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) |
| 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 |
| 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 facilities  Training 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:\Users\amie.cadwallader\Adult%20volunteer%20hours) |
| Review date | February 2020 |