



Volunteer Assignment Description

KITSAP REGIONAL LIBRARY VOLUNTEER PROGRAM

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Enriching Programs & Services, Supporting Staff, Building Community Connections

Bainbridge Island • Downtown Bremerton • Kingston • Little Boston • Manchester • Port Orchard • Poulsbo • Silverdale • Sylvan Way

Volunteer Assignment: **click! Computer Training at Kitsap Regional Library**
Laptop Lab Trainer – teach up to 4 patrons in a classroom setting using the KRL laptop labs.
One-on-One Tutor – tutor individual patrons using a public terminal.

Program Purpose: To teach KRL patrons basic computer and Internet skills so that they may successfully access the library's catalog and electronic resources.

Program Curriculum:

Computer Basics: Hands-on instruction for first-time computer users on the basic skills that will help to make them more comfortable with a computer. Computer Basics skills are prerequisites for Internet 101.

Skills taught in the lesson plan:

- introduction to basic components of a computer
- using the mouse and scroll bar
- logging on and off the library computers
- basics of Internet browser and KRL home page
- using the library catalog

Internet 101: Hands-on instruction for those with basic computer skills on how to navigate the Web and KRL's electronic library resources. The focus is on effective ways to find high quality and credible information.

Skills taught in the lesson plan:

- the Internet browser and its components
- website addresses and menus
- search engines & web directories
- tips for verifying website credibility
- printing information off the web
- tips for Internet security

Internet 201: Jump beyond the basics of the Internet and learn browser shortcuts, strategies for web navigation, and tips for locating quality, credible information. This lesson includes in-class practice time.

Skills taught in the lesson plan:

- Internet browser shortcuts
- Searching strategies for web navigation
- How to access KRL's Electronic Resources
- Safety tips for online shopping

Duties & Responsibilities:

- attend all required orientation and training sessions
- maintain consistent communication with the branch point-person and give sufficient advance notice regarding any class scheduling conflicts to allow the branch point-persons time to find another trainer
- tutors - make the necessary meeting arrangements with patrons wishing one-on-one tutoring and telephone the patron the day before a lesson to confirm attendance
- laptop lab trainers - setup and takedown of laptop lab
- avoid becoming engaged in a student's personal agenda (refer them to the Information Desk to speak with a librarian instead)
- decline invitations to visit a patrons home to help with computer set-up or tutoring

Length of Volunteer Commitment/Time Requirement:

- Three months minimum
- Three hours per month

Qualifications:

- A willingness to share computer knowledge with other library users
- Patience
- Strong interpersonal and communication skills
- Proficiency in basic computer and Internet skills
- Teaching experience preferred
- High school diploma

Physical Requirements:

- Lift up to 10 pounds
- Push/pull loaded cart
- Use repetitive motion of hands/wrists

Orientation/Training:

Orientation/Training includes hands-on instruction using the curriculum and the computer equipment. Each volunteer receives a trainer's manual that contains complete lesson plans and handouts.

After completion of orientation/training, **click!** volunteers will visit their assigned branch and meet their branch point-person. The branch point-person will: Introduce the volunteer to the staff and take them on a tour; review the **click!** one-on-one tutoring & class registration process; instruct the laptop lab trainers on the location & storage of the laptop lab equipment; review laptop lab set-up procedures; and instruct volunteers on the use of the copier for making handouts.

New volunteers are given an opportunity to shadow an experienced tutor or trainer.

Periodic training sessions are offered so that volunteers can keep up with changes in the program and have an opportunity to exchange ideas with other tutors and trainers.

Program Coordinator: Jeannie Ream, 360 475-9021, click@krl.org

Branch Point-Persons: Bainbridge – Sharon Snyder, 206 842-4162, ssnyder@krl.org

Downtown Bremerton – Tracy Bergquist, 360 377-3955, tbergquist@krl.org

Kingston – Sara Freeman, 360 297-3330, sfreeman@krl.org

Little Boston – Claudia Mitchell, 360 297-2670, cmitchell@krl.org

Manchester – Lauri Vautour, 360 871-3921, lvautour@krl.org

Port Orchard – Kathleen Wilson, 360 876-2224, kwilson@krl.org

Poulsbo – Linda Elliott, 360 779-2915, lelliott@krl.org

Silverdale – Donna Nelson 360 692-2779, dnelson@krl.org

Sylvan Way – Jeannie Ream, 360 475-9021, jream@krl.org

Volunteer Coordinator: MaryLouise Ott, 360 405-9153, volunteer@krl.org

Summary of click! Program Responsibilities

click! Program Coordinator Responsibilities:

