



Access Services Associate (Sunday - Thursday, 1:30pm – 9:30pm)- Hayden Library (Library Assistant III – Research and Learning)

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: Under the direction of the Access Services Manager for Hayden, the Access Services Associate serves as a member of the student supervisors' team, and serves as a member of the team responsible for all daily circulation and service desk operations; responsible for physical space management and assisting patrons with use of Libraries' resources.

Typical community support duties (50%):

- Provides user facing service regarding library services, collections, and equipment at a variety of service points via chat, telephone, email, and in person.
- Assists in the use of the libraries' electronic equipment and performs basic trouble-shooting as needed.
- Responsible for the interpretation and enforcement of policies and procedures to users, for providing in depth information about access to collections and space, opening/closing the library, reporting and resolving facilities and safety incidents/issues, and coordinating work across organizational boundaries.
- Serves on a team of student supervisors to hire, train and manage student employees; reviews, develops and implements student training documentation for evolving procedures and technology. Approves student timesheets
- Helps train staff in policies, procedures and technology, and contributes to the development of documentation and training materials.

Participation in other department functions (50%):

- Participates in other activities such as book searching, shelving, collecting statistics, handling financial transactions, sorting & delivering library materials and identifying opportunities for service improvements.
- Performs some processing of materials and work with staff to resolve problems, escalate issues as needed, correct errors and maintain the physical condition of collections.
- Participates in planning, testing, and implementation of new systems and services; participates in formulating enhancements to services, policies, and workflows.
- Participates in local and library-wide committees/teams/groups or projects and perform other duties as assigned.

QUALIFICATIONS:

Required:

- High school diploma or equivalent required.
- Minimum 2 years relevant experience required, including with library systems and/or cataloging standards.
- Ability to lift 40 lbs and push/pull loaded carts up to 150 lbs, move boxes, bend/squat/reach to shelve library materials, and have a tolerance for exposure to dust.
- Experience with software such as MS Office Suite, e-mail and calendar software and ability to learn and master new software, systems and technology.
- Demonstrated interpersonal and communication skills, both verbal and written.
- Demonstrated organizational skills including ability to manage competing priorities and work under pressure.
- Demonstrated initiative, flexibility, and ability to tolerate ambiguity and to work and learn in a rapidly changing environment.
- Ability to work collaboratively and to interact effectively with a diverse group of people. Ability to identify problems and carry out solutions independently or in collaboration with others.

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:

- Experience in academic and/or research libraries.
- Experience in customer service environment.
- Experience working with Aleph ILS.
- Experience in training and/or directing the work of others. B
- Bachelor's degree.

HOURS: 35 hours per week. Sunday - Thursday, 1:30pm – 9:30pm; hours may change based on coverage needs and MIT's academic calendar.

HOURLY RATE AND BENEFITS: The following hourly range for the AFSCME Library Assistant III (min-mid-max):

\$24.49	\$34.38	\$44.27
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Actual 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 and fosters professional growth of staff with management training and travel funding for professional meetings

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 at: <https://hr.mit.edu/careers> applications must include cover letter and resume. Priority will be given to applications received by September 27, 2024, position open until filled.

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

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 146-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.