MILWAUKEE PUBLIC LIBRARY

COMPUTER COACH
VOLUNTEER DESCRIPTION

OVERVIEW and IMPACT

Imagine having to create a résumé, pay your bills, search for a job, or apply to college without having a computer of your own. In today's modern world, it's nearly impossible to complete many of these every day, life tasks without a computer. Unfortunately, that is the situation many of our patrons are in. Here's where you can make a big difference. Our Computer Coaches work one-on-one with our adult patrons needing assistance with learning and using our public computers and devices. From helping someone format their resume in Microsoft Word and apply for jobs online to helping someone learn how to print, you can share your knowledge with novice computer users and help bridge the digital divide in our community. Offered as a drop-in service for our patrons, there are no appointments made and Computer Coaches help any and all individuals seeking computer help.

RESPONSIBILITIES and EXPECTATIONS

- Work one-on-one with individuals seeking help on a variety of computer tasks, including but not limited to:
    - Creating online accounts and filling out a variety of online forms.
    - Creating and formatting documents in Microsoft Word, Excel, and PowerPoint.
    - Email support and assistance in a variety of different of email servers including Gmail, Outlook, Yahoo Mail, and AOL Mail.
    - Utilizing internet browsers, maneuvering websites, and using search engines.
    - Printing, scanning, and copying on MPL public devices.
    - Assistance with personal devices including tablets and smartphones.
- Assist all patrons in a friendly, patient, and open-minded manner.
- Be able to adapt to the different needs and learning styles of each individual patron.
- Arrive promptly for all scheduled sessions.
- Answer general questions and direct patrons to appropriate MPL staff for advanced library inquiries.
- Notify assigned branch 24 hours in advance if you are unable to fulfill your scheduled session. Exceptions made for illnesses and emergencies.
- Adhere to policies and procedures outlined in the Milwaukee Public Library Volunteer Handbook.

QUALIFICATIONS

- Minimum 18 years of age.
- High School credential.
- Passionate about helping others and the City of Milwaukee.
- Respectful of individuals from diverse backgrounds, cultures, and abilities.
- Proficient with the Microsoft Office Suite, Google Chrome, FireFox, Internet Explorer, PC Computers, and navigating websites and search engines.
- *Preferred:* Experience with tablets and smartphones.

COMMITMENT

- *Commitment:* Minimum of 2 hours per week.
- *Flexible Schedule:* Set your own hours based on your own personal availability.

TRAINING and SUPPORT

- In-person orientation and training at the assigned MPL location (approximately 1 hour).
- Staff support available at assigned location for ongoing training and assistance as needed.

QUESTIONS?

To learn more, please contact the Volunteer Coordinator at *MPLVolunteer@milwaukee.gov*