

## Family History Buddy

### WHERE

This opportunity is available in the Archives and Local History service at York Explore Library, Museum Street, York, and at other Explore locations across York.

### WHAT WILL I BE DOING?

The Archives and Local History service at York Explore Library includes a Family History room, containing microfilm readers, PCs and print resources to help people uncover their family history.

While many people come in and access the resources without help, some customers need extra support doing tasks that they have not done before or are not confident with, in particular online packages such as Ancestry and Find My Past. Both packages are available free of charge on our public access PCs and over the library Wifi.

As Ancestry and Find My Past can be accessed for free across all our libraries, we also have opportunities for you to support customers with these packages at your local library too.

### HOW WILL I BE HELPING YOU?

You will help us support our customers using Ancestry and Find My Past by providing 1 to 1 sessions. Each session will last about an hour, and will take the customer through the basics of either Ancestry or Find My Past. Full training and materials will be given for both sessions.

If you feel particularly confident, you could also participate in ad hoc sessions with customers who are stuck on their Family History

research. In these cases details of the specific questions will be sent in advance.

#### TASKS

- You will support staff by providing 1 to 1 sessions for customers looking to use Ancestry or Find My Past.
- Sessions will take customers through the basics of their chosen package.
- Signposting customers to other resources that may help answer their family history questions, including our staff-led Ancestry Plus and Find My Past Plus sessions.
- Passing queries on to Archives and Local History staff as appropriate.
- If you are working at York Explore, you will also ensure that our Family History room is a positive place for all our customers to work in.

#### WHAT SKILLS DO I NEED?

- You will need good IT skills, and a basic working knowledge of either Ancestry or Find My Past (or both!). Additional training will be given.
- You should also have an enthusiasm for family history.
- An interest in sharing knowledge and skills.
- The ability to communicate effectively with customers of all ages and abilities.

#### WHAT WILL I LEARN?

- This role will provide you with the opportunity to develop your customer service skills by supporting customers of all ages.
- You will develop your knowledge of the variety of family history resources available within Explore and assist staff by supporting customers wishing to access them. Helping people to develop their skills and increase their self-confidence is often very rewarding.

#### HOW MUCH TIME DO I NEED TO COMMIT?

This volunteer role is flexible in terms of location and can be undertaken any day of the week. This includes evening and weekend

opportunities at York Explore. Each session will last one hour, and the number of sessions available each week will depend on customer demand.

You will be invited to one of our Explore induction sessions which happen twice a year.