

Public Library User Survey (PLUS) survey volunteer

WHERE

This opportunity is available at Strensall Library, Copmanthorpe Library and Tang Hall Explore Library Learning Centre.

WHAT WILL I BE DOING?

The PLUS survey is a national library survey that is run annually. We take part in the survey once every four to five years. The survey takes a snapshot of our customers and their impressions of the services we offer. It informs our policy making and helps us to make improvements in our libraries and services.. This role offers an excellent opportunity to be involved in supporting the libraries to collect feedback that will influence our service development. You will also have the chance to gain experience of engaging directly with customers and visitors of all ages and backgrounds, and increasing your confidence and customer service skills.

HOW WILL I BE HELPING YOU?

You will be the first point of contact for customers and visitors and present a positive image of the library.

You will support the library staff in running the national Library PLUS survey which gathers customer's impressions that will be used to shape the library offer

You will be an integral and valued member of them team helping to develop and improve the service

TASKS

- Greet customers and visitors in a proactive, friendly and welcoming manner.
- Encourage customers to take part in the PLUS survey.
- Explain to customers the reasons for and importance of the survey.
- Help customers to complete the survey

WHAT SKILLS DO I NEED?

- Confident to welcome people from all backgrounds, respecting the values and reputation of Explore.
- You will be friendly and approachable and be able to talk to people about questions they might find sensitive
- You will be confident to talk to customers about the importance of the survey and encourage them to take part
- The survey is a census and needs to be completed by each person entering the library, or a set number of people each hour so you will need to be conscientious, have an eye for detail and be able to follow strict instructions to ensure the survey is conducted correctly

WHAT WILL I LEARN?

- You will gain communication skills
- You will build your confidence by interacting with a wide variety of people.
- You will learn how libraries gather feedback and use it to improve services for our customers

HOW MUCH TIME DO I NEED TO COMMIT?

The PLUS survey runs for one week. Each library will need to gather surveys from customers for every hour they are open, so you must be available during the week beginning the 11 October 2021.

The time commitment will be a minimum of an afternoon or morning during the week the survey is running.

You will need to attend a training session to learn how to support the survey. This will be via zoom and will take place on 14 September at 3pm via zoom, and will last one and a half hours. The training session will be recorded so you can watch back at another, more convenient time if you are not free to attend on the 14th September.

