



Title: Digital Learning Lab Coach

Description: This person works with library staff to provide drop-in one-on-one assistance for library patrons at specific agreed-upon times of the week, which TCPL advertises on the website calendar. The coach uses strong listening and teaching skills to help patrons with applications that the coach has mastered, or offers a general introduction to accessing the Internet or using library databases.

Contact: Elizabeth Buckley, Coordinator of Volunteer Services: ebuckley@tcpl.org or 607-272-4557, ext. 226

Supervisors: Cady: 607-272-4557, ext. 247 (cfontana@tcpl.org), and Josh: ext. 250 (jburns@tcpl.org)

Requirements:

- Attention to detail
- Patience and courtesy
- Experience in teaching/training adults from all backgrounds
- Ability to work well independently
- Ability to communicate well in English (knowing a second language is also desirable)

To successfully volunteer in this role, a Digital Learning Lab coach must also have:

- working knowledge of at least one computer application installed in the lab, and/or good knowledge of general computer operations, and/or good knowledge of Internet searching
- familiarity with computer hardware, software, and peripherals, and the ability to perform minor troubleshooting duties, including:
 - a) Creating and navigating an e-mail account
 - b) Attaching files to an e-mail
 - c) Downloading files from e-mail messages
 - d) Moving files from a computer to a USB drive
 - e) Helping with a basic Google search
 - f) Using TCPL's remote printing service
 - g) Adding an app to a mobile device
 - h) Borrowing digital content from the library
 - i) Basic formatting in Microsoft Word, especially changing fonts and line spacing
 - j) Knowing how to copy & paste

Time Involvement:

A Digital Learning Lab coach must be available for at least one hour per week, for a minimum of three months. A coach must be able to attend a scheduled orientation program before starting. Because coaching times are advertised to the public, it is essential that coaches be present when scheduled.