Computer Buddy Volunteer Job Role

Location
Countywide – in most libraries throughout Gloucestershire

Purpose
- To assist the library staff in supporting library users with IT 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

Time
Dependent on library location. Please ask library staff for information or check website
This is an ongoing activity

Duties
- To provide advice, support and coaching in IT skills according to the specific needs of the library users
- To engage and help library users to work out solutions to their learning problems

Skills & Experience
- 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
Gloucestershire Libraries will be responsible for welcoming the volunteer into the library, providing an induction and orientation around the library, including health and safety training

Supervision
A member of library staff is the main contact person for the volunteer. To be identified in each individual library

Review date
All volunteer placements are subject to a review which usually takes place after 3 to 4 sessions, depending on the frequency. This is to ensure the volunteer and activities are properly matched

Accessibility
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

Additional information

If you require any additional information please speak to a member of library staff or access our volunteer webpage: https://gloslibraries.uk/volunteer-library

Examples of topics customers may need help with:
- ✓ General IT queries and computer/device issues and set up
- ✓ Learning the basics of logging on and using a computer or a smart device using Learn My Way and other related resources
- ✓ Creating an email account, resetting passwords and using 2 factor authentication
- ✓ Using popular internet browsers and email services
- ✓ Searching the internet, online safety, and the library internet access policy
- ✓ Using key online sources available via the home pages of the library PCs
- ✓ Using the library catalogue online and via the apps, including reservations, renewing books, and making payments
- ✓ Setting up and using library eBook, eAudiobook and eMagazine apps
- ✓ Using other library subscribed online resources
- ✓ Using Learn My Way and other online resources to support learning Microsoft Office programs, Google equivalents etc.
- ✓ Accessing and using online courses and other local IT classes
- ✓ How to book library computers and further computer buddy sessions
- ✓ Saving work to a memory stick or email before ending a computer session
- ✓ Scanning and saving files to a memory stick or attaching to an email
- ✓ The process of transferring phone numbers when changing phone/data provider
- ✓ Setting up and using health related apps such as the NHS app

Dos and Don'ts
- o Don't use customer credit card details, customers must input themselves
- o Be patient
- o Don't give out your details
- o Comply with General Data Protection Regulation