



Access Services Assistant- Hayden Library (Library Assistant II – Research and Learning)

RESPONSIBILITIES: Under the direction of the Access Services Manager, the Access Services Assistant actively 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.

Specific duties include:

Typical community support duties (60%):

- Provides 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.
- Helps train staff and student employees in policies, procedures and technology, and contributes to the development of documentation and training materials.

Participation in other department functions (40%):

- Participate in other activities 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.
- 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 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 shelve library materials, and have a tolerance for exposure to dust.

We expect candidates 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 1:00pm to 9:30 pm, schedule TBD; hours may change based on business needs and MIT's academic calendar.

HOURLY RATE AND BENEFITS: The following hourly range for the AFSCME Library Assistant II (min-mid-max):

\$20.12	\$27.17	\$34.21
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Actual 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 telecommuting, 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

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 August 9, 2024, position open until filled.

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

VISA SPONSORSHIP: This position is not eligible for visa sponsorship. MIT sponsors visas only for certain academic and research positions. MIT does not sponsor the following individuals for employment-based visas or for exchange visitor visas: students; technical, administrative, library, or support staff members; individuals with inadequate funding, insurance, or credentials; or those whose particular visa history precludes sponsorship

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.