

Patron Helper

Clarke County Library

2-4 hours per week

Assist patrons whose technical skills are limited in using a computer and navigating the internet.

Often a patron is looking for work, updating information such as to social security, or filing information requested by an employer or government agency. They may need assistance creating a word document but do not have adequate keyboarding skills.

This is an "on call" position meaning if a patron expresses interest in receiving assistance an appointment with the volunteer will be made. Preset times can be arranged or a flexible schedule depending on the volunteer's preference. Meetings with patrons will take place at the Clarke County Library during library hours.

This position requires the volunteer to possess good communication skills, to explain information, and guide patrons through procedures. Patience is also required if a patron does not immediately understand or has difficulty following instructions. Repetition is often required.

This position requires the ability to find, interpret and present information or procedures found on various websites. The volunteer must have computer skills and knowledge of MS Office especially Word. A knowledge of mobile and tablet devices requiring apps is a bonus.

For questions about this volunteer position, please contact Alison Waddell, Branch Manager Clarke County Library awaddell@handleyregional.org or 540-955- 5144