

Teen Tech Tutor Training

Created by Carly Dennis
Fairport Public Library
(Modified for Wood Library by Kelley Blue & Ben Lainhart)

Library Tour

- Meeting Rooms
- Welcome Desk
- Information Desk
- Bathrooms
- Kelley & Ben's office

Big Picture (at this point)

- ⦿ Tutoring sessions held twice a week
- ⦿ 2 hour, drop-in sessions
- ⦿ 2 teen tech tutors work each session
- ⦿ Schedule TBD
- ⦿ You will help answer basic computer questions
- ⦿ Ben will always be in the room

Teen Tech Tutor Schedule

Mondays 10 AM-12 PM

Thursdays 2 PM-4 PM

(Because we have five tutors, there may be some weeks where you do not volunteer)

Basic Expectations

- ⦿ Please show up on time and do not leave early without permission.
- ⦿ If you cannot make it to the library, please contact Ben or Kelley (see contact info sheet). **We really are depending on your attendance; treat this like a job.**
- ⦿ Do not bring family or friends. This is a position that will require your full attention.
- ⦿ Share volunteer responsibilities with other volunteers. Do your part, but allow the other volunteers the chance to do theirs.

Tutoring Drop-In Sessions

- ⦿ Arrive 10 minutes early to your shift.
- ⦿ When you arrive for your shift, please check in at the Welcome Desk on the ground floor to see which room you are in.
- ⦿ Fill out the volunteer sign-in sheet and put on your nametag.
- ⦿ Dress casually but professionally (questions?)

How should Teen Tech Tutors act?

- Respect patron privacy.

We expect that you will keep username, passwords, credit card numbers, social security numbers confidential. Encourage patrons to write down private information and keep it in a hidden location. If any of personal information is left behind, please give it to Ben to shred.

- Be patient and pleasant.

- Be positive and encouraging.

Questions?

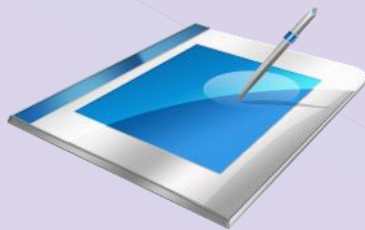


Is this type of program just offered at here?

- Wall Street Journal article
- NPR article

Adult Learners and Technology

Write down 2 possible characteristics of adult learners who are learning to use technology.



Expect to answer questions about...

Using a mouse: left & right clicking; dragging & dropping

Using a computer: turning computer on/off; parts of the desktop; organizing files; opening and closing programs

Email: setting up an account; navigating; attaching photos/documents

Microsoft Word: opening, creating, and saving a document; placing a cursor; cut/copy/paste

Internet Basics: using a web browser; using a search engine

Facebook: navigating; setting privacy options; uploading photos

iPad: email, Apple ID questions, eBooks, apps

Resources for Tutors

- Basic Computer Terminology
- Resources for Beginning Computer Users
- Microsoft Word Resource List for Patrons
- Internet Basics Resource List for Patrons
- Technology resources available at the Wood Library
- Websites to Explore

Questions?



Role-playing

Scenario 1:

"Please tell me how to attach a photo to my email to my daughter."

Scenario 2:

"I need to know how to find images of sunflowers."

Scenario 3

You notice that the patron is struggling to use their mouse/trackpad.

Questions?

Email us anytime:

blainhart@pls-net.org

kblue@pls-net.org

Remember, email will be our primary source of communication.

Please check your email frequently!!!