

# Library Volunteers: Digital Support Champion



**Main purpose – To be part of a volunteer team offering assistance to customers using Wigan Libraries’ public network computers.**

<p><b>What would I be doing?</b></p>	<p>Supporting the Library service by:-</p> <ul style="list-style-type: none"> <li>• Having a good understanding of how to use emails, websites, apps and common software solutions (e.g. MS Office)</li> <li>• Providing patient, confidential digital support to Library customers</li> <li>• Understand the basics of completing online forms with or on behalf of the customer (NOT advising on how to answer questions)</li> <li>• Modelling and demonstrating how to ‘get online’ to customers who have limited digital skills</li> </ul>
<p><b>When can I do my volunteering?</b></p>	<p>During the libraries opening times:</p> <p><b>Wigan and Leigh:</b> Monday to Friday 10am to 4pm and Saturday 10am to 2pm</p> <p><b>Communities:</b> Monday to Wednesday 9am to 2pm Thursday and Friday 12pm to 5pm and Saturday 9am to 2pm</p> <p>A volunteer slot may last approximately 2 hours</p>
<p><b>Where will I be volunteering?</b></p>	<p>Most of our libraries across Wigan Borough – we try to accommodate requests to place volunteers where they are able to travel to</p>
<p><b>Who will be there with me?</b></p>	<p>Staff members will always be on hand to support you with more complex enquiries</p> <p>We may have more than one volunteer volunteering at the same time</p> <p>A library manager will always be on site at Central Libraries, and contactable from other branches</p>
<p><b>Support and review</b></p>	<p>Regular support and guidance will be given by a named member of staff and library manager. There will be 20 hour trial period.</p> <p>Another volunteer opportunity may be suggested if either party feels this is appropriate following the trial period</p>

<p><b>Am I right for this opportunity?</b></p>	<p>This opportunity would suit someone who:-</p> <ul style="list-style-type: none"> <li>• Is confident in communicating with a wide variety of users</li> <li>• Is confident in all areas of digital/web/computer use</li> <li>• Has a proactive approach</li> <li>• Gets along well with other people</li> <li>• Is patient</li> </ul> <p>While there is no formal dress code for volunteers, it is expected that volunteers will dress appropriately for the role and environment they are volunteering for. All volunteers are asked to wear 'Volunteer' ID badges.</p>
<p><b>What will I get from volunteering?</b></p>	<p>Some of the benefits are:</p> <ul style="list-style-type: none"> <li>• Meeting and working with new people</li> <li>• Developing your communication and organisational skills</li> <li>• Further enhance your digital skills</li> <li>• Being part of a team</li> <li>• Valuable training and experience that can be included in CVs and job applications</li> </ul>