



## **PURPOSE**

You don't have to be a Computer Whiz to be a Computer Coach at the Milwaukee Public Library! By donating a few hours a week, you can help individuals throughout our community improve their computer literacy skills, an essential life skill in our increasingly modern world. Computer Coaches work one-on-one with adult learners seeking assistance with accomplishing beginner to intermediate level computer tasks including navigating the internet and search engines, creating online accounts, filling out online forms, writing and sending emails, utilizing the Microsoft Office Suite, handling tablets and smartphones, and printing, scanning and copying on MPL public printers and scanners.

## **RESPONSIBILITIES and EXPECTATIONS**

- Assist all patrons in a friendly, patient, respectful, and outgoing manner.
- Work one-on-one with individuals needing assistance with a variety of tasks, including but not limited to:
  - Creating online accounts and completing a variety of online
  - Email support and assistance in a variety of email servers
  - Utilizing internet browsers, maneuvering websites, and using search engines
  - Utilizing the Microsoft Office Suite, primarily Word, Excel, and PowerPoint
  - Printing, scanning, and copying documents and materials on MPL public devices
  - Assistance with personal devices including tablets and smartphones
- Arrive promptly for all scheduled sessions.
- Notify assigned branch 24 hours in advance if you are unable to fulfill your scheduled session. Exceptions made for illnesses and emergencies.
- Answer general questions and direct patrons to appropriate MPL staff for advanced library inquiries.
- Adhere to policies and procedures outlined in the Milwaukee Public Library Volunteer Handbook.

## **QUALIFICATIONS**

- Minimum 18 years of age.
- Enthusiasm for working with individuals from diverse backgrounds, cultures, and abilities.
- Strong communication and listening skills.
- Proficient with the Microsoft Office Suite, Google Chrome, FireFox, Internet Explorer, PC Computers, and navigating websites and search engines.
- Experience with tablets and smartphones preferred but not required.

## **LOCATIONS and HOURS**

- Locations: Atkinson, Capitol, Center Street, Martin Luther King, Villard Square, and Washington Park..
- Peak Hours: Monday – Friday 10:00am – 6:00pm, Saturday 1:00 – 4:00pm.
- Commitment: Minimum of 2 hours per week for at least four months.
- Flexible Schedule: Set your own hours based on your own personal availability.

## **TRAINING and SUPPORT**

- Initial training and job shadowing at assigned location (approximately 1-1.5 hours).
- Staff support available at assigned location for ongoing training and assistance as needed.

## **CONTACT**

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