



**Title:** One-on-One Tech Tutor

**Description:** This person works with library staff to provide one-on-one assistance for library patrons at specific agreed-upon times of the week, which TCPL advertises on the website calendar as “Technology Basics One-on-One.” The coach uses strong listening and teaching skills to teach patrons an understanding of computer basics such as using e-mail, searching the Internet, and accessing TCPL online services. This position will *not* be providing computer maintenance, repair, or virus removal.

**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 One-on-One Tech Tutor must also have:

- Working 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:
  - Creating and navigating an e-mail account
  - Attaching files to an e-mail
  - Downloading files from e-mail messages
  - Moving files from a computer to a USB drive
  - Helping with a basic Google/Bing online search
  - Using TCPL’s remote printing service
  - Adding an app to a mobile device
  - Borrowing digital content from the library
  - Basic formatting in Microsoft Word, especially changing fonts and line spacing
  - 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.