

Library Service Volunteer

Role description

Role title:	Library IT Facilitator Volunteer
Supported by:	Library Services Officer: E-Learning
Role purpose:	To facilitate the IT training sessions and other computer services run by Thurrock Library Service
Location:	Various libraries around Thurrock, though usually initially (during the course duration) at one venue.

Tasks and responsibilities

- To support beginners in basic IT skills such as word processing, internet and email using library computers following training notes issued by the Library Services Officer: E-Learning.
- To assess the ability of trainees and to be flexible and positively responsive to their differing IT needs.
- Ensure correct documentation is provided for each session.
- Explain the content and method of approach of each session to attendees.
- Ensure evaluation sheets are handed out during the latter half of each session.
- Collect certificates from library staff and give them to the group ensuring names are correctly spelt.
- Collect evaluation sheets and give to the Library Services Officer: E-Learning.
- To ensure that reasonable care is taken at all times for the health, safety and welfare of you as the individual as well as trainees and to comply with policies and procedures relating to health and safety within the Council.
- To support and contribute to other library IT sessions as determined by the Library Services Officer: E-Learning.

Skills and experience

- Basic computer skills required such as word processing, internet searching and sending e-mails.
- To be responsive to trainee's different requirements within the sessions.
- A positive manner when engaging with trainees.
- Must be happy to engage with people of all ages and backgrounds.
- To communicate basic IT concepts clearly and effectively

Time commitment

- Minimum of 2 hours a week with the possibility of extra hours/sessions when required.

Council's commitment

- Induction training and on-going support.
- Reimbursement of agreed expenses.

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