

Thurrock Council volunteer role description

Library digital assistant

Supported by	Thurrock Library Service
Role summary	Provides one-to-one attention to customers in libraries who need support in accessing online sources and using digital technology such as tablets, smartphones, laptops and computers.
Location	Thurrock libraries.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

You will be expected 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
- promote access to online information, including library resources
- recommend and direct customers to trusted recognised online services and websites
- refer or signpost to other service providers or library staff, where appropriate
- support customers in their next steps in becoming confident computer and internet users
- support customers in using library self-service machines
- be available to attend library training sessions throughout the year, helping to keep your own skills up to date and relevant
- remain impartial and maintain confidentiality when communicating with customers
- make sure reasonable care is taken at all times for the health, safety and welfare of you as an individual as well as customers
- support and contribute to other library IT initiatives if the demand arises

Skills and experience

You must:

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

Time commitment

Approximately 3 hours per week.

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training and further IT training as the need arises
- provide support from library staff

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