Medway Libraries & Archives Volunteer Role Description

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| Role description | Computer buddy |
| Location | Any Medway library requesting this service as agreed with the volunteer and Senior Library Assistant |
| Duties | * Help library users gain confidence in the use of IT by supporting them with the UK Online course “Learn My Way”
* To provide assistance to library customers using the public access computers
* Undertake any training necessary to meet this role
* Assist with library events, as requested (e.g. computer workshops)
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| Desirable skills | * Be computer literate at intermediate level
* Act as an advocate for the library service and promote library services
* Be reliable and dependable
* Enjoy engaging with people
* Be confident and patient with people
* Be happy to work as part of a team with staff and partners
* Be able to use own initiative
* Have an awareness of health and hygiene
* Have a commitment to equal opportunities and diversity
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| Timetable | To be agreed with the Community Librarian / Senior Library Assistant |
| Reporting/supervision | Community Librarian / Senior Library Assistant |
| Library link person | Senior Library Assistant (dependant on library) |
| Training & induction | The Community Librarian will carry out an induction to the library including health & safety, fire procedures, attendance, punctuality, absences and staff facilitiesTraining will include an introduction to the “Learn My Way” training course, online resources, develop knowledge of library services  |
| Induction pack | The volunteer will receive an induction pack containing relevant information |
| Statistics | The library staff will record the number of hours volunteered each month - [Volunteer hours](file:///C%3A%5CUsers%5Camie.cadwallader%5CAdult%20volunteer%20hours) |
| Review date | February 2020 |