



Annex Services Associate Information Delivery and Library Access (ID&LA-Annex)

(AFSCME - Library Assistant III)

Under the direction of the Annex Services and User Experience Librarian, this position supports the Scan & Deliver service at the Library Storage Annex, including supervision of student workers. This position provides the opportunity for using and developing technical and library skill sets related to patron services, and is an excellent opportunity to gain experience in a dynamic academic library setting.

The position will be temporarily assigned to support the Rotch Library for 50% of its scheduled time through June 2027, when Rotch's staffing model is anticipated to change. During this period, the employee will balance responsibilities across two locations and work effectively with multiple teams.

RESPONSIBILITIES:

Scanning service and collections retrieval (80%):

- Work under minimal supervision to support document delivery operations and collections access at the Library Storage Annex, including MIT Libraries Scan & Deliver service.
- Act as staff resource for questions related to Scan & Deliver and collections retrieval; maintain internal staff documentation for Annex workflows.
- Serve as a first point of contact for MIT Facilities as well as for Harvard Depository staff for access to building and management of collection retrievals and reshelving; serve as back up Annex scanning software & equipment upgrades, including working with vendor to install/upgrade software and equipment and coordinating this work with other related service areas within the Libraries (Resource Sharing and Scanning Lab staff).
- Ensure that deadlines and production goals are met, while maintaining quality standards for all scanning activities.
- Trouble-shoot problem citations using library catalog, GoogleScholar and subject databases.
- Deliver information about scanning service to patrons, both physical and virtual.
- Responsible for the interpretation of service policies and procedures including fair use copyright guidelines; makes recommendations for revisions to policies and workflows.
- Work with staff in the MIT Libraries Resource Sharing department to continuously monitor and improve scanning workflows for interlibrary loan and document delivery.
- Contribute to training and supervision of student and temporary employees.

Other Annex functions (20%)

- On-site patron services: receive patron requests; verify citations in library catalog; assist patrons on-site; prepare materials for delivery to other libraries.
- Share responsibility for creating and maintaining related staff documentation on internal wikis
- Share responsibility for opening and closing of library facilities; assist with facilities and security issues.
- Serve at other library service desks and participates in committees/teams/groups or projects

- Other duties as assigned.

QUALIFICATIONS:

Required

- High school diploma or equivalent.
- A minimum of two years of directly related experience that provides an understanding of library service functions. Relevant post-high school education may count toward the experience requirement.
- Technical experience using digital scanning equipment and related Windows-based software applications, with the aptitude to produce reliable, high-quality work.
- Experience using library catalogs and basic business software, such as Microsoft Office, email, and calendar applications, and an interest in and aptitude for learning, understanding, and effectively using new software, systems, and technologies.
- Ability to generate reports, work with data, and assist staff or library users in using technology and library equipment.
- Strong interpersonal and verbal and written communication skills, with a demonstrated commitment to providing high-quality customer service in a busy and diverse environment.
- Demonstrated strong organizational, project-management, and problem-solving skills, including the ability to:
 - Manage competing priorities and meet deadlines;
 - Plan and carry out long-term projects;
 - Work with minimal supervision; and
 - Identify problems and implement solutions independently or in collaboration with others.
- Demonstrated flexibility and ability to navigate ambiguity, adapt to change, and work successfully in a fast-paced, dynamic environment.
- Ability to work and contribute both independently and as an integral member of a service team, collaborate effectively, and interact successfully with a diverse group of people.
- Ability to lift up to 40 pounds, move boxes, shelve library materials, push book trucks, and tolerate 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:

- Post-secondary education
- Experience in academic and/or research library
- 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, M-F hours between 8:00am-6:00pm. Some flexibility in scheduling is possible. Schedule may change over holiday and summer periods, or in response to changes in Libraries' services.

HOURLY RATE AND BENEFITS:

The pay range for this position is \$24.76 - \$42.22. 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 telecommuting, are considered for positions that meet established criteria. The MIT Libraries is a collegial and supportive working environment, with budgeted resources to encourage continued learning and career growth.

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 via <http://careers.mit.edu/> Applications must include a cover letter and resume. Priority will be given to applications received by October 30, 2026 position open until filled. Please reach out to lib-hr@mit.edu with any questions regarding this role.

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 140-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.

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.