- create and maintain the curriculum and **click!** website
- provide orientation and training for staff and volunteers
- maintain class schedules and coordinate PR
- act as a liaison between branch point-persons, volunteers, and volunteer coordinator

Volunteer Coordinator Responsibilities:

- recruit and interview volunteers
- assist with volunteer orientation and training
- coordinate volunteer feedback and recognition
- maintain consistent communication with the **click!** coordinator

KRL Branch Point-Person's Responsibilities:

- maintain consistent communication with the volunteers assigned to their branch as well as the **click!** program coordinator
- educate the branch staff on the logistics of the **click!** program
- introduce the volunteer trainer to the branch staff members
- assist the volunteer in accessing the meeting room and laptop lab equipment prior to teaching a computer class
- maintain the **click!** branch manual and coordinate the meeting room schedule with the **click!** coordinator
- maintain the click! registration notebook for class schedules and tutoring sign-ups

click! Volunteer Responsibilities:

- attend all required orientation and training sessions
- maintain consistent communication with the branch point-person and give sufficient advance notice regarding any class scheduling conflicts to allow the branch point-persons time to find another trainer
- tutors - make the necessary meeting arrangements with patrons wishing one-on-one tutoring and telephone the patron the day before a lesson to confirm attendance
- laptop lab trainers - setup and takedown of laptop lab
- avoid becoming engaged in a student's personal agenda (refer them to the Information Desk to speak with a librarian instead)
- decline invitations to visit a patrons home to help with computer set-up or tutoring

KRL Patron Responsibilities:

- hold a current library card to receive one-on-one tutoring or to participate in a class (librarians registering patrons for training will make sure this pre-requisite is met and explain the curriculum content to patrons)
- respect other student's class time by not monopolizing the class with a personal agenda because the purpose of the lesson is to teach certain skill sets and it is important that the student show respect to their fellow library users
- respect the volunteer's time and commitment to the program (if a student does not show for a one-on-one tutoring appointment, the student will have only one more opportunity to participate in that particular lesson)
- seek other help if they are unable to learn the skills in two lessons (a patron may only participate in each class twice)

Procedure for One-on-One Tutoring

1. **Click!** branch point-person emails a patron's name, phone number, and computer needs to each volunteer. Volunteers reply to branch point-person confirming they will contact the patron.
2. Volunteers ask the branch point-person when the quietest times of day are for library computer use; determine which computer terminals work best for a lesson. Schedule lessons during these times. Some branches would like volunteers to call ahead to reserve a terminal.
3. Volunteers telephone patrons to introduce themselves. Interview the patron and find out the extent of their computer skills and need. Arrange a meeting day and time.
4. Study the lesson plan; become familiar with its content and the library computers.
5. Arrive at the branch early to greet staff at the Information Desk. Obtain a guest pass, handout, and evaluation form from the staff for use during the 90-minute lesson.
6. Secure a computer terminal for your student.

7. Begin and end the lesson by summarizing the skills the student will learn. Remind the student to read the handouts and refer to them when using the library computers.
8. Encourage students to ask for additional help from the staff at the Information Desk.
9. Ask students to return completed evaluation forms to the Information Desk. Let the staff know when you have finished the lesson.
10. Enjoy yourself! Patrons are extremely grateful that you are willing to share your time and knowledge.

Procedure for Teaching a Class

1. Branch point-person will email reminder and student roster to trainer a few days prior to class.
2. KRL staff will phone patrons in advance to confirm attendance.
3. Study the lesson plan; become familiar with its content.
4. Arrive ½ hour early for laptop lab check-in and set-up. Sign Inventory form.
5. Handouts, pencils, and mouse pads are available in the laptop cart.
6. Check attendance using the class roster. Indicate those who did not show and return the roster to the Information Desk at end of class.
7. Begin and end the lesson by summarizing the skills the student will learn. Remind the students to read the handouts and refer to them when using library computers.
8. Encourage students to ask for additional help from the staff at the Information Desk.
9. Ask students to return completed evaluation forms to the Information Desk.
10. Let the staff know when you have finished the lesson and put away the lab equipment. Go through lab check-out process and sign Inventory form.
11. Enjoy yourself! Patrons are extremely grateful that you are willing to share your time and knowledge.