



Resource Sharing Associate Lending Information Delivery and Library Access (ID&LA- Hayden)

(AFSCME - Library Assistant III)

The MIT Libraries seek an enthusiastic, service-oriented person to join our Resource Sharing Team. Under the direction of the Resource Sharing Manager, the Associate provides day-to-day support for the operation of the Libraries' Interlibrary Lending, Borrowing, and BorrowDirect services. In collaboration with team members, the Associate facilitates access to MIT Libraries materials for reciprocal borrowers, academic and public libraries, and private research institutions. The Associate also troubleshoots resource-sharing tools and assists patrons and staff with the use of related systems and services.

RESPONSIBILITIES:

Typical Resource Sharing Responsibilities (60%):

- Works under minimal supervision to oversee interlibrary lending requests using ILLiad and RAPID and verifies citation and location information to fill requests.
- Utilizes a variety of library systems—including ILLiad, RAPID, ReShare, IDS, LibAnswers, MIT Libraries web pages, and locally created web forms—to process requests, resolve lending and borrowing issues, assist patrons, troubleshoot and report problems, and respond to other library staff.
- Develops, maintains, and documents knowledge of request methods, holdings, and payment and delivery arrangements as they apply to specific customer groups, using resource-sharing tools and best practices.
- Responds to patron queries about requests and processes, communicates policies and procedures to customers, and creates and revises related resource-sharing documentation. Exercises tact, active listening, and research skills when corresponding with partner institutions by phone and email.
- Scans articles and book chapters using appropriate equipment, ensuring the highest quality possible and applying knowledge of the Libraries' licensing provisions for electronic content.

Typical Community Support and Departmental Duties (40%):

- Delivers information about Interlibrary Lending services to lending partners and library staff, both in writing through documentation and in person through staff learning sessions.
- Interprets service policies and procedures based on a deep understanding of the North American interlibrary lending community and makes recommendations for revisions to local policies and workflows.

- Helps train staff and students in policies, procedures, and technology and contributes to the development of documentation and training materials. May participate in hiring or directing the work of student employees.
- Provides in-person service related to library services, collections, and equipment at a variety of service points and through multiple service modes.
- Interprets policies and procedures for users in person, by phone, or virtually; provides information about access to collections and spaces; opens and closes the library; and reports facilities and safety incidents or issues.
- Participates in other activities supporting Resource Sharing work, such as searching for books, shelving, collecting statistics, handling financial transactions, sorting and delivering library materials, and identifying opportunities for service improvements.
- Processes materials and works with staff to resolve problems, correct errors, and maintain the physical condition of collections in support of Resource Sharing work.
- Participates in local and library-wide committees, teams, groups, or projects and performs other duties as assigned.

QUALIFICATIONS:

Required

- High school diploma or equivalent.
- A minimum of two years of relevant experience, including any combination of experience with library systems, cataloging standards, interlibrary borrowing, shipping and receiving, scanning, file storage, data reporting, and customer service.
- 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.
- Demonstrated verbal and written communication and interpersonal skills.
- Ability to work collaboratively and interact effectively with a diverse group of people.
- Demonstrated strong organizational, project-management, and problem-solving skills, including the ability to:
 - Manage competing priorities and work under pressure while maintaining accuracy;
 - Meet deadlines and ensure tasks are completed in a timely manner;
 - Plan and carry out long-term projects requiring persistence and creative approach;
 - Work with minimal supervision; and
 - Identify problems and implement solutions independently or in collaboration with others.
- Demonstrated initiative and flexibility, including the ability to tolerate ambiguity and to work and learn in a rapidly changing environment.
- Ability to lift up to 40 pounds; shelve and shift boxes and library materials; push book carts weighing up to 150 pounds; navigate stairs and elevators; 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 working in an academic and/or research library.

- Experience working with Primo, WorldCat, Alma, ReShare, ILLiad, IDS, SpringShare products or RAPID ILL.
- We expect candidates to be stronger in some of the qualifications listed above than others. We are committed to helping our future colleague expand their skills while also learning from their areas of strength.

HOURS:

35 hours per week, Monday–Friday, 9:00 a.m.–5:00 p.m. The final schedule will be determined in consultation with the manager. 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.