

## Digital Buddy

### Library Service

#### Purpose of the role:

To provide support to people who want to improve their IT skills and knowledge.

#### Main tasks and activities may include:

- Providing basic IT support to users, either using library PCs or the customer's own device (laptop, tablet, smartphone, eReader);
- Moving from customer to customer as needed, in a troubleshooting capacity;
- Using a wide variety of online resources (e.g. Learn My Way or library subscriptions) to meet customers' needs;
- Run workshops with small groups which focus on one particular skill or topic e.g. internet safety;
- Support Gadget Clubs, giving customers a chance to bring in their own devices and get advice and assistance;
- Customers may require help with a wide variety of issues e.g. internet, email, social media, eBooks, CVs, spreadsheets etc.
- Help us to collect feedback for The Good Things Foundation which will demonstrate the impact of the support libraries provide and help to develop our services.

#### Volunteers will have these qualities, skills and experiences:

You do not need to have any previous experience of volunteering or working in a library. For this role you will need:

- An interest in libraries and desire to be an advocate for the service;
- An interest in and knowledge of technology which you will be able to share with customers;
- A working knowledge of Microsoft Office applications, email, printing, internet and social media;
- A working knowledge of how to use a mobile device such e.g. tablets and smartphones, (we do not expect volunteers to be experts in all devices and operating systems);

- To know how to stay safe online;
- Good communication skills;
- To be patient;
- To be reliable.

## Types of training and resources available to support volunteers:

Before attending a training session, you will be asked to complete an online training course: Becoming a Digital Champion.

## At your training session you will be given:

- Information on the Library Service policies and procedures that you will need to know for your role, including Data Protection and Equalities;
- An explanation of how the libraries' public computer system works e.g. logging on, booking sessions etc.
- An explanation of how the libraries' Wi-fi operates;
- Dementia Friends training;
- Autism Friendly libraries training;
- Introductions to all members of staff and other volunteers alongside whom you will be volunteering;
- Information on how to claim out of pocket expenses.

You will be asked to complete a Digital Champions module (found on the Learn My Way website). We will ask you to email us proof of completion. Accreditation may also be available.

We will work with you to help develop and promote any workshops.

## How often does the volunteer activity tend to take place?

We will ask you to commit to a regular day and time so that we can promote the service.

## Where does the voluntary activity take place?

Activities take place at a number of North Somerset Libraries. Please see the Vacancies page of our website for more information: <http://www.n-somerset.gov.uk/nsc-library-volunteering> or call using the details below.

## Name and contact details of the volunteer co-ordinator:

Name: The Library Volunteering Team

Email: [library.volunteers@n-somerset.gov.uk](mailto:library.volunteers@n-somerset.gov.uk)

Phone: 01275 888 864

### Other important information:

- If you are concerned that volunteering may affect any benefits you receive, please ask and we will do our best to assist you.
- All library volunteering roles involve dealing with the public and are customer focused.
- Volunteers are complementary to paid workers and volunteers should not be used to replace staff.

Help is also available for people who require Council information in different formats and languages other than English. Please contact the Library Volunteering Team via email [library.volunteers@n-somerset.gov.uk](mailto:library.volunteers@n-somerset.gov.uk) or phone 01275 888 864, for more information.

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