# Amelia Scott Volunteer Opportunity: IT Buddy

## Summary:

IT Buddies support library users to develop their confidence with digital technology. This covers core functions in the most commonly used MS Office software and the web and, at times, library apps. IT Buddies work with library users to help them become more independent in carrying out tasks, most often in pre-booked 1:1 meetings. They support the delivery of sessions on accessing Kent Libraries’ online resources.

The contribution of IT buddies enables local people to become more independent and can contribute to reducing isolation.

#### Main Activities:

* Support customers to use computers/laptops independently in the library for the first time. This could cover logging on to the library Wi-Fi, booking a library computer, opening a programme or app and logging on/off.
* Teach introductory level IT skills to library customers on a one-to-one basis. This will include meeting customers to help them with specific tasks using everyday software with which they are having difficulty.
* Support customers to build their competence in key computing tasks
  + File management
  + Storing and organising photos
  + Core tasks in MS Word and, at times, other MSOffice software
  + Basic internet searching
  + Sending and opening email
  + Online shopping and travel bookings
  + Introduce customers to learning websites to practice their IT skills
* Assist customers with the use of iPads, other tablets and smart phones
* Support sessions delivered by library staff on using the library’s e-resources including e-books, e-audio books, e-magazines, e-newspapers and research tools, for example by helping participants to download and sign into the various apps.
* Help customers to complete online applications as independently as possible, for example school, housing and blue badge applications.
* Be an advocate for the library’s e-resources and the hybrid library of both hard copy and electronic resources and provide help in accessing them

#### Role Requirements:

* Good IT Skills
* An awareness of the facilities and resources in a public library
* Competence in IT with an interest in sharing knowledge and skills
* The ability and enthusiasm to teach others basic IT skills and to encourage and motivate
* Patience, empathy and a sense of humour
* An enthusiasm for accessing resources online
* Confidence when speaking to a wide range of people
* A positive and cheerful outlook
* Friendly and genuine, welcoming manner
* Reliable, punctual and well presented

#### What the role offers:

* An opportunity to meet new people
* Be part of a supportive team and community
* A safe, fun and welcoming environment to work in
* Regular opportunities to learn more about local history or the Collection
* Reference for your CV (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.**