Developing an Internet Volunteer Program

Materials prepared by Susan D. Barb for the Info People Project (www.infopeople.org) supported by the U.S. Institute of Museum and Library Services, administered in California by the State Librarian.

1. Internet Volunteer skills list
2. Children's Cyber Coach Volunteer-job description
3. Sample Interview Questions
4. Agreement between volunteer and project
5. Volunteer training: sample session
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Internet Volunteer Skills List

Clerical Volunteers:

Skill	Not Necessary	Nice to Have	Must Have
Ease in dealing with target audience (children vs. adults)			
Ability to stay calm with irate patrons			
Attention to detail			
"Customer service" orientation			
Good oral communication skills (ability to articulate policies)			
Basic familiarity with computers			
Word processing experience			

Trainer Volunteers:

Familiarity and ease of use in following areas:

Skill	Not Necessary	Nice to Have	Must Have
Computers and peripherals such as printers and scanners			
The operating system in use. (Windows 98, NT, etc)			
Internet terminology			
Web browser in use (Netscape, Microsoft IE)			
Email			
Downloading to disk			
Printing			
Presentation software			
LCD Projector			
Ability to communicate to target audience (children, adults, seniors, etc.)			
Teaching experience			

OVER

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Technical Volunteers:

Familiarity and ease of use in following areas:

Skill	Not Necessary	Nice to Have	Must Have
Basic computer operations			
The operating system in use. (Windows 98, NT, etc)			
Reboot procedures			
Internet terminology			
Web browser in use (Netscape, Microsoft IE)			
Email			
Downloading to disk			
Printing			
Clearing printer jams			
Replacing paper and cartridges for printer			
Modems and connections			
Network connections			

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Anytown Public Library

Volunteer: Children's CyberCoach

Purpose of Position: Assists the library in increasing levels of service to children in the area of technology. Provides individual training for children on using the Internet.

Qualifications:

- Patience
- Good oral communication skills
- Experienced in using Microsoft Internet Explorer.
- Familiarity with Internet search tools such as Yahoo and Alta Vista.
- Experience in tutoring children desirable.

Reports to: Children's Services Supervisor

Responsibilities:

1. Provides one-on-one training for thirty minutes to children ages 7 through 14.
2. Provides general assistance to children using the Internet stations in the children's room when not scheduled for training session.
3. Explains Internet Use agreement and requirements for use to new patrons and assists them in signing the agreement.

Training provided: Orientation to the library in general. Training on how to use the sign up form, thorough briefing on Internet Use Agreement and acceptable use policies, and scripting for handling sensitive situations such as enforcing time limits or refusing a signup. Curriculum for training children is provided. Training in the use of the curriculum.

Benefits of volunteering:

- Help children learn new skills
- Development of training skills
- Development of Internet skills

Time Commitment: Four hours per week.

Length of Commitment: Six months commitment is requested.

Grounds for Terminations: Failure to carry out assigned duties
Misrepresenting the Library or its policies

Contact Person: Children's Services Supervisor (800)555-1234

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Sample Interview Questions

1. Why have you chosen this particular volunteer opportunity at the library?
2. What previous experience in volunteering have you had, if any?
3. Do you have a computer at home?
4. Please describe your experience with the Internet and the World Wide Web.
5. Please define the following terms
   - World Wide Web
   - browser
   - Email
   - http://
   - ftp://
   - chat
   - html
6. What software applications do you have experience with, if any?
7. Is your experience with Macs or PCs?
8. Can you do any hardware troubleshooting, such as fixing paper jams in printers, or rebooting a frozen computer?
9. Do you have any experience with web page design?
10. You have several people lined up in front of you to sign in for the internet, and someone from a station requests help. How do you handle this?
11. Someone asks you a question you don't know the answer to. How do you respond?

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BEVERLY HILLS PUBLIC LIBRARY

TEAM INTERNET

CYBER.COACH AGREEMENT

Beverly Hills Public Library has received a California State Library InFoPeople Program grant to provide two workstations for public Internet access.

As part of this grant, Beverly Hills High School student volunteer Cyber.coaches will provide tutoring on a one-to-one is for people requesting help using the Internet.

As a Cyber.coach, I agree:

1. to read and abide by the attached Rules of Conduct and Internet Policies established by the Beverly Hills Public Library.

2. to not provide any personal information over the Internet without first clearing such action with my parents and/or program supervisor.

3. to work for two to four hours each week during the third quarter, and turn in my timesheets to my supervisor.

As a Cyber.coach, I understand:

1. that violation of any of the above provisions may result in my termination from the Cyber.coach program, and that if I am terminated from the program, the Library will not be responsible to me for any community service credit.

