

Lyra Alley

Chicago, IL
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While finishing my Masters in Library and Information Science with a certificate in Youth Services I am seeking to put into practice what I have learned while backed by my decade of experience in customer service.

Professional Experience

Lemont Public Library

Lemont, IL

Youth Services Assistant

July 2025 – Current

- Managed the juvenile media collection, including Vox Books, DVDs, Blu-Rays and CDs. While working with a limited budget was able to coordinate ordering with sales and promotions to increase the number of Vox Books purchased per year by 20%.
- Led, coordinated, and executed a variety of programs for all ages, including: a weekly take home craft kit, storytime programs, a coding program series, and a social program for home school students.
- Performed reference and reader's advisory for parents, children, and teens of all ages.
- Assisted with weeding the youth services collection leading to the removal of over 1000 outdated or under utilized books from the collection in addition to the regular weeding of the juvenile media collection.
- Curated books for multiple displays each month on a variety of topics and age ranges.

Dominican University

River Forest, IL

Recording Studio Intern

July 2024 - July 2025

- Organized, promoted, and executed educational programs for undergraduate patrons centered on the software provided by the recording studio
- Communicated and collaborated with faculty to provide educational sessions as needed for class projects based on podcasting and video editing
- Built educational materials via LibGuides and other Springshare apps as well as instructional images via Canva
- Curated books from the collection to create book displays with an accompanying informational banner that was related to the materials in the display.
- Wrote passive reader's advisory social media posts for the leisure reading collection.

Graduate Reference Assistant

February 2024 - July 2024

- Performed reference interviews to connect patrons with the resources they need including chat reference
- Assisted with check out and returns of materials when the circulation desk was busy
- Assisted in the ongoing project of weeding the non-fiction materials

Sedgwick

Chicago, IL

Leave of Absence Specialist

March 2021 - January 2024

- Coordinated and managed leave of absence requests requiring a wide range of knowledge about various company policies and federal and state laws
- Assisted in various special projects to complete urgent work in a high-pressure environment

Fund for Equality

Chicago, IL

Canvass Director

January 2017 - February 2019

- Led an office that raised over one million dollars over the course of a year
- Hired, managed, and trained a team of over 40 staff

Education

University of Iowa

Iowa City, IA

Bachelor of Arts in Music and Theatre

August 2011 - May 2016

Dominican University

River Forest, IL

Master in Library and Information Science with a Certificate in Youth Services

January 2024 - August 2026

Additional Skills

- Over 10 years of experience in customer service, with 8+ of those years in a leadership/project management roles.
- 5 years of experience working with Microsoft Excel for information tracking and accounting needs.
- 1+ years with Springshare apps, working heavily with LibCal, LibGuides, and LibWizard.
- A working proficiency with coding in the HTML, CSS, Javascript, and Bash programming languages.