



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Computer illiteracy

**Volunteers can
help!**



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Using Volunteers



**How do *you* use
volunteers?**



Why use volunteers?

- In RBKC we decided to use volunteers to provide value-added services to library users in the following areas:
 - IT-help
 - Events
 - Book cleaning
 - Children's Centres support
 - Home Services



RBKC – Volunteer-led IT help

The type of programme we decided to offer depended on:

- User needs
- Availability of space
- Availability of hardware/ technology
- Successful recruitment of volunteers to run the sessions
 - Successful integration of volunteers and paid staff
 - Successful retention



Points to consider:

- Staff time
- IT illiteracy – a big problem, particularly among the elderly
- Not much other provision
- Library offers access to IT and seen as a natural environment to learn IT
- Relationship between volunteers and paid staff
- Exit strategy



"Basics & Beyond" – a Pilot project

1. Recruiting volunteers (Kensington Volunteers Centre; informal interview; CRB checks; Volunteers Agreement)
2. Volunteer induction (meeting staff, orientation session, access issues, H&S, risk assessments)
3. Working out the syllabus with the volunteers / getting it authorised
4. Organising the administration of the sessions
5. Delegating tasks to staff / training where appropriate
6. Informing all staff about the pilot project



"Basics & Beyond" Course Contents

- **Module 1**
- Introduction
- Setting up your computer
- Basic keyboard and mouse skills
- Using Microsoft Windows
- Basic Glossary of Computer Terms
- **Module 2**
- Review of Module 1
- Working with Files and Folders
- Copying and moving Files
- Using the Printer
- Getting Help



"Basics & Beyond" Course Contents

- **Module 3**
- Review of Module 1 & 2
- Using the Internet
- Setting up an email account
- Searching for information on the internet

- **Module 4**
- Review of Module 1,2 & 3
- Shopping on the internet
- Creating a letter in MS Word
- Basic Computer security



“Basics & Beyond” - FORMS

- Pre-course Questionnaire
- Enrolment Forms
- Evaluation Forms



Pre-course Questionnaire

Selection criteria/initial assessment

Royal Borough of Kensington and Chelsea
Library Service

Computer Sessions – The Basics and Beyond

This form is not a test! It is designed to find out your experience, needs and goals in learning to use a computer. It will help us deliver the sessions at a level to suit you

Name:..... Date:.....

Tel. no.: email:

SECTION A: Your Experience of Computers

1. Have you used a computer before?

☐ Yes ☐ No

If yes, describe what you used it for and any difficulties you experienced:

2. Do you have access to a computer or use one at the moment?

(i.e. at home, at a library, at a friends or family's house)

☐ Yes ☐ No

If Yes, where:

3. Do you know where you can use a computer in Kensington and Chelsea?

☐ Yes ☐ No

If Yes, where:

4. Have you ever have any training in using computers?

☐ Yes ☐ No

Please state where and how you got on:

SECTION B: What do you want to learn?

5. What would you like to learn (tick one or more)?

- | | |
|---|---|
| <input type="checkbox"/> Basic computer use | <input type="checkbox"/> Email |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Spreadsheets |
| <input type="checkbox"/> Word Processing | <input type="checkbox"/> Other (please state below) |

Additional space:

6. Are there any particular personal reasons why you want to learn?


(i.e. to contact relatives abroad, to shop or pay bills on the internet, to research a particular subject or your family tree, to overcome boredom etc.)

Thank you!



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Enrolment Forms



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Adult and Family Learning

Enrolment Form 2011/12
(Also available in large print)

UNIQUE LEARNER NUMBER:

Personal details (Please complete in BLOCK CAPITALS)

Forename	Surname
Address	Postcode
	Time at address
Contact No.	Email
Gender	Date of Birth

Residency
 Have you been a resident of the UK or another country within the European Economic Area (EEA) for more than three years? ☐ Yes ☐ No

Ethnic Origin

Asian	Black	Mixed	White	Other
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> African	<input type="checkbox"/> White and Asian	<input type="checkbox"/> British	<input type="checkbox"/> Chinese
<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean	<input type="checkbox"/> White and Black African	<input type="checkbox"/> Gypsy/Roma	<input type="checkbox"/> Filipino
<input type="checkbox"/> Pakistani	<input type="checkbox"/> Any other Black background	<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> Irish	<input type="checkbox"/> Iranian
<input type="checkbox"/> Any other Asian background		<input type="checkbox"/> Any other Mixed background	<input type="checkbox"/> Traveller of Irish Heritage	<input type="checkbox"/> Moroccan
			<input type="checkbox"/> Any other White background	<input type="checkbox"/> Any other background

Do you have a learning difficulty, disability or health problem?
☐ Yes - please tick as appropriate below ☐ No

Learning Difficulties	Disabilities and health problems
<input type="checkbox"/> Dyscalculia	<input type="checkbox"/> Disability affecting mobility
<input type="checkbox"/> Dyslexia	<input type="checkbox"/> Emotional / behavioural difficulties
<input type="checkbox"/> Moderate learning difficulty	<input type="checkbox"/> Hearing impairment
<input type="checkbox"/> Severe learning difficulty	<input type="checkbox"/> Mental ill health
<input type="checkbox"/> Multiple learning difficulties	<input type="checkbox"/> Multiple disabilities
<input type="checkbox"/> No learning difficulty	<input type="checkbox"/> No disability
<input type="checkbox"/> Other	<input type="checkbox"/> Other disabilities
<input type="checkbox"/> Other specific learning difficulty	<input type="checkbox"/> Other medical condition (e.g. epilepsy, asthma, diabetes)
	<input type="checkbox"/> Other physical disability
	<input type="checkbox"/> Profound complex disabilities
	<input type="checkbox"/> Temporary disability after illness (e.g. post-viral) or accident
	<input type="checkbox"/> Visual impairment

Employment Status

<input type="checkbox"/> Employed full-time	<input type="checkbox"/> Full-time student	<input type="checkbox"/> Retired	<input type="checkbox"/> Unemployed
<input type="checkbox"/> Employed part-time	<input type="checkbox"/> Not working	<input type="checkbox"/> Self-employed	<input type="checkbox"/> Voluntary work

Other (please state):

Emergency contact

Name
Contact number
Relationship to contact (e.g. mother, friend)

Have you taken part in any other courses at this centre or somewhere else either in the last 12 months or last 3 years?

12 months ☐ Yes ☐ No
 3 years ☐ Yes ☐ No

How did you find out about our centre?

☐ AFL Guide ☐ Internet ☐ Library
☐ Friend / relative ☐ I'm a former/current learner ☐ Newspaper
 Other (please state):

Courses

Course Title	Start Date	End Date

Learning Agreement

I declare that the information I have given is, to the best of my knowledge, complete and correct. I have received advice and guidance about the suitability and implications of my choice of learning programme and I am satisfied that this learning programme is suitable to my needs. I will notify the provider of any change of my circumstances which may affect my programme. I agree to attend classes regularly and be on time. If I cannot come I agree to telephone my tutor. I agree to complete assignments within agreed time limits and take any examinations that are part of my learning programme.

Data Protection Statement 2009/10

"Data Protection Act 1998" - The information you provide will be passed to the Learning and Skills Council (the LSC). The LSC is responsible for funding and planning education and training for young people and adults in England, and is registered under the Data Protection Act 1998. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance, and statistical and research purposes. Other organisations with which the LSC will share information include: the Department for Education and Skills, Connections, Higher Education Statistics Agency, Higher Education Funding Council for England, educational institutions and organisations performing research and statistical work on