

IT Buddy

WHERE

This role is available in all of our libraries.

WHAT WILL I BE DOING?

Each of our libraries have public access IT facilities available. Customers with a library card may use our PCs for up to 2 hours each day free of charge.

Whilst many people come in, log on and do their work or research without help, some customers need extra support doing tasks that they have not done before or are not confident with. This could be accessing a particular website, completing an online form adding attachments to email, help with printing and use of the Click, Print Go at the Explore libraries.

HOW WILL I BE HELPING YOU?

You will be helping us to help and support customers using IT facilities in libraries, developing the skills and abilities of our customers.

Helping to support and develop fun activities such as Coding Minecraft, and Augmented Reality

TASKS

- You will be supporting library staff by providing advice and support in using IT according to the specific needs of library customers
- You will help customers perform searches and access particular websites to find the information they want

- Guide customers using online courses such as Learn My way,
- Support staff to deliver digital events, such as Find My Past and Ancestry
- Giving support to customers logging on to our Public Access computers
- Help customers and give support using tablet and e-readers.
- To support library staff by generally troubleshooting and supporting customers with their IT queries.
- Know when to pass queries to library staff

WHAT SKILLS DO I NEED?

- Confident to welcome people from all backgrounds, respecting the values and reputation of Explore.
- You should have good IT skills, including the use of tablets and e-readers and how to use the e-library
- Social Media skills such as Facebook and Twitter. Confident in updating Social Media.
- An interest in sharing knowledge and skills and acquire new skills such as using Coding, Minecraft. Augmented Reality and Find My Past/Ancestry
- The ability to communicate effectively with customers of all ages and abilities. Supporting library staff deliver activities.
- Comfortable in helping people to develop their skills and increase their self-confidence.

WHAT WILL I LEARN?

- New IT skills as our digital offer increases and expands and technology develops e.g. with virtual reality and augmented reality
- Build on current confidence levels as you work and support people of all ages and backgrounds
- A good understanding of the digital offer across Explore

HOW MUCH TIME DO I NEED TO COMMIT?

Minimum commitment is 2 hours per week, maximum 6 hours in any week. This could include evenings and weekends. You can select the library within which you would like to volunteer and this may be more than one

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