

## **Patron Helper**

Handley Library, Information Services

2-4 hours per week

**Assist patrons who need extra help when confronted with technology for which they do not have the necessary skills. Such skills may include using the computer keyboard, navigating the internet, understanding directions (e.g. they have been issued written or verbal directions by a government agency or employer but do not know how to proceed), creating an email account, uploading a document to a web portal, etc. When not helping a patron, the volunteer may help staff members with general organizational tasks.**

This position requires the ability to find, read, understand, and explain information or procedures presented on a government, employer, or education website. The volunteer must have basic computer skills, including keyboarding, computer/internet navigation skills, basic knowledge of MS Word, and the ability to transfer, download, and upload documents to/from email and web portals. Above all, the volunteer must have patience in explaining and demonstrating procedures and tasks that may seem simple and easy to them, as well as empathy and tolerance in understanding a patron's frustration in trying to function in an unfamiliar situation with unfamiliar tools.

This position will provide the volunteer with the opportunity to offer meaningful assistance and hope to individuals who often feel lost and left behind in our technologically defined culture.

For questions about this position, please contact Alyssa McKinley, Information Services Coordinator

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