



Access Services Assistant

Information Delivery and Library Access
(Library Assistant II)

The MIT Libraries seek a reliable, service-oriented person to join our access services team. This is an exciting opportunity to work in a dynamic library environment and to gain valuable pre-professional experience in access services and information delivery.

RESPONSIBILITIES: Under the direction of the Access Services Manager, assists in all circulation, reserves, and service desk operations, physical delivery between MIT Libraries, including driving a van, and physical space management. The Assistant delivers information service to the MIT community across service points, both physical and virtual, and is responsible for the interpretation of policies and procedures to users and for providing information about access to collections and space. S/he is responsible for opening/closing the library and reports facilities and safety incidents/issues. S/he participates in other activities such as book searching, shelving, collecting statistics, handling financial transactions, sorting & delivering library materials and identifying opportunities for service improvements. The Assistant performs some processing of materials and works with staff to resolve problems, correct errors and maintain the physical condition of collections. The Assistant helps train staff in policies, procedures and technology, and contributes to the development of documentation and training materials. The Assistant may process course reserves, including communication with faculty, TAs and departmental assistants, assist with hiring, training or directing the work of student assistants, monitor other service points, and/or deliver library materials via van to east & north campuses, including pick-up, sorting, delivery, check-in & return of materials between library units. The Assistant may participate in local and library-wide committees/teams/groups or projects and will perform other duties as assigned.

QUALIFICATIONS: Required - Minimum 6 month's direct/related experience that provides an understanding of library or service functions (post high school education can count toward experience). Solid experience with automated library systems and with standard software (e.g. MS Office, e-mail, calendar) as well as an ability to generate reports and to work with data. A keenness for mastering new software, systems and technology and for assisting others in their use. Strong interpersonal and communication skills and proven commitment to delivering high quality customer service. Ability to work and contribute both independently and as 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. Well-developed problem solving skills, including ability to identify problems, exercise sound decision-making in carrying out solutions, work under pressure and to tolerate ambiguity. Initiative and flexibility for successfully adapting and working creatively in a dynamic environment. Exemplary attendance and dependability a must. Ability to lift 40 lbs, move boxes, shelve library materials, push book trucks, and a tolerance for exposure to dust. A valid driver's license, ability to operate a motor vehicle, and a good driving record. Preferred - Experience in academic and/or research library or working with Aleph, ILLiad and/or RAPID ILL; compiling and managing data; using social media tools such as WordPress for communication.

HOURS: 35 hours per week, Sunday 4pm-Midnight & Monday-Thursday 2-10pm; hours are subject to change depending on library hours for semester and on service needs of department.

HOURLY RATE AND BENEFITS: \$17.00/hour minimum. 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.

Apply online at: <http://careers.mit.edu/>. Applications must include cover letter and resume. *MIT is strongly and actively committed to diversity within its community and particularly encourages applications from women and ethnic minority candidates.*

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