



Volunteer Role Description

IT Help Volunteer

What is an IT Help volunteer?

An IT Help Volunteer helps the Library Service by encouraging customers to use computers and other technology as well as assisting customers with basic day to day ICT problems.

What's in it for you?

- Sharing your knowledge about ICT software
- Gain experience of working people of all different age groups and backgrounds
- Volunteering as a part of a team in fun and dynamic environment
- Helping people to gain confidence and live more independently

What's Involved?

With guidance from library staff, the volunteer will:

- Help people to develop the computer based skills needed to use the technology provided
- Provide software and basic guidance to ICT users, mainly for Word and Internet
- Help customers set up email accounts
- Assist customers in using the Internet
- Help customers book onto library computers
- Promote life-long learning to customers and signpost to further support available
- Work with library staff to identify promotional opportunities
- Encourage reading and use of other facilities within their local library
- Promote membership of Warwickshire Library and Information Service

The role will suit people who

- Have the ability to communicate effectively verbally and in writing, with library staff, other volunteers and members of the public
- Have a basic understanding of how the Library Service operates, either in general terms or from personal experience
- Have the ability to communicate and engage with people of all ages, races, cultures and abilities

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- Are a reliable, confident and responsible individual, with enthusiasm and effective interpersonal skills
- Have the ability to cope with the duties and responsibilities of the role and the associated environment, including an understanding of health and safety
- Have a patient and approachable manner
- Have excellent ICT skills, in particular; working with Microsoft Office Applications and Internet
- Are able to follow guidelines/instructions

Extra Information

Your Place	Specific Library
Time Commitment	Usually 2 hours per week
Volunteer Coordinator	libraryvolunteering@warwickshire.gov.uk
Training/resources	You will receive an induction prior to starting volunteering.

About Warwickshire Library and Information Service

The Library and Information Service is a vital community resource available to everyone whatever their age, tastes, needs and interests. Our libraries are comfortable welcoming places open throughout the week and weekends, with our mobile libraries taking much needed resources to rural and urban areas.

Our aim is to provide a service, which offers the people of Warwickshire, libraries that they value and use on a regular basis. Reading and learning, lending, and reference along with online services will be at the core of what we offer, and our libraries will become centers of excellence and remain at the heart of the local community. We will be the “front door” for local council and community services countywide.

