

West Fargo Public Library Volunteer Position Description

Technology Coach

Role of the Program Helper Volunteer

The role of the Program Helper Volunteer will share their expertise in coaching adults as they learn and develop basic technology skills.

Duties and Responsibilities

- Work with adult learners at all levels of tech knowledge
- Tutor one-on-one in either of the following Tech Basics Coaching sessions:
 - Tuesday: must be available 10 am – 12 pm
 - Wednesday: must be available 2 pm - 5 pm
 - Thursday: must be available 6 pm – 8 pm
- Help adults learn at their own pace
- Tech subjects include: basic computers, tablet, eReader or smartphone skills; internet and browser skills; setting up email and social media accounts; learning how to use apps and websites; and streaming and downloading free library ebooks, audiobooks, and magazines
- Provide a welcoming and positive experience for all patrons of West Fargo Public Library
- Upholds all library policies and procedures of West Fargo Public Library

Required Qualifications

- 16 years or older; if under 18, must have parent or legal guardian permission
- Availability on days Tech Basics Coaching are held
- Ability to convey a positive, friendly attitude
- Ability to work with adults of all tech levels with patience and politeness
- Computer, internet and mobile device skills
- Willingness to use recommended training resources and handouts
- Dependable transportation and phone number or email
- Ability to pass a criminal background check

Time Commitment

- Continuous, consistent commitments are preferred, but a minimum of 3 months required
- 2 – 8 hours a month
- Volunteer sessions are schedule 1-2 months in advance



Physical and Mental Demands

- May be required to occasionally perform a full range of motion with lifting and or carrying items weighing up to 50 pounds
- Ability to stand, crouch or work seated at a desk for long periods of time

Training and Supervision

- Technology Coach Volunteers will be supervised by the Adult Services Manager and Deputy Director of Patron Services
- Attend WFPL volunteer onboarding and orientation for one hour
- Attend one hour library digital content training and ongoing training in Tech Basics Coaching sessions