Public Services Division:
Access Services Graduate Services Assistant

About the Program

The UNT Libraries offer full-time graduate students professional experience through their Graduate Services Assistantships and Research Assistantships (https://www.library.unt.edu/jobs/gla-gra). These positions provide tuition benefit program hours and are benefits eligible during the fall/spring semester, but summer positions are paid hourly with limited benefits eligibility. For grant-funded assistantships, benefits vary according to the grant. See full details here. (https://www.library.unt.edu/jobs/gla-gra)

Department Overview

The Access Services Department in Willis Library provides patron service at the Library Services Desk, access to the collections of the UNT Libraries, and circulation, course reserves, resource sharing and access, "Ask Us" research support services, library outreach and student engagement.

Position Description

The Graduate Services Assistant (GSA) position supports the Ask Us information and research assistance service and the Access Services department operations. The GSA will assist in research assistance, resource access, student engagement, user services, supervisory support, and outreach. This position will complete tasks such as responding to reference and information inquiries, providing library user and access services, creating patron records, providing intermediate-level supervision and decision-making support for patron transactions at the desk, and engaging students through outreach and instructional projects while developing professional competencies in librarianship. The GSA will also assist as needed with departmental tasks such as processing patron fines/fees payments, online holds or interlibrary loan (ILL) requests, administering user account reports, and training activities. The GSA will report to the Student Engagement Librarian as a member of the Research and Engagement team.

Position Responsibilities

- Answering patron inquiries in person and virtually by chat, email, text, and phone
- Providing research assistance to a diverse group of academic library patrons and community members
- Contributing to the continuity and quality of frontline library services through consistent desk coverage and user support
- Promoting knowledge and discovery of the library's resources, catalog, databases, and systems
- Supporting the service needs of the library services desk including serving as shift leads during some shifts
- Creating and maintaining patron and item records
- Assisting with departmental tasks such as processing fines/fees payments, holds, ILL, and user accounts reports
- Providing outreach for library services and engaging students through peer learning activities
- Collaborating on unit and departmental projects
- Other duties as assigned by supervisor

Hours and Location

Hours: 20 hours per week in-person, evening and weekend shifts required as part of service desk coverage. No remote work is available.
Access Services Department-Willis Library

Duration

Spring 2027. Dependent upon funding summer employment may also be available.

Minimum Qualifications

You must be a full-time graduate Library Science (MLS) or Information Science (MIS) student in the University of North Texas College of Information. You should also possess these qualifications:

- Customer service experience and a strong commitment to public service
- Willingness to learn new skills in a rapidly changing environment
- Familiarity with technology and library online resources
- Effective interpersonal and communication skills
- Ability to effectively work individually or as member of the team
- Ability to maintain reliability and accountability in a public service environment

Preferred Qualifications

- Previous library experience
- Knowledge of UNT Libraries online catalog and databases
- Project management experience
- Instruction / presentation experience
- Supervisory or training experience
- Cash handling experience
- Passed UNT Course INFO 5600 Information Access & Knowledge Inquiry
- Preferred graduation date of May 2028 or later.

Pay Rate

Pay rate will depend on student's progression in their graduate program.

Contact for More Information

Madison Brents
Student Engagement Librarian
Madison.Brents@unt.edu
** We receive many applications, please do not email to check on the status of your application. The hiring manager will be in touch if you are selected for an interview.

Application Process for Graduate Assistantships

To participate in the Libraries' graduate assistant program, you must be a full-time graduate student.

Requirements

First, apply to the Libraries' graduate assistant program by providing the following documents.

- **Your resume**
- **Unofficial UNT Transcript**
- **A list of three professional references, which includes contact name, phone number, and email address**
- **Cover letter**

Applications and all supporting documents should be submitted to Lib_Grad@unt.edu.