



Access Services Associate (LA III - R&L)

Under the direction of the Access Services Manager for Hayden Library, the ID&LA Access Services Associate manages the daily operations of the reserves service across four MIT Libraries. They develop expertise in communication and processing workflows, technical skills, running and working with data/reports, copyright and fair use. This position provides the opportunity for using and developing library skill sets related to access services, reference, and technology; it is an excellent opportunity to gain experience in a dynamic academic library setting.

RESPONSIBILITIES INCLUDE:

Coordinating Role (60%)

- Working under minimal supervision to oversee course reserves operations.
- Collaborating with the Access Services Manager for Hayden Library to continuously improve and develop the service in response to the needs of the Institute's teaching and learning as part of the larger course support ecosystem, which includes the Teaching and Learning efforts of the Liaisons, Information, and Reference Services (LIRS) department, student success initiatives outside of the libraries, and more.
- Running and manipulating data/reports for missing or recalled items to ensure equitable access to materials.
- Coordinating with staff in other units or departments to resolve questions or problems. o Scheduling, supervising the physical end-processing, and weeding across 4 libraries. Lewis Music Library provides separate, specialized reserves services for which the Access Services Coordinator may occasionally be ask to provide input.
- Managing course records in the ILS.
- Providing support in training reserve team members and the teaching community's staff.
- Maintaining internal and public documentation.
- Answering or referring questions related to copyright and fair use, electronic reserves and the CMS (currently Canvas).

Access Services Work at Hayden (40%)

- Participating in local and library-wide committees, teams, groups or projects.
- Helping with planning, testing, and implementing new services, procedures, and systems in ID&LA.
- Sharing in-depth knowledge of library operations, procedures, and technical applications with other ID&LA staff.
- Shelving, retrieving requested items, handling financial transactions, and sharing responsibility for opening and closing the library.
- Some processing of materials as they are delivered to the collection and occasional triage with help from staff in other departments.
- Assisting in the use of the library's electronic equipment and performs basic trouble-shooting as needed.

- May assist with hiring, training or directing the work of student assistants or temporary employees.
- May participate in training staff in policies, procedures, and technology.
- Contributing to the development of documentation and training materials related to processes and work-flows.
- Other duties as required.

QUALIFICATIONS:

Required:

- High school diploma or equivalent required.
- Minimum of two years direct/relevant experience that provides an in-depth understanding of library workflows and service functions.
- Advanced computer skills in Windows and software including Google Docs, Word, Excel, PowerPoint, and Outlook, as well as comfort with learning additional programs/systems
- Experience with automated library systems.
- Experience in training or teaching others.
- Excellent interpersonal and communication skills, both verbal and written.
- Demonstrated organizational, analytical and problem-solving skills.
- Demonstrated initiative, flexibility, and ability to work and learn in a rapidly changing environment.
- Strong experience with standard computer software and ability to learn and master new software, systems and technology as required such as MS Word, Excel, e-mail and calendar software.
- Ability to generate reports and work with data; ability to assist staff or library users in the use of such technology or library equipment
- Ability to work collaboratively, manage relationships and to interact effectively with a diverse group of people.
- Ability to identify problems and carry out solutions independently or in collaboration with others
- Aptitude for accurate and detail-oriented work and responsiveness to deadlines
- Ability to lift objects weighing 20 to 50 lbs., shelving and shifting boxes and other library material, and to push book trucks weighing up to 150 lb.
- Ability to be exposed to dust.

Preferred:

- Associate or Bachelor's Degree; or combination of equivalent education
- Experience in academic and/or research libraries.
- Experience working with ALMA and other integrated Library systems.

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

Hours: 35 hours per week. Monday – Friday, between the hours of 9:00 a.m. – 6:00 p.m. (schedule to be determined - some flexibility in scheduling is possible)

HOURLY RATE AND BENEFITS:

This job falls within the following hourly range for AFSCME Library Assistant III:

Min	\$23.77	Mid	\$33.38	Max	\$42.98
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Actual based on qualifications and experience. The typical hiring range is in between the min and mid
August 2023

points. 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 5, 2023; position open until filled.

Employment is contingent upon the completion of a satisfactory background check.

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 150-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.