

Medway Libraries & Archives Volunteer Role Description

Role description	eBuddy
Location	<i>Chatham, Gillingham, Rochester, Twydall and Strood Libraries (Other libraries to be added when WiFi is installed)</i> Phone: 01634 337799
Duties	Help library users gain access to Medway Libraries digital collections on tablets, smartphones, laptops and eReaders by appointment in a library. Support Community Librarian eAgenda at eBook and eReader set up events
Desirable skills	<p>Computer literate at intermediate level.</p> <p>Strong understanding of apps on different operating systems (Windows, iOS & Android). Understanding of how to sideload from a PC to a device and when it is appropriate to do so.</p> <p>Knowledge and understanding of Digital Rights Management through Adobe and how eBooks move from .acsm to .epub files. (This can be covered through training with Community Librarian eAgenda)</p> <p>Understanding of audio file types and file management using Window's Media player, iTunes and Overdrive Media Console (library specific app) (Overdrive Media Console training can be provided by Community Librarian eAgenda)</p> <p>Willing to keep up to date with new software and hardware releases in mobile technology</p> <p>Good communication skills and ability to simplify industry specific terminology for library users.</p> <p>Problem solving skills and ability to know when to seek further help.</p> <p>Good at dealing with people</p>
Timetable	<i>To be added later</i>
Benefits & expenses	Adults who volunteer regularly are entitled to a volunteer borrower card. This provides concessions on book fines and a 20% discount on hire charges for audio-visual stock. Agreed expenses will be paid – see induction pack.
Reporting/supervision	<i>Community Librarian eAgenda</i>
Library link person	<i>Richard Pemberton</i>
Training & induction	A designated member of staff will carry out an

	<p>induction to the library including health & safety, fire procedures, attendance, punctuality, absences and staff facilities.</p> <p>Training will include an introduction to Overdrive and the digital service, expenses & support.</p>
Induction pack	The volunteer will receive an induction pack which includes the volunteer policy, expenses payable, problem solving policy, expenses set up form and expenses claim form.
Review date	