

Library Volunteer Role Description

Role Title:	Library Digital Assistant
Supported by:	Thurrock Library Service
Role Purpose:	To provide one to one attention to customers in libraries who need support in accessing online sources and using digital technology such as tablets, laptops and computers.
Location:	Thurrock Libraries

Tasks and responsibilities

- To inspire and support customers (on an individual basis) to gain basic computer and online skills such as word processing, printing and using the internet.
- To promote access to online information, including library resources.
- To recommend and direct customers to trusted/recognised online services and websites.
- To refer or signpost to other providers and library staff where appropriate.
- To support customers in their next steps in becoming confident computer and internet users.
- To be available to attend library training sessions throughout the year, helping to keep your own skills up to date and relevant.
- To remain impartial and maintain confidentiality when communicating with customers.
- To ensure that reasonable care is taken at all times for the health, safety and welfare of you as an individual as well as customers.
- To support and contribute to other library IT initiatives if the demand arises.

Skills and experience

- Have the confidence and basic knowledge to be able to show library customers how to use computers for things such as word processing, internet searching and sending emails.
- To be responsive and attentive to customer's different requirements within any one session.
- To be able to communicate clearly, keeping information simple and easy to understand.
- To have a positive, inspiring and enthusiastic manner when engaging with customers and staff.
- Able to engage with people of all ages and backgrounds.

Time commitment

- Approximately 3 hours per week

Council's commitment

- Induction training and further IT training as the need arises.
- Support from library staff.
- Reimbursement of agreed out of pocket expenses such as travel to the library.

This role does NOT require a DBS (Disclosure and Barring Service) check.