

Volunteer Role Description: Computer Buddy

Activity Title	Computer Buddy
Location	<p>Activity on offer in most libraries throughout Gloucestershire.</p> <p>Libraries & Information strives to make volunteering accessible to all but some of the library buildings do not have full access and few have toilets for people with a disability. Parking facilities are variable. Additional information on individual libraries available.</p>
Time	<p>Dependent on library location. Please ask Library staff for information or check website http://www.gloucestershire.gov.uk/libraries/index.cfm?articleid=11977.</p> <p>This is an ongoing activity.</p>
Purpose	<ul style="list-style-type: none"> ■ To assist the library staff in supporting library users with ICT skills offering increased opportunity for one to one coaching. ■ To help and support people to manage their own learning in order to maximise their potential and develop their skills and self-confidence.
Duties	<ul style="list-style-type: none"> ■ To provide advice, support and coaching in ICT skills according to the specific needs of the library users. ■ To listen sympathetically and help library users to work out solutions to their learning problems. ■ To offer a flexible and responsive service to library users alongside library staff. ■ To support the Library Club membership of older customers with ICT providing the opportunity for one to one sessions.
Skills and Experience	<ul style="list-style-type: none"> ■ Good communication and listening skills. ■ Ability to explain simple technical terms used in computing. ■ Competent in IT with an interest in sharing knowledge and skills. ■ Patience, flexibility and a good sense of humour. ■ A friendly and approachable manner with an ability to encourage and motivate.
Training Required	<p>Gloucestershire Libraries & Information will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, health and safety training and training for the specific task.</p>
Supervisor	<p>The supervisor is the main contact person for the volunteer. To be identified in each individual library.</p>
Review	<p>All volunteer placements are subject to a review which usually takes place after 3/4 sessions, depending on the frequency. This is to ensure the volunteer and activities are properly matched.</p>

Additional Information

If you require any additional information please speak to the Library staff or access our volunteer webpage at www.gloucestershire.gov.uk/libraries/index.cfm?articleid=97825

Examples of topics customers may need help with:

- ✓ Logging on the desktop
- ✓ The Screen and Navigating around the Internet
- ✓ Favourites
- ✓ Using Internet Explorer
- ✓ Searching on the Internet:
- ✓ Using Ancestry.com from Virtual Reference Library pages
- ✓ Saving a page from the Internet
- ✓ Creating an email account
- ✓ How to Use Your Hotmail Account
- ✓ Using the 1911 Census online
- ✓ Virtual Reference Library
- ✓ Reference sheets available on SDrive-Volunteers-Computer buddies-VRL
- ✓ First Click and other beginner IT classes
- ✓ RFID – Do it Yourself , Library On Line services, reservations, renewing books, catalogue
- ✓ Internet Access Policy
- ✓ How to access Supernova
- ✓ A simple guide to using:
 - Microsoft Word
 - Excel
 - PowerPoint
 - Library Catalogue
 - Internet Explorer
 - Booking System – how to book another session
- ✓ Instructions for sending a scanned image as a Hotmail attachment
- ✓ Simple “Scan a Picture” Instructions
- ✓ Saving work on to memory sticks

Where to go for further computer and Internet training you need to check with local college
Reference sheets for all these are available on S drive- Volunteers – Computer buddies- laminated sheets

Downloading digital books, Bolinda audio books and Over drive e-books

Dos and Don'ts

- Don't use customer credit card details, customers must input themselves
- Be patient
- Don't give out your details