

## Computer Buddy Volunteer

<b>Department</b>	Libraries, Heritage and Archives
<b>Supervised by</b>	Library Manager
<b>Purpose</b>	To provide basic IT support to customers in Bexley Libraries
<b>Location/Time</b>	All Bexley libraries, Monday-Sunday
<b>Tasks</b>	<p>With guidance from library staff:</p> <ul style="list-style-type: none"> <li>- Help customer book on to a library computer</li> <li>- Provide one-to-one trouble shooting sessions, e.g. setting up an email address, browsing the internet</li> <li>- Provide IT taster sessions for beginners, either one-to-one or small group sessions</li> </ul>
<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>- Confident and experienced with IT</li> <li>- Good communication skills</li> <li>- Polite, friendly and helpful manner</li> <li>- Good organisational skills</li> <li>- Commitment to equal opportunities and diversity</li> <li>- Reliable and dependable</li> <li>- Well-presented and able to positively represent the library service</li> </ul>
<b>Offer to volunteer</b>	<ul style="list-style-type: none"> <li>- Experience volunteering in a library setting and as part of a team</li> <li>- Gain confidence in dealing with members of the public</li> <li>- Improve your customer care skills</li> <li>- Experience to show on your CV</li> <li>- Reference provided</li> </ul>
<b>Training</b>	Volunteers will receive an induction to the library and appropriate training will be given. Volunteers in this role will need to be able to carry out tasks independently but with guidance from staff.