



## **Resource Sharing Assistant** (*Library Assistant II*)

Information Delivery and Library Access (ID&LA)

The MIT Libraries seek an enthusiastic, service-oriented person to join our Resource Sharing Team. This position provides the opportunity for developing library skill sets related to access services, document delivery, and interlibrary lending and borrowing in a dynamic academic library setting.

**RESPONSIBILITIES:** In collaboration with team members the Resource Sharing Assistant facilitates access to MIT library materials for reciprocal borrowers, academic and public libraries and private institutions. S/he fills interlibrary lending/document delivery requests using various online systems and responds to patron queries. S/he verifies citation and location information for materials using both electronic and print sources. The Assistant will be conversant in consortial arrangements, developing and maintaining knowledge of request methods, holdings, and payment and delivery arrangements as they apply to specific customer groups. S/he communicates policies and procedures to customers and may participate in creating related resource sharing documentation. The Assistant will develop a working understanding of ILLiad, RAPID, Relais, Request Tracker, MIT Libraries' web pages, and web forms in order to process requests, resolve lending/borrowing issues, assist patrons, troubleshoot/report problems, and respond to other library staff. The Assistant will photocopy or scan articles and book chapters, using appropriate equipment ensuring the highest quality copying possible. As a Resource Sharing Team member s/he contributes to the interlibrary borrowing service and, as an ID&LA staff member, supports one or more MIT Libraries' service points. May participate in hiring or directing the work of student employees, and also participate in local and system-wide committees and/or projects. Provides support for the pick-up, sorting, delivery, check- in & return of library materials between library units within the main and east campuses and the Storage Annex which requires transporting bins and boxes via book cart and via delivery van.

**QUALIFICATIONS:** Required - Minimum 6 months direct/related experience that provides understanding of library or service functions (post high school education can count toward experience). Solid experience with standard computer software and ability to learn new software, systems and technology. Demonstrated strong commitment and ability to deliver superior customer service in person, via email, phone, including tact and ability to empathize, listen carefully and understand user needs. Proven excellence in interpersonal and communication skills, both verbal and written. Ability to work and contribute both independently and as an integral part of a service team. Strong organizational skills, including ability to excel in a service-oriented environment, manage competing priorities, and meet deadlines. Well-developed problem solving skills, including ability to identify problems, exercise good judgment and carry out solutions. Strong data entry skills and aptitude for detail oriented work. Flexibility to successfully adapt and to work creatively in a dynamic environment. Ability to lift 40 lbs, move boxes, shelve library materials and push book trucks, and a tolerance for exposure to dust. Valid driver's license, ability to operate a motor vehicle and a good driving record. Preferred – Bachelor's degree. Experience in academic and/or research library, especially in interlibrary loan. Experience in customer service environment. Experience working with ILLiad, Aleph, RAPID ILL, NRE and/or Relais.

**HOURS:** 35 hours per week, Monday-Friday, 9:00 a.m. and 5:00 p.m. Some flexibility in scheduling is possible.

**HOURLY RATE AND BENEFITS:** minimum \$17.50 per hour. 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/>; applications must include cover letter and resume. MIT is strongly and actively committed to diversity within its community and particularly encourages 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.

*August 2018*