

Project Smart Technology Tutors at Stratford Public Library

Project Smart joins seniors with teen mentors to learn the basic functions and features of an iPad. We are currently recruiting students to volunteer for the October and November session.

iPad 101: October Session

Thursdays, October 5, 12, 19, 26, 2017

iPad 101: November Session

Thursdays, November 9, 16, 24, 30, 2017

This program is led by Stratford Public Library, in partnership with Stratford Central Secondary School, Stratford Police Department, and Active Adults.

Library Mission

Stratford Public Library

An equitable, safe and welcoming environment where anyone can explore, learn, create and connect.

Strategic Directions Addressed

Provide Leadership in Establishing a Community Technology Commons

- 1.2 Define and provide services to increase and enhance digital access and literacy for the public at different levels
- 1.6 Make use of volunteers where possible and appropriate.

Purpose

Project Smart Technology Tutors assist seniors with any kind of question they have about iPads during the four week sessions. Questions are based on learning basic functions and features of an iPad, including: word processing software, email applications, social media, and cloud-based applications or tools like Flipster or Overdrive. For volunteers with these skills, they will be able to assist with the set up and basic functions of patrons' personal gadgets.

This service ensures seniors at differing computer skill levels are able to effectively use their iPad devices.

Time Commitments

1 hour at a time for a 4 week session. Sessions will be held in October and November.

Volunteers are asked to commit to a full 4 week session and are welcome to volunteer for both sessions.

Responsibilities

- Direct patrons to log in access and orient people to processes that already exist
- Assist patrons with using their iPads and respond to the questions that they have about how to use their iPads
- Assist with web-based social media and cloud-based applications such as Google Docs, Flickr and Prezi.
- Refer all internet research, catalogue, database or process trouble shooting e.g. printer issues to library staff
- Refer participants to Technology Tutor sessions if they require support apart from the allotted session time

Requirements and Qualifications

- Students grade 8-12
- Experience or interest in training others
- Intermediate or advanced knowledge of word processing software, email applications
- Intermediate or advanced knowledge of social media sites, and cloud based applications
- Intermediate or advanced knowledge of smart devices, especially iPads
- Experience working with a variety of age and skill groups
- Aptitude for customer service

Skills

- Reliable
- Able to communicate in plain language with people of all ages
- Patient
- Able to teach others basic tasks
- Able to communicate clearly the parameters and limits of systems and supports

Benefits

- Earn community involvement hours
- Develop intergenerational relationships
- Improve teaching / training
- Improve customer service skills
- Assist people to learn computer skills that will aid them in other areas of their lives

Training

Volunteers will rely on library staff for training, supervision, emergency assistance and support.