

# Lily Chambers

## Graduate Library Assistant

Information Management graduate from the University of Sheffield with practical experience in library services, cataloguing, and reader engagement. Completed a **3 month volunteer role** at a public library and worked as a student library assistant for **2 years** processing **15,000+ loans annually**. Experienced with library management systems, digital resource support, and event programming. Passionate about connecting people with information and promoting reading in communities.

### SKILLS

Library Management Systems (Alma/Primo) • Cataloguing (MARC, RDA) • Reader Advisory • Customer Service • Event Programming • Digital Resource Support • Shelving & Collection Maintenance • Children's Library Services • Microsoft Office • Data Entry • Communication • Teamwork

### LANGUAGES

English - Native • French - Intermediate (B1)

### EXPERIENCE

Student Library Assistant, University of Sheffield Library, Sheffield

Sep 2023 – Jun 2025

Part-time assistant in the university's Information Commons and Western Bank Library across 2 academic years.

- Processed an average of **300 book loans and returns per shift**, totalling **15,000+ transactions annually**
- Shelved and maintained accuracy across **4 library floors**, conducting **weekly shelf-reading checks** with a compliance rate above **97%**
- Assisted **25+ students per shift** with database searches, referencing enquiries, and printing/scanning equipment
- Trained **6 new student assistants** on the library management system (Alma/Primo) and shelving procedures

Volunteer Library Assistant, Oxfordshire County Council (Oxford Central Library), Oxford

Jul 2025 – Sep 2025

Volunteered 2 days per week at Oxford Central Library following graduation.

- Supported the children's section during the **Summer Reading Challenge**, registering **120 children** and running **4 story-time sessions**
- Assisted with **3 community events** including an author visit attended by **45 people** and a digital skills drop-in for older adults

### EDUCATION

BA (Hons) Information Management in Information Management, University of Sheffield, Sheffield

Sep 2022 – Jul 2025

Graduated with Upper Second Class Honours (2:1, **65% average**). Dissertation on the impact of digital-only library services on older adults, graded **70%**.

- Relevant modules: Information Organisation, Cataloguing & Classification, Digital Libraries, Collection Management, Research Methods
- Awarded a **commendation** for the best placement reflection in the Information Management programme

### CERTIFICATIONS

CILIP Student Member, Chartered Institute of Library and Information Professionals

Sep 2024 – Sep 2025

### PROJECTS

Digital Inclusion in Libraries Study (Dissertation)

Oct 2024 – Apr 2025

Investigated the impact of digital-only library services on older adults' access to information and community engagement.

- Interviewed **20 library users aged 65+** and **8 library staff** across 3 public libraries in Sheffield
- Found that **60% of older users** experienced difficulties accessing digital-only services, highlighting a significant digital inclusion gap
- Recommendations were shared with **Sheffield City Council Libraries** for consideration in their digital strategy review

### REFERENCES

Dr. Andrew Cox, Senior Lecturer in Information Management, University of Sheffield, a.m.cox@sheffield.ac.uk, +44 7700 900 817

### EXTRA CURRICULAR ACTIVITY

Reading Group Organiser - Sheffield Student Book Club

Jan 2024 – Jun 2025

Founded and ran a monthly student book club at the university.

- Organised **15 monthly meetings** with an average attendance of **12 students**
- Hosted **2 author Q&A sessions** in partnership with Waterstones Sheffield, attended by **30+ people**