



Access Services Assistant (*Library Assistant II*)

Information Delivery and Library Access (ID&LA)

****TWO POSITIONS AVAILABLE****

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

RESPONSIBILITIES: Under the direction of the Access Services Manager, participates in delivering excellent experiences to library users. This hire assists in all circulation, reserves, and service desk operations; physical space management; and helping patrons with use of equipment and systems provided by the Libraries. The Assistant is responsible for opening/closing the library and reports facilities and safety incidents/issues. The Assistant also participates in other activities such as book searching, shelving, collecting statistics, handling financial transactions, operating special equipment, sorting & delivering library materials and identifying opportunities for service improvements. The Assistant performs some processing of materials as they are delivered to the collection and works with staff to resolve problems, correct errors and maintain the physical condition of the collections. The Assistant helps train staff in policies, procedures and technology, and contributes to the development of documentation and training materials related to processes and workflows. Depending on the particular position, 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. 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 months of 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 an integral 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. 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-Thursday - 3-11pm or 4pm-midnight, responsible for closing shifts. Schedule is subject to change depending on library hours for semester and on service needs of department.

HOURLY RATE AND BENEFITS: \$17.50/hour minimum; actual based on qualifications and experience. 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://jobs.mit.edu/>. Applications must include cover letter and resume. This search is limited to the local area – only applications from candidates within commuting distance of MIT will be considered. MIT is strongly and actively committed to diversity within its community and particularly encourages applications from qualified women and ethnic 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. MIT offers excellent benefits including a choice of health plans, a dental plan, and tuition assistance. The MIT Libraries affords a flexible and collegial working environment and provides opportunities for training and skill development.

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