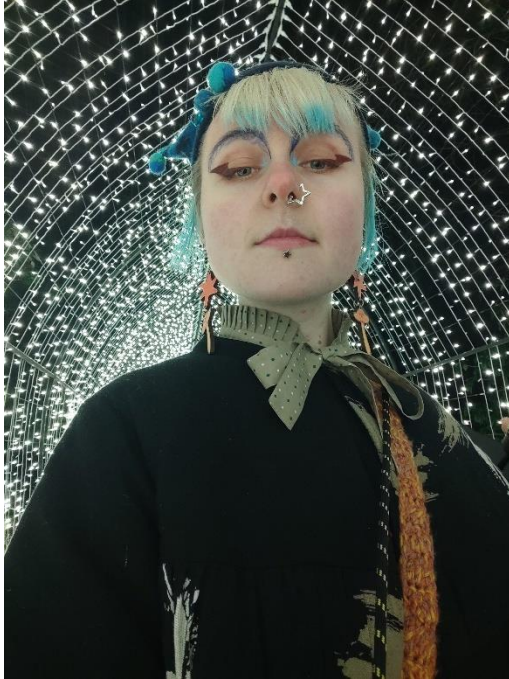


M25 SpeedMeet

January 2025



Questions

- **Who are you, where are you based and what do you do?**

I'm Delilah Wallbank, a weekend library assistant at Avery Hill Library, University of Greenwich.

- **What do you most enjoy about your job?**

What I like about working in a library is how much of it is related to solving problems: whether those problems are brought by students or they are related to how best to organize resources and store collections. Being expected and encouraged to think about my work and how it could be improved as well as getting the chance to help others is why I want to keep working in library roles.

- **What motivates you in your work?**

Student appreciation, especially those moments when I can quickly fix an issue someone is having. A lot of my work is on the library welcome desk, and students approach me with a variety of different problems from Wi-Fi struggles to academic support.

As I work at the weekends when the library is quieter, I have the opportunity to spend more time with each individual student than is possible during the week. Every time I sit

down with a student and go through their issue methodically, working through the problem until it is solved, I am reminded of how important it is to have face-to-face support in libraries.

Many of the students I work with have returned to university as mature students or have come to study in the UK from abroad; having someone who they can talk to rather than simply being directed to a computer screen is greatly appreciated.

- **How can/has the M25 Consortium supported you in your career?**

The first M25 event I attended was the Winter Fab Lab visit and networking event. This event was a fantastic opportunity to meet other people working in libraries in a range of different positions, from other library assistants up to directors. I got the chance to discuss current issues in the sector and to understand the hiring process better. I feel like I now have a better idea of what my next steps should be to continue my library career.

- **What would it surprise people to know about you?**

I have written a chapter in an edited book that will be published by UCL Press some time in 2025. The book celebrates the 100th anniversary of the [Woodcraft Folk](#), a national youth charity, which I have been a member of and volunteer for since 2007.

I wrote the chapter based on my own research and experiences as a participant and committee member of the 16- to 21-year-old section, the District Fellows. My chapter looks at what we can learn from the way young people organize themselves when they are given the agency to do so without adult supervision.

- **Complete the sentence: If I wasn't working in a library I would be..... because**

If I wasn't working in a library I would be working in an archive because it's an aspect of library work I am interested in but which is not currently part of my job. In fact at the moment I am volunteering at two archives in London to gain more experience relating to cataloguing, digitization, preservation, and research.

January 2024

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