

IT Support Volunteer

Main purpose

To support the public with basic IT skills and signpost to further training and opportunities.

What would I be doing?

Run a weekly session to support a small group or separate individuals with basic IT skills. Provide 1:1 advice sessions or facilitate drop-in sessions. Plan a rough theme for each class or/ but also respond to the needs and questions that arise from the attendees. Some examples of areas to cover:

- Turning computers, laptops or tablets on
- Using a keyboard, mouse, webcam, etc
- Basic Microsoft Office skills such as creating, printing or scanning documents
- Creating a CV or letter template
- Creating folders to save and store work
- Sending and receiving emails
- Uploading and downloading attachments on computers and other devices
- Online searches for job hunting, shopping, booking flights, checking in, buying tickets, etc.
- Using Libraries West online
- Understanding public services
- Using Facebook and socialising online
- Operating systems (OS) –apple, android, windows
- Banking online
- Completing online forms
- Staying safe online

When can I do my volunteering?

We ask for a weekly commitment to a 1-hour session, this can be a weekday or a Saturday. We ask volunteers to arrive 10minutes early to prepare and welcome the attendees.

Where will I be volunteering?

It may be your local library or another library of your choice if the opportunities are not available locally.



Who will be there with me?

Library staff will be on hand for support and other volunteers may be with you.

Please note that this role requires a DBS check. We also require volunteers to complete the online Safeguarding Vulnerable Adults training on Bristol City Council's Learning Pool.

Support and review

Regular support and guidance will be given by a named library contact. There will be a 4-week trial period to ensure that all is going well – another volunteer opportunity may be suggested if the trial period has shown that this would be better for both parties.

Training, resources and information

A full induction will be given, and further training offered where appropriate. Computer based volunteers must also complete the online Data Protection Tutorial on Bristol City Council's Learning Pool.

Am I right for this opportunity?

This opportunity would suit someone who:

- Enjoys teaching / training adults
- Has a confident, outgoing personality
- Has good communication skills
- Is patient and doesn't mind repeating themselves
- Has or wants to develop skills working with the public and adults
- Is confident using a variety of computer software
- Has or wants to develop training skills
- Is interested in books, reading and libraries

What will I get from volunteering?

Benefits include:

- Experience of providing 1:1 advice sessions or of facilitating drop-in sessions or of planning and promoting a regular club
- Experience and training in delivering advice and support for the public
- The opportunity to work as part of a team
- The opportunity to increase self confidence
- Meeting and socialising with other local people with shared interests



- Valuable training and experience for CVs and job applications
- The opportunity to have a personal reference to go towards higher education or job applications
- A deeper understanding of the libraries service
- Sharing your knowledge with others and seeing them progress

