

## Digital Support Volunteer

### WHERE

This role is available in at York Explore, Tang Hall Explore and Acomb Explore

### WHAT WILL I BE DOING?

This is an excellent opportunity to gain practical experience in helping people with IT within a library environment. It is a good way to build confidence and meet people often on one to one basis. You will be helping to deliver a core element of Explore Libraries and Archives vision – to increase digital inclusion in the York area.

Increasingly services are only available to people on-line and those without digital skills find themselves unable to access these services. We aim to equip customers with these skills by providing free computer courses for beginners.

### HOW WILL I BE HELPING YOU?

You will be helping us to help and support customers using IT facilities in libraries by developing the skills and abilities of our customers. You will be the face of Explore Libraries as you guide customers through a simple course. You will follow pre-prepared lesson plans and on-line resources to give customers a consistent learning experience.

### TASKS

- You will be teaching customers how to perform simple computer tasks.
- You will use a prepared lesson plan to teach customers basic skills.
- 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.

- You will assist customers in doing online modules from the course provider Learn My way.
- You will support staff to deliver digital events such as Find My Past and Ancestry
- You will give support to customers logging on to our Public Access computers
- You will give support to customers using tablets and e-readers.
- To support library staff by generally troubleshooting and supporting customers with their IT queries.

## WHAT SKILLS DO I NEED?

- Confident in welcoming 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.
- An interest in sharing knowledge and skills and acquiring new skills such as using Find My Past or Ancestry
- The ability to communicate effectively with customers of all ages and abilities. Supporting library staff in delivering activities.
- Comfortable in helping people to develop their skills and increasing their self-confidence.

## WHAT WILL I LEARN?

- New IT skills as our digital offer increases and expands and technology develops.
- 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 Libraries.

## HOW MUCH TIME DO I NEED TO COMMIT?

Minimum commitment is 1 hour 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.