

# Public Services Division: Access Services Graduate Services Assistant

Number of positions available: 4

## 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 access to the collections of the UNT Libraries and offers circulation, course reserves, resource sharing and access, "Ask Us" research support services, and library outreach.

## Position Description

The Graduate Services Assistant (GSA) will assist in the areas of research assistance, resource access, student engagement, user services, and outreach. The GSA will complete tasks such as responding reference and information inquiries, providing library services to the public, creating patron records, supporting department training activities, and engaging students through outreach and instructional projects. 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 via chat, email, text, and phone
- Providing research assistance to a diverse group of library patrons and community members
- Promoting knowledge and discovery of the library's resources, catalog, databases, and systems
- Supporting the service needs of the Library Services Desk
- Providing outreach for library services and engaging students through peer learning activities
- Collaborating on unit and departmental projects
- Creating and maintaining patron and item records
- Other duties as assigned by supervisor

## Hours and Location

Hours: 20 hours per week, including some nights and weekends  
Access Services Department-Willis Library

## Duration

Fall 2024-Spring 2025. 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 Department of Library and Information Sciences. You should also possess these qualifications:

- Customer service experience
- 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 a member of the team

## Preferred Qualifications

- Previous library experience
- Knowledge of UNT Libraries online catalog and databases
- Project management experience
- Instruction or presentation experience
- Supervisory or training experience
- Cash handling experience
- Passed UNT Course INFO 5600 Information Access & Knowledge Inquiry
- Preferred graduation date of May 2025 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](mailto:Madison.Brents@unt.edu)  
940-565-3245

## 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](mailto:Lib_Grad@unt.edu).