates access to MIT library materials for reciprocal borrowers, academic and public libraries and private research institutions.

RESPONSIBILITIES INCLUDE:

- Fill interlibrary lending requests using various online systems and respond to patron queries
- Verify citation and location information for materials using both electronic and print sources.
- Develop and maintain knowledge of request methods, holdings, and payment and delivery arrangements as they apply to specific customer groups.
- Communicate policies and procedures to customers; may participate in creating related resource sharing documentation.
- Develop a working understanding of ILLiad, RAPID, ReShare, Request Tracker, LibAnswers, MIT Libraries' web pages, and web forms in order to process requests, resolve lending/borrowing issues, assist patrons, troubleshoot/report problems, and respond to other library staff.
- Scan articles and book chapters, using appropriate equipment ensuring the highest quality possible
- Contributes to the interlibrary borrowing service and supports one or more MIT Libraries' service points
- Participate in the pick-up, sorting, delivery, check-in & return of materials between library units within the main and east campuses and the Storage Annex 1 shift per week. Work requires transporting bins and boxes via book cart within the main campus group and via delivery van for locations outside the group
- May participate in hiring or directing the work of student employees
- May participate in local and system-wide committees and/or projects

QUALIFICATIONS:

Required:

- High school diploma or equivalent required.
- Minimum 6 months direct/related experience that provides understanding of library or service functions (post high school education can count toward experience).
- Valid driver's license, ability to operate a motor vehicle, and a good driving record
- Solid computer skills in Windows and software including GoogleDocs, Word, Excel, PowerPoint, and Outlook, as well as comfort with learning additional programs/systems
- Demonstrated ability to communicate clearly and manage competing priorities in a dynamic, fast-paced environment, and meet deadlines.
- Well-developed problem solving skills, including ability to identify problems, exercise good judgment and carry out solutions.

- Demonstrated commitment and ability to deliver superior customer service in person, via email, and phone
- Strong data entry skills and aptitude for detail oriented work.
- Proven excellence in interpersonal and communication skills, both verbal and written.
- Ability to work and contribute both independently and as an integral part of a service team.
- Ability to lift 40 lbs, move boxes, shelve library materials and 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:

- Associate or Bachelor’s Degree; or combination of equivalent education
- Experience in academic and/or research library, especially in interlibrary loan (familiarity with MIT and its administrative departments/systems a plus)
- Ability to work effectively with a diverse group of people
- Experience in customer-service environment
- Experience working with ILLiad, Alma, RAPID ILL, ReShare
- Strong organizational, analytical, communication, and problem-solving skills
- Able to take initiative and be dependable under minimal supervision, able to bring tasks and projects to full completion

HOURS:

35 hours per week. Monday – Friday, 9:00 a.m. – 5:00 p.m. (schedule to be determined)

HOURLY RATE AND BENEFITS:

Min \$20.11	Mid \$27.25	Max \$34.38
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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.

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 July 31, 2023; 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.