



Title: Digital Learning Lab Coach

Description: This person will work with the Digital Access Librarian, providing drop-in assistance for library patrons. The coach helps with applications that the coach has mastered, or offers a general introduction to accessing the Internet or using library databases. This individual volunteers at specific times and TCPL advertises the times and applications for which coaching is offered.

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

Supervisor: Tom, Digital Access Librarian: tfredette@tcpl.org or 607-272-4557, ext. 271

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 highly 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.