

BERKELEY PUBLIC LIBRARY

Volunteer Job: Technology Helper

Importance of Position: To teach patrons to use library computers, wireless access, the Internet, and computer software.

Qualifications: Patience
Good Oral Communication Skills
Enjoys working with others
Willing and able to follow directions
Experience in using Microsoft Internet Explorer and Internet search tools, and other Microsoft PC products

Work environment: Public library areas where patrons use library computers and wi-fi to access the Internet and use a variety of software programs

Responsible To: Reference Department and appropriate library staff

Responsibilities:

1. Provides individual help to patrons using library computer work stations
2. Assists patrons in using the library catalog and the internet
3. Assists patrons in using other Microsoft software and specialized software
4. Helps patrons use other library machines, such as copiers, printers, and checkout machines
5. Refers patrons to Librarian as needed

Training Provided:

Up to six hours of training will be provided.
Additional training in use of the library catalog and specialized software

Benefits of Volunteering:

Opportunity to increase skills in using library-related technology
Satisfaction of providing a much-needed service to the library and the community
Chances to meet new people and help others
Opportunity to work in a pleasant environment

Time Commitment: Two or more hours per week

Length of Time: Minimum six month commitment

Grounds for Termination:

Failure to follow directions and adhere to library policies and procedures; unacceptable customer service; failure to fulfill time commitment

Contact Person: Jef Findley, Technology Helper Reference Liaison, 510-981-6142

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