

Medway Libraries & Archives Volunteer Role Description

Role description	Computer buddy
Location	<i>(library to be added)</i> Phone: 01634 337799
Duties	Help library users gain confidence in the use of IT by supporting them with the UK Online course “Learn My Way” and to provide assistance to people using the public access computers with computer applications, Internet searches and email, when requested by library staff
Desirable skills	Computer literate at intermediate level Good communication skills Good at dealing with people
Timetable	<i>To be added here after agreement with SLA.</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>Add senior library assistant name</i>
Library link person	<i>Add name of staff member</i>
Training & induction	The supervisor or a designated member of staff will carry out an induction to the library including health & safety, fire procedures, attendance, punctuality, absences and staff facilities. Training will include an introduction to the “Learn My Way” training course, expenses & support.
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	