



## Lake Travis Community Library

### Volunteer Job Description

### Volunteer Technology Coach

**Position Overview:** Many people visit the library to use its computers and other technical resources, whether it be to search the internet, work on a resume, fax documents, and more. The library is in need of one or more Technology Coaches to share computer and technology knowledge with patrons of all skill levels. The Coach would be available assist users as needed and possibly by appointment if interested.

#### **Responsibilities:**

- Sign up for at least one 2-hour shift per week.
- Be available to respond to requests from patrons as needed. Assist users one-on-one with tasks such as: logging onto computers, MS Office, printing, resume formatting, internet searches, email, faxing, and using digital library services such as OverDrive.
- Troubleshoot minor computer and printer problems.
- Other projects and assignments according to interest. These may include computer help by appointment and assisting with technology classes.

#### **Qualifications:**

- Knowledge of or willingness to learn all tasks listed under Responsibilities.
- Strong communication skills in English; Spanish language skills a plus.
- At least 18 years of age.
- Patience and excellent interpersonal skills.
- Respect for users' privacy and confidentiality; background check required.

#### **Benefits of Volunteering:**

- Opportunity to share your computer skills with others and thereby bridge the digital divide. Empower people who feel intimidated by technology.
- Develop relationships with members of our community.
- Hone your technical, communication, and teaching skills.

**Training and Support Provided:** Orientation and training on library resources and procedures prior to first shift. Staff available for consultation at all times.

**Length of Commitment:** Minimum of 2 hours per week for at least 6 months.

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