Volunteer Role Profile

Volunteer Title	**IT Support (Libraries)**

ROLE PURPOSE

Principal function: to provide IT support and guidance within the open access areas of Wirral Libraries, either on a pre-booked or drop-in basis.

MAIN TASKS AND ACTIVITIES

Tasks may include the following, but not be limited to, the activities shown below.

- Crediting users with computer time in accordance with the booking system.
- Finding a website and understanding how it works.
- Assisting customers in their use of IT programs to produce documents e.g., CVs, letters, presentations, job applications, spreadsheets etc.
- Promoting, publicising, and assisting customers in the use of free online resources such as Find My Past, COBRA, and Encyclopaedia Britannica etc.
- Assisting customers in their use of the internet to access/gather information and for research purposes.
- Assisting customers in the creation and use of web-based email services such as Hotmail.
- Downloading images from digital camera.
- Scanning a photo and attaching to e-mail.
- Filling in online forms.
- Assisting customers with the efficient use of printing and scanning facilities.
- Liaising with Wirral Council staff as appropriate.
- Working within and complying with relevant Wirral Council's policies and procedures, particularly:
    - Health & Safety
    - General Date Protection Regulations (GDPR)
    - Equality, Diversity & Inclusion

PERSONAL SKILLS AND QUALITIES REQUIRED

- Must be aged 16+
- Good working knowledge of Microsoft Office and confidence and skill in the use of web-based email, searching the internet and using online resources.

- Working knowledge of other platforms and software.
- Punctuality, reliability plus good customer care and communication skills are essential.
- Enjoy interacting with the public.
- Friendly, polite and helpful.

TRAINING & LEARNING OPPORTUNITIES

Through this volunteering opportunity you will be able to:

- Work as part of the library team but not undertake any library duties e.g., shelving, issuing & discharging books etc.
- Receive an induction and training.
- Any relevant training will be provided. On-the-role training will be provided if routines alter, and refresher training will be available.
- Optional additional training may be organised periodically.

ADDITIONAL INFORMATION

- Not required to wear a uniform for this role.
- Smart/casual wear is expected.
- Expected to wear the Council's Volunteer ID Badge whilst 'on duty'.

- Verification of identity and right to work in the UK (including volunteering) will be required.
- Role engagement is subject to receipt of satisfactory references.
- This role does not require a DBS Check.

DATE OF APPROVAL: 11TH MAY 2022

APPROVED BY: PETER ASPINALL, STRATEGIC LIBRARIAN

CUSTOMER FOCUSED   ACCOUNTABLE   PROFESSIONAL   AMBITIOUS