Access Services Department:
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 promotes and provides access to the collections of the UNT Libraries. The department manages services in the areas of Circulation, Reserves, Document Delivery, Interlibrary Loan, Reference and Research Assistance.

Position Description
The Graduate Services Assistant (GSA) will assist with tasks in the areas of Research Assistance, Resource Access, Student Engagement, Patron Services and Records Management. The GSA will complete tasks such as responding to research, reference, and information inquiries, providing library services to the public, updating patron and catalog records, and supporting the department with training activities and outreach projects. The GSA will report to the Access Services Student Engagement Librarian as a member of the Research and Engagement Unit.

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 2021-Spring 2022. Dependent upon funding summer employment may also be available.

Minimum Qualifications

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

- Customer service experience
- General experience with computer hardware and software
- Willingness to acquire new skills in a rapidly changing environment
- Strong commitment to public service
- Effective interpersonal and communication skills

Preferred Qualifications

- Previous library experience
- Basic knowledge of the UNT Libraries online catalog and electronic databases
- Project management experience
- Supervisory or training experience
- Cash handling experience
- Passed nine credit hours from the UNT LIS program
- Have taken UNT Course SLIS 5600- Information Access and Knowledge Inquiry

Contact for More Information

Jenn Stayton
Student Engagement Librarian
Jennifer.Stayton@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. We welcome a variety of majors into the program, but some jobs may require specific subject specialties. See individual position descriptions for additional required qualifications or training. You may apply for as many positions as you wish.

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

- **Your resume**
- **Unofficial 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.

If you wish to claim veteran's preference, you should also submit a Veterans Self-Identification form along with applicable documentation such as your DD214. For veteran's forms please go to the Veterans Self-Identification Reports page. (http://www.untsystem.edu/forms/human-resources/veteransself-identification-reports)