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

**RESPONSIBILITIES:** The Access Services Associate participates in circulation, reserves, stacking and service desk operations. They hire and direct the work of student assistants, may coordinate student project work, and serve as a resource to other staff, sharing in-depth knowledge of library operations, procedures and technical applications. They deliver high quality information service to the MIT community across physical and virtual service points and are responsible for interpretation of library policies and procedures to users, and for providing information about access to collections and spaces. The Associate shares responsibility for opening/closing the library and for reporting facilities and safety incidents/issues. Position responsibilities may also include handling financial transactions, library events, coordination with MIT security, physical space and collection management, collecting and analyzing statistics, processing materials for collections, and working with staff across the Libraries to resolve complex problems and issues. The Associate contributes to the formulation of service enhancements, policy development, and streamlining work practices, participates in training staff, contributes to the development of documentation and training materials, and are involved in planning, testing, and implementing new services, procedures, and systems. They also participate in local and library-wide committees/groups or projects.

**QUALIFICATIONS:** Required – High school diploma or equivalent combination of education and experience. Two years direct/related experience that provides an understanding of library or service functions (post high school education can count toward experience). In-depth 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. Excellent customer service skills and a strong commitment to public service. Excellent interpersonal skills including ability to work and contribute both independently and as an integral part of a service team, and to work collaboratively and interact effectively with a diverse group of people. Strong communication skills including ability to listen to and understand user requests, interpret policies and procedures clearly. Excellent organizational skills, including ability to manage competing priorities and meet deadlines, as well as problem solving skills that include ability to identify and analyze problems and exercise good judgment in carrying out solutions with minimal supervision. Demonstrated desire to learn and a keenness for mastering new software, systems and technology and for assisting others in their use. Demonstrated initiative and flexibility for successfully adapting and working creatively in a dynamic environment. Ability to work under pressure. Exemplary attendance and dependability a must. Ability to lift 40 lbs., move boxes, shelve library materials and push book trucks; tolerance for exposure to dust. Preferred - Experience in academic and/or research library. Experience in customer service environment. Experience working with Aleph ILS. Experience in training and/or directing the work of others. Bachelor’s degree.

**HOURS:** 35 hours per week. Monday-Thursday 4pm-midnight, Friday noon-8pm (all closing shifts); hours may change based on coverage needs and MIT’s academic calendar.

**HOURLY RATE AND BENEFITS:** $20.00/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.

**APPLICATION PROCESS:** Apply online at [http://careers.mit.edu/](http://careers.mit.edu/); applications must include cover letter and resume. Priority consideration given to complete applications received by January 26, 2018. MIT is strongly and actively committed to diversity within its community and particularly welcomes applications from qualified women and minority candidates. Professionals who enthusiastically embrace the empathy, courage, self-reflection and respect of a multi-cultural, diverse and inclusive workplace, and who strive to incorporate those values in their work and interactions are encouraged to apply.