

# Library Internet & Email Helper (Greenford)

## Ealing Libraries

### Description :

Assisting members of the public to use email and the internet on public terminals:

- Helping users with internet searching - you could be helping adults, or children (e.g. with homework)
- Helping users to set up a free email address
- Providing a basic introduction to using the World Wide Web
- Assisting with printing documents from a computer
- Assist with advertised 'Silver Surfer' sessions for older people

### Organisation Description :

Libraries contribute to raising achievement of children, young people and adults, promote community cohesion and civic pride; and the overall quality of life and general well-being of local communities. The library and local history service offers universal services to all ages. Library services are delivered through 14 fixed sites including a library at Ealing Hospital and a housebound and mobile library service.

### When Required :

Tue-Fri Day Tue, Wed, Thurs Eve Sat Day

Commitment: Part Time

### Areas of Interest :

Children, Elderly, Employment, Mentoring

### Types of Activity :

Advice, Information and Support, Community Work, Computers, Technology and Website Design, General and Helping, Teaching, Training and Coaching

### Skills and Qualifications :

Familiar with Microsoft software  
Able to help with basic use of Microsoft Office packages  
Able to help with bidding online for properties using Locata  
Familiarity with the internet and email systems  
Good communication skills  
Tutor experience desirable

### Additional/Specific Suitabilities :

18-25 year olds, Olympics inspired

<b>Age/Gender Restrictions:</b>	18+
<b>Disabled Access:</b>	No disabled toilet - staff room upstairs
<b>Equal Opportunities Policy:</b>	Yes
<b>Expenses:</b>	Yes
<b>Induction:</b>	Yes
<b>Insurance Cover:</b>	Yes
<b>References will be required :</b>	Yes
<b>Support on offer:</b>	Yes
<b>Training:</b>	As appropriate for what is required

### Directions :

Closest Tube station is Greenford (Central Line).  
From Greenford Station - turn right onto Station Approach and right again onto Greenford Road. Cross over A40 Westway, and follow 1000 metres to junction with Ruislip Road (Greenford Broadway), or take 92, 105 or E6 bus to Greenford Broadway. Turn right onto Ruislip Road and right again onto Oldfield Lane South. Library is on your left.

Closest mainline station is South Greenford  
From South Greenford Station - leave station car park and follow Leaver gardens for approx. 500 metres to Greenford Road. Turn left and follow Greenford Road for approx. 1000 metres to Ruislip Road (Greenford Broadway). Turn right onto Ruislip Road and right again onto Oldfield Road South. The Library is on your left.  
Buses - E10 passes by library. E6, E7, E9, 95, 105 and 282 travel along Ruislip Road and E1, E2, E3 and E11 terminate at Greenford Broadway.

### Recruitment Method :

Informal Discussion, Other, References, Trial Period

### Contact Information :

Contact:

**Vic Wahr**  
**Oldfield Lane South**  
**Greenford**  
**UB6 9LG**  
**Tel: 020 8825 7297**  
**Email: [vwahr@ealing.gov.uk](mailto:vwahr@ealing.gov.uk)**  
**Web: [www.ealing.gov.uk/libraries](http://www.ealing.gov.uk/libraries)**

Alternatively contact:

**Ealing Volunteer Centre**  
**Freepost RRHJ-SACZ-HTGG**  
**Ealing Community & Voluntary Service**  
**Lido Centre, 63 Mattock Lane**  
**West Ealing, London**  
**W13 9LA**  
**Tel: 0800 652 3183**  
**Email: [do-it@ealingcvs.org.uk](mailto:do-it@ealingcvs.org.uk)**  
**Web: [www.ealingcvs.org.uk](http://www.ealingcvs.org.uk)**

Details valid from Wed Apr 2010 to Sat Jun 2012