2. that if I must leave the program prior to its completion, I will discuss the situation with my program supervisor. Though an attempt will be made to reach a satisfactory settlement, the Library does not guarantee service credit to participant who does not complete the program.

3. that in my capacity as a volunteer, I am not an employee of the City of Beverly Hills and that the City will not provide me with accident, medical, liability, workers' compensation, or any other insurance. I agree to defend, indemnify, and hold harmless the City of Beverly Hills and its officers, employees, and agents from and against any and all loss, liability, charges and expenses and causes of whatsoever character may arise by reason of services I provide a volunteer or that (ire connected in any way therewith.)

Signature of applicant Date

Signature of Parent (if applicant is under 18) Date

_____

Recruitment Strategies

Methods of Recruiting

- City and neighborhood newspapers volunteer listings
- Paid ads
- Human interest stories on your program in print or broadcast media
- School newspapers
- Professional association and club bulletins
- Senior center bulletins
- Employee newsletters
- Church bulletins
- Other "specialty" publications
- Radio and TV PSAs
- TV "People Helper" type features
- TV or radio "volunteer-a-thon"
- Cable TV message boards
- Celebrity spokespersons
- Yellow Pages ads
- Posters on community bulletin boards, at library, grocery stores, Laundromats, community centers,
- College campuses
- Posting services
- Get "on line": (get into companies' email systems, local computer, electronic bulletin boards, local community newsgroups)
- "Bring a Friend" teas for current volunteers
- Open house/agency tours
- Short, upbeat talks at community or professional organization meetings
- "Just ask"
- Buttons/bumper stickers
- Public talks/education/demos on area of service
- Public recognition of your volunteers
- Volunteer fairs
- Go in with other agencies for publicity during Volunteer Recognition Week
- Booth at community events/fairs
- Local clergy
- Recruitment services through United Way, RSVP, et cetera
- Community education classes related to your particular client base or services
- Articles in your agency newsletter
- Enclosure or "mention" in agency fund raising literature
- Special announcements at agency fund raising events
- School community service programs
- Court-ordered community service programs
- Americorps program
- Your current clients, staff, board and volunteers
- A web page of your own
- Volunteer hotlines

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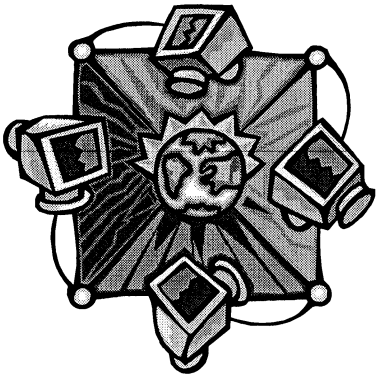
Terrific Public Library
Information Technology Services
123 Main Street
Terrific, CA 99999
(555) 123-4567



Know the Net?
Be a CyberCoach!

If you know the Internet and you'd love to pass that on to others who are just now getting connected, be a CyberCoach at the Terrific Public Library. Great Experience, fast connections, and you can get service hours for school credit, too! You must be in high school or older to apply.

Just fill out this form and bring it or send it to the Library, and we'll contact you about training. If you have any questions, please call (*place contact name and number here),*

I want to be a CyberCoach

Name _____

Address _____

_____

Phone _____

I agree to commit to a minimum of two hours a week to volunteering as a CyberCoach

_____

Signature

I am available

	From	To
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____

I have experience in:

- ☐ Macintosh computers
- ☐ E-Mail
- ☐ Internet Explorer
- ☐ Other (please explain) _____
- ☐ Yahoo!
- ☐ Netscape
- ☐ PC Computers

BEVERLY HILLS PUBLIC LIBRARY - TEAM INTERNET - INFOPEOPLE PROJECT
444 N. Rexford Drive, Beverly Hills, CA 90210 (310) 288-2201

cyber.coach
VOLUNTEER EXPECTATIONS

Dear cyber.coach:

Thank you for volunteering to be a Beverly Hills Public Library Team Internet cyber.coach. We are pleased to have you! The Beverly Hills Public Library has received a grant from the InFoPeople Project and the State of California to provide two computer Internet workstations for the public. As part of this grant, the library has become community partners with the Beverly Hills High School. The high school has recommended students to us who are competent, responsible, able, and willing to be cyber.coaches for this project.

As a cyber.coach volunteer at the Beverly Hills Public Library you will be giving library patrons a basic introduction in how to use the Internet. Library patrons will be signing up for a one-hour session with a cyber.coach. Your shift will consist of 2 one-hour sessions with interested patrons or being a "trouble-shooter" for patrons needing assistance with their own Internet searches.

