

<b>Volunteer title</b>	IT Support Volunteer
<b>Where is the role based?</b>	We have opportunities at Southwater, Wellington, Madeley, Newport and Oakengates Libraries.
<b>What is the aim of the role?</b>	To help and support members of the public who have little or no experience using computers and the Internet. This could be at library IT events, on a one-to-one basis or at our IT drop in sessions.
<b>What would I be expected to do?</b>	<p>IT support could include assisting with:</p> <ul style="list-style-type: none"> <li>• Using a mouse and keyboard</li> <li>• Opening and closing programmes and files</li> <li>• Saving and editing files</li> <li>• Printing</li> <li>• Basic Internet searching</li> <li>• Setting up and using an email account</li> <li>• Using a scanner</li> <li>• Keeping safe online</li> <li>• Basic tablet functions including settings, apps, camera, internet, emailing</li> </ul> <p>IT drop ins and events are organised on a rota basis and held in a library at a specific day and time.</p> <p>Supporting members of the public on a one to one basis are organised by the volunteer and member of the public at a mutually convenient time in one of Telford &amp; Wrekin Libraries.</p>
<b>What training will I be offered?</b>	There would be a full induction, we do not offer IT training to volunteers but we do identify the areas of support you would feel most comfortable offering.
<b>What kind of person are they looking for?</b>	<p>You need to:</p> <ul style="list-style-type: none"> <li>• Be a regular computer user.</li> <li>• Have good communication skills.</li> <li>• Be able to take a confident lead in a one-to-one session in order to assist a learner to improve their skills.</li> <li>• Enjoy working with people and computers/tablets.</li> <li>• Have patience and be good at listening.</li> </ul>
<b>How much time would I need to commit to the role?</b>	Approximately 1 to 2 hours per week minimum. The amount depends on the current demand for IT assistance and how many drop-ins you wish to attend or customers you wish to work with at any one time.
<b>What support would I be given?</b>	You would have a named member of staff as a contact and be invited to quarterly volunteer meetings to discuss how your role is going.