

Huntington Beach Public Library

Position Description

Volunteer Computer Coach

Position Overview and Impact: Change a Life! Share your computer skills with novice computer users. As the world becomes more wired and the economy demands computer knowledge, many people are learning to use a computer for the first time. Be part of a team that is helping to bridge the digital divide in our community.

Key Responsibilities:

1. Sign up for at least one 2 hour shift per week.
2. Be available to respond to requests from patrons as needed. Assist users one-on-one with such tasks as: logging on to the computers, MS Office, printing, resume formatting, Internet searching and e-mail.
3. Troubleshoot minor computer and printer problems.
4. Identify any additional “Commonly Asked Questions” and share with staff and other coaches. Consult reference librarians as needed.
5. Other projects and assignments according to interest. These may include helping teach computer classes, and designing flyers and other training materials.

Qualifications:

- Working knowledge of PCs, Microsoft Office, Internet, as well as familiarity with the basic functions of saving and printing materials.
- Patience and good communication skills. Ability to work with diverse library users.
- Friendly, courteous and enthusiastic attitude.
- Reliability. Staff members and the public count on coaches! Coaches must be able to fill assigned shifts and should look for substitutes and inform staff when they will miss a shift.

Training and Support Provided: Training provided prior to first shift. Materials include information on the library’s PCs as well as answers to commonly asked questions. Staff always available for consultation. Ongoing updates and training provided as needed.

Time Commitment: 2 – 4 hours per week

Length of Commitment: Minimum of 3 – 6 months requested

Benefits of Volunteering:

- Opportunity to share your computer skills with others. Help bridge the digital divide and change the lives of new computer users.
- Hone your computer, communication, and teaching skills.
- Develop relationships with other computer coaches and library staff.

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