

Digital Buddy

Bedford Borough Libraries Role Profile

Description

This important volunteer role is aimed at supporting beginners in taking their first steps in accessing the internet, and encouraging learners to continue to develop these new found skills further.

What will I be doing?

- Working individually with customers for one hour, using the library computers or customer's digital device
 - Providing advice, support and coaching in ICT skills
 - Listening sympathetically and helping library users to work out solutions to their learning problems
 - Supporting a flexible and responsive service to library users alongside library staff
 - Helping people to gain confidence in using the internet and email
 - Supporting customers in accessing Virtual Library e-resources (training will be given).
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What skills do I need?

- Good communication and listening skills
 - Ability to explain simple technical terms used in computing
 - Competent in IT with an interest in sharing knowledge and skills
 - Patience, flexibility, and a good sense of humour
 - A friendly and approachable manner
 - Ability to motivate and encourage learners
 - An understanding of how different brands of digital devices work.
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When will I be needed?

Ideally a weekly commitment of one or two hours, with a willingness to be flexible. This may vary from week to week, depending on bookings.

Location

This role is available in all Bedford Borough Libraries - Bedford Central, Bromham, Kempston, Putnoe & Wootton.

What will I gain from the role?

- A chance to meet new people
 - An opportunity to learn more about books and the library service
 - Experience in a library setting and working with people
 - You will be helping learners to gain basic digital skills
 - Experience in a library setting working with people.
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What support will I be given?

- Support and guidance in your role
 - An opportunity to attend a get-together once a year.
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How do I apply?

Please e-mail Antaya.Lendore@bedford.gov.uk to request an application pack.