As a cyber.coach volunteer, you are representing the Beverly Hills Public Library and the Beverly Hills High School. Both the library and your high school expect you to conduct yourself in a mature and responsible manner while you are working as a cyber.coach. Some of you will receive Community Service Points for being a cyber.coach. Some of you may want to use your volunteer experience as a reference for future employment or on college applications. In order to- receive credit for your work as a volunteer at Beverly Hills Public Library, you must complete at least 20 HOURS of service. After you have worked 20 HOURS, you will receive a certificate of service. If you have enjoyed your experience as a cyber.coach, you may want to continue volunteering for another 20 HOURS.

Helping library patrons learn how to use the Internet is the goal of the InFoPeople project and the Beverly Hills Public Library. It is important to remember that the Internet is just one resource that the library offers. The Reference Librarian is an Information specialist and is able to recommend many different reference sources such as books, CD-rom resources, and indexes. If the patron you are helping is not finding what they need on the Internet - always refer them to the Reference Librarian.

To be a successful *cyber.coach* volunteer, the Beverly Hills Public Library expects the following:

1. INSTRUCTION:

The instruction that you give library patrons should follow the Tutorial Checklist given to you at the Training. Please be patient and encouraging to all the people you will be coaching. Most will have not had any experience on a computer. Please refer all non-Internet questions to the librarians at the Reference Desk. If a patron gives you a hard time or you feel uncomfortable helping someone, please notify the Reference Librarian or a Library Monitor. If you are asked an inappropriate question, you may say, "That's not something I can help you with."

2. PROMPTNESS.

We expect you to arrive, sign in, and be at the InFoPeople Computer (your work-station) by the beginning of your shift. When you arrive, please put your personal belongings in the *cyber.coach* room. Put on a blue *cyber.coach* vest, your nametag, sign in at the Reference Desk, and report to your work-station. You are expected to remain at the work-station for your full shift. When your shift is over, you must. sign out at the Reference Desk. A librarian must initial **both your sign-in time and your sign-out time.**

3. APPEARANCE:

We expect you to be appropriately dressed, including wearing a nametag and a blue *cyber.coach* vest for easy identification.

4. Please be friendly and courteous to all library patrons and library staff.

5. Please do not eat, drink, or chew gum while you are working.

6. As a volunteer, you are not allowed in the library's staff-only areas.

7. We ask that you not have friends visit you while you are working as a *cyber.coach.*

8. Please remember that patrons will be signing up for an appointment with you. They will be coming to the library especially to work with you, and will be disappointed if you are not there. If there is an emergency and you cannot -be here for your shift, please call your supervisor at (999)123-4567. On weekends and evenings call the Reference Desk at: (999)123-7654.

THANK YOU AGAIN FOR VOLUNTEERING!

Volunteer Handbook Outline

It's very useful to have a "volunteer handbook" to hand out to each of your new volunteers. This book should have in writing the policies and procedures that you have outlined in your training session. Volunteers need to have easy access to the information you have given them in training. If the library has an intranet, this handbook can be posted there for easy access while on duty. Following is an outline of a sample handbook.

I. Introduction

   a. Welcome to the volunteer from the library director or manager

II. General library policies that volunteers are expected to conform to and/or enforce

   - Library hours
   - Organization hierarchy (who do the volunteers report to)
   - Important phone numbers
   - Sign in procedures for volunteers
   - Reporting absences
   - Dress code

III. Specific policies for Internet stations

   - Library Internet acceptable use policy
   - Internet use agreements to be signed by patrons
   - Eligibility requirements (age, library card, no kids without adults, etc)
   - Sign up requirements and time limits

IV. Services available and supported

   - Email (include sources for free email)
   - Downloading to disk
     - Disks and supplies for sale
   - Chat
   - Searching

V. Troubleshooting techniques

   - Printer problems and solutions
   - Internet browser problems
   - Frozen computers

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VOLUNTEER SIGN IN SHEET

NAME: _____

DATE	TIME IN	TIME OUT	NAME	JOB	HOURS WORKED

TOTAL HOURS _____

WEEK OF _____

MONDAY	10:00 – 12:00	12:00 – 2:00	2:00 – 4:00	4:00 –6:00	6:00 – 9:00
TUESDAY	**10:00 – 12:00**	**12:00 – 2:00**	**2:00 – 4:00**	**4:00 –6:00**	**6:00 – 9:00**
WEDNESDAY	**10:00 – 12:00**	**12:00 – 2:00**	**2:00 – 4:00**	**4:00 –6:00**	**6:00 – 9:00**
THURSDAY	**10:00 – 12:00**	**12:00 – 2:00**	**2:00 – 4:00**	**4:00 –6:00**	**6:00 – 9:00**
FRIDAY	**10:00 – 12:00**	**12:00 – 2:00**	**2:00 – 4:00**	**4:00 –6:00**	**6:00 – 9:00**
SATURDAY	**10:00 – 12:00**	**12:00 – 2:00**	**2:00 – 4:00**	**4:00 –6:00**	**6:00 – 9:00**

Volunteer Training Sample session

1. Welcome and introduction
    a. Introduce yourself and have everyone else do so also
    b. Tour the physical facility, especially the area they'll be working in
2. Hand out contract and job descriptions.
3. Outline the library's expectations of the volunteers again
4. Go over general library employment policies that may apply to volunteers (i.e., dress code, signing in, call to report absences)
5. Chain of command in the library (who do you report to)
6. Go over policies specific to patrons using the internet, if any (especially important if the volunteer's main function is refereeing station use)
    a. Internet acceptable use policies
    b. Eligibility requirements (age, library card, etc.)
    c. Time limits
7. Describe the Internet station(s) setup specifically.
    a. What services are available
        - Web only
        - Word processing
        - Chat
        - E-mail
        - FTP
        - Library specific resources (online databases, CD-ROM)
    b. What staff services are provided
        - Hardware & software troubleshooting
        - One-on-one instruction
        - Training classes
        - Searching
    c. What specific tasks will volunteers be expected to provide, and to whom should they send patrons for tasks outside their scope.
8. Hands on session at the actual station(s)
    a. If the library has an intranet or web site, familiarize the volunteers with it.
9. Get signed contracts and schedule first session for each volunteer. Hand out volunteer badge to each one.
10. Thanks and goodbye

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Helpful Web Sites

General Volunteer Resources

http://www.energizeinc.com/

Articles, excerpts and electronic books on volunteer program development and management, plus special resource lists including a comprehensive bibliography on volunteerism. Includes excellent section on volunteer recognition.

http://www.cybervpm.com/

Site devoted to volunteer resources, including training for coordinators, advice for volunteers and volunteer management. This last area is very helpful, with recruiting strategies and sample interview questions.

http://www.volunteermatch.org/

You can post your volunteer opportunities here for free. Also will show what other opportunities for volunteering are available in your area.

Sample Library Volunteer Web pages

http://www.spl.lib.wa.us/volunteer/volunteer.html

Includes description of Internet volunteers

http://aclibrary.org/system/volunter.html

http://www.dekalb.public.lib.ga.us/friends/volunter.htm

Includes description of Internet volunteers under the opportunities link

http://www.ci.fort-collins.co.us/C_LIBRARY/info4.htm

http://www.ci.apache-jct.az.us/vollib.htm#Technical

http://www.shastanet.org/sclib/vol.html

http://www.waco-texas.com/library/volunteer.html

Has printable application on web site

http://www.bcpl.lib.md.us/libpg/volunteer/volform.html

Form can be submitted online.

http://www.manly.nsw.gov.au/Library/volunteers.htm

Other Related Resources

http://www.energizeinc.com/art/clchil.html

Good article on importance of volunteers to libraries and of coordinators for volunteer programs

http://www.sjpl.lib.ca.us/Home/Volunteer/volunteer.htm

Gives examples of volunteer recognition methods.

OVER

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Training

These are tutorials for using the Internet that can be used to train volunteers to help patrons, and for volunteers to use with patrons as a teaching tool.

InFoPeople How To Guides - http://www.infopeople.org/howto.html

All kinds of resources on almost every aspect of learning to use the Internet, including managing bookmarks, downloading, e-mail and more.

Finding Information on the Internet
(http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html)

Excellent tutorial including handouts and a teacher's script.

Internet 101 (http://www2.famvid.com/i101/internet101.html)

Internet 101 was created for those who want to know just the basics. Short pieces of information with excellent illustrations.

MSN: an Internet Tutorial (http://www.microsoft.com/magazine/guides/internet/)

Easy to navigate and great if you're using Internet Explorer. Explains browser basics, e-mail and search tips.

Internet Help Desk (http://w3.one.net/~alward)

The Internet Help Desk is a free service designed to offer help to both beginning and advanced Internet users. Good troubleshooting techniques for e-mail, Netscape, and Internet Explorer.

Life on the Internet (http://www.screen.com/start/guide/)

Links to the latest version of Internet software, guides for additional background, resource lists, and search tools - thousands and thousands of destinations. Includes a page of Quick Tips for beginners.

Internet Navigator (http://www.lib.utah.edu/navigator/navigator.html)

Includes tutorials on Web Browsers, including Netscape 3 and 4 and MS Internet Explorer (Windows and Mac versions). Also tutorials on e-mail, usenet and newsgroups.

Net.Tutor (http://gateway.lib.ohio-state.edu/tutor/)

Basic level tutorials, including vocabulary and problem solving.

Finding Information on the Internet
(http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html)

Excellent tutorial including handouts and a teacher's script.

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