# Amelia Scott Volunteer Opportunity: IT Buddy

## Summary:

The role is primarily to support library customers to be able to carry out IT skills according to their specific needs. This will take place in bookable 1:1 or occasionally small, informal group sessions focussing on a particular skill or topic, e.g. internet safety or organising your photos. This in turn will enable local people to become more independent and it will reduce isolation.

#### Main Activities:

* Independent use of iPads, other tablets and smartphones and familiarisation with newly acquired devices. Skills will include logging on/off; connecting to wi-fi; opening/closing a programme/app; downloading apps.
* Support in building core computing skills to include:
  + File management
  + Storing and organising photos
  + Core tasks in MS Word
  + Sending and opening email
  + Using social media
* Support with internet skills according to customer level and need
  + Visiting a website
  + Internet search – basic or intermediate as appropriate
  + Broader guidance on using the web effectively and safely.
  + Online shopping
* Support with setting up and managing an email account.
* Support customers to get started with and use the library’s key e-resources: e-books; e-audio books; e-magazines; e-newspapers.
* Support customers in their initial steps with the library’s online research tools: access to historical newspapers (local and national); FindMyPast; Ancestry.
* Support customers to manage their library accounts online (reservations, renewals), both via the SpyDus website and the Kent Libraries app.
* Assist the delivery of sessions on e-resources delivered by the Amelia librarian, specifically troubleshooting as participants try using the resources themselves.
* Help customers to complete online applications as independently as possible, for example school, housing and blue badge applications.
* Be an advocate for the library and its e-resources.

#### Role Requirements:

* Good IT Skills
* Empathy, patience and positivity
* Confidence when speaking to a wide range of people
* The ability and enthusiasm to support others to gain IT skills
* An awareness of facilities and resources in a public library Support
* An interest in working in customer service
* An enthusiasm for accessing resources online
* A positive and cheerful outlook

#### What the role offers:

* An opportunity to meet new people
* A safe, fun and welcoming environment to work in
* Regular opportunities to learn more about local history or the collection
* Training and continual professional development
* New skills and greater confidence
* References for other volunteer or employment opportunities (3 months volunteering required)

#### Time Commitment

* The Amelia Scott is very flexible. However, we ask you commit to a morning or afternoon every week.

**NB Full support and training will be given. No previous heritage sector experience is necessary.**