

Tech Tutors (minimum 14 years old)

Stratford Public Library is “an equitable, safe and welcoming environment where anyone can explore, learn, create and connect.”

Tech Tutor Role - Overview

Tech Tutors are onsite to provide one-on-one assistance to library customers with questions they have about computers and technology. Assistance can range from using word processing software, email and social media applications, and cloud-based applications/tools such as *Overdrive*.

In this role volunteers may also assist with set-up and basic functions of a customer’s personal device(s), including but not limited to, laptops, e-readers, tablets, and smart phones.

Tech Tutors also ensure that customers with differing technology skill levels are able to more effectively use the digital technology available in the library to download e-books and use all the interactive features of the library’s *BiblioCommons* platform. As a result, staff is freed up to provide more front line assistance to customers with other questions involving reference and Reader’s Advisory concerns.

Applicants will complete a Technology Skills assessment as part of the application process.

Commitment

2 hour shifts with reasonable schedule flexibility; minimum 2 shifts/month

Responsibilities

- **direct** customers to identified Library services such as *BiblioCommons* and *download Library*
- **assist** customers on a one-on-one basis with:
 - word processing software and printing
 - email
 - web-based social media applications
 - cloud-based applications
- **refer** customers to library staff for questions concerning:
 - internet research
 - library catalogue
 - database or process troubleshooting (e.g. printer)
 - reference questions

Requirements and Qualifications

- intermediate or advanced knowledge of:
 - word processing software, email applications
 - social media sites and cloud based applications
 - smart devices, particularly iPads and other tablets
 - computer peripherals, such as those using USB ports
- experience with and aptitude for:
 - training others
 - customer service
 - working with a variety of age groups and diverse skill levels
- current background/vulnerable sector check required (fee reimbursed by the library upon receipt of clear check)

Soft Skill Expectations

- reliable
- patient
- communicate in plain language with all age groups and for varying degrees of digital literacy
- understand and appreciate diverse learning styles

Training and Supervision

Training is provided on:

- library specific applications
- managing patron expectations
 - what you can and cannot assist with

Library staff is nearby and available to assist and support Tech Tutors when needed.

Benefits

- earn community involvement hours
- improve teaching/training skills
- improve interpersonal skills
- enjoy knowing that you have helped someone else improve their comfort level with technology