



# Volunteer Position Description

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**POSITION TITLE:** Computer Help Volunteer

**DIVISION:** Adult Services (Reference)

**SUPERVISOR:** Adult Services Director

**LENGTH OF COMMITMENT:** Six to nine months

**TIME INVOLVEMENT:** Minimum of two hours per week. A set schedule is advertised to the public so it is necessary that the volunteer be able to commit to the same two hours every week.

**MAJOR RESPONSIBILITIES:** Uses a wireless laptop in the public computer area of the Adult Services Department at the Williamsburg Library to offer computer assistance to walk-in library users. Helps answer basic questions about Microsoft Word, Excel, PowerPoint, Internet use, and email. Regularly checks the computer area for users who need assistance. Helps library users print, download, and save documents.

**QUALIFICATIONS:** Associate or bachelor=s degree preferred. Demonstrated basic knowledge of personal computers, file management, Microsoft Word, Internet browsing, and email. Knowledge of basic Excel and PowerPoint features. Ability to work well with library users with limited knowledge of computers. Volunteers may not have conflicts of interest.

**SPECIAL REQUIREMENTS:** Minimum age 18 (unless approved by the Supervising Librarian).