

# Library Internet & Email Helper (Ealing Central Library)

## Ealing Libraries

### Description :

Assisting members of the public to use email and the internet on public terminals:

- Helping users with internet searching - you could be helping adults, or children (e.g. with homework)
- Helping users to set up a free email address
- Providing a basic introduction to using the World Wide Web
- Assisting with printing documents from a computer
- Assist with advertised 'Silver Surfer' sessions for older people

### Organisation Description :

Libraries contribute to raising achievement of children, young people and adults, promote community cohesion and civic pride; and the overall quality of life and general well-being of local communities. The library and local history service offers universal services to all ages. Library services are delivered through 14 fixed sites including a library at Ealing Hospital and a housebound and mobile library service.

### When Required :

Mon-Fri Day Tue, Wed, Thurs Eve Sat Day, Sun PM

Commitment: Part Time

### Areas of Interest :

Children, Elderly, Employment, Mentoring

### Types of Activity :

Advice, Information and Support, Community Work, Computers, Technology and Website Design, General and Helping, Teaching, Training and Coaching

### Skills and Qualifications :

Familiar with Microsoft software  
Able to help with basic use of Microsoft Office packages  
Able to help with bidding online for properties using Locata  
Familiarity with the internet and email systems  
Good communication skills  
Tutor experience desirable

### Additional/Specific Suitabilities :

18-25 year olds, Olympics inspired

<b>Age/Gender Restrictions:</b>	18+
<b>Disabled Access:</b>	Yes
<b>Equal Opportunities Policy:</b>	Yes
<b>Expenses:</b>	Yes
<b>Induction:</b>	Yes
<b>Insurance Cover:</b>	Yes
<b>References will be required :</b>	Yes
<b>Support on offer:</b>	Yes
<b>Training:</b>	As appropriate for what is required

### Directions :

From Ealing Broadway Station (Haven Green) - leave station and proceed westward down The Broadway/Uxbridge Road for approx. 150 metres. Enter Ealing Broadway Centre. The library is signposted and located on the first floor (lifts available).

Buses: E1, E2, E7, E8, E9, E10, E11, 65, 83, 112, 207, 226, 297, 427, 607  
Closest Tube & Main Line Station is Ealing Broadway (District/Central lines, Main Lines). Enter Ealing Broadway Centre via Uxbridge Road (The Broadway) or High Street.

### Recruitment Method :

Informal Discussion, Other, References, Trial Period

### Contact Information :

Contact:

**Yvonne Payne or Gill Laws**  
**103 Ealing Broadway Centre**  
**The Broadway**  
**Ealing**  
**London**  
**W5 5JY**  
**Tel: 020 8825 9278**  
**Email: [ypayne@ealing.gov.uk](mailto:ypayne@ealing.gov.uk) or**  
**[lawsg@ealing.gov.uk](mailto:lawsg@ealing.gov.uk)**  
**Web: [www.ealing.gov.uk/libraries](http://www.ealing.gov.uk/libraries)**

Alternatively contact:

**Ealing Volunteer Centre**  
**Freepost RRHJ-SACZ-HTGG**  
**Ealing Community & Voluntary Service**  
**Lido Centre, 63 Mattock Lane**  
**West Ealing, London**  
**W13 9LA**  
**Tel: 0800 652 3183**  
**Email: [do-it@ealingcvs.org.uk](mailto:do-it@ealingcvs.org.uk)**  
**Web: [www.ealingcvs.org.uk](http://www.ealingcvs.org.uk)**

Details valid from Wed Apr 2010 to Sat Jun 2012