

Computer Buddy Volunteer	
Department	Libraries, Heritage and Archive Service
Supervised by	Library Manager
Purpose	To provide basic IT support to customers in Bexley Libraries
Location/Time	All Bexley libraries Monday – Sunday
Tasks	<p>With guidance from library staff :</p> <ul style="list-style-type: none"> • To provide one to one trouble shooting sessions (e.g. setting up an email address, using the internet) • To provide IT taster sessions for beginners – either one to one or small group sessions
Skills and experience	<ul style="list-style-type: none"> • Confident and experienced with IT • Polite, friendly and helpful manner • Reliable and dependable • Commitment to equal opportunities and diversity. • Good communication skills
Offer to volunteer	<ul style="list-style-type: none"> • Experience volunteering in a library setting • Experience volunteering as part of a team • Gain confidence in dealing with members of the public • Improve your customer care skills • Help improve your skills to get back into work • Receive a reference after an agreed period of volunteering
Training	Appropriate training will be given.