

## My role as a Lay Pastoral Assistant in the Parish of Three Saints and my work as a librarian – Carla Searle

I have worked for the Somerset Library Service for ten years as a Library & Information Assistant and during this time the role has grown considerably. Also I have recently been commissioned as a Lay Pastoral Assistant for The Parish of Three Saints. My job in this case is to listen, help and sign-post people of all ages to information, resources, clubs and/or organisations that will assist them with their current and future needs. I look forward to meeting you within the Library setting where we offer to educate, inform, entertain and support everyone who crosses the threshold. Libraries are not where “Shush” happens!

I also hope that you will be able to help us develop our role in the library by completing our survey.



### Somerset County Council Library Customer Satisfaction Survey

Message from the Librarians at Burnham

We are launching a customer satisfaction survey on Monday 24 July for library users, and non-users, to tell us what they think about their library and the library service. And we want as many people as possible to take part.

The results from the survey will tell us what's important to library users and how we can help customers make the most of library services in the future.

The questions we are asking include how often you visit, what services you use, how you find staff support, the quality of library facilities and services, how library services could be improved in future and what stops people visiting their local library.

You can complete the survey online from 24 July until 12 August - and surveys are available from your local library – just ask a staff member.

The survey is also open to library users under 16. So, children may be asked by a member of library staff to complete a questionnaire.

**To access the survey directly from this document press the Ctrl Key, point to the link and Click**

[www.somerset.gov.uk/librarysurvey](http://www.somerset.gov.uk/librarysurvey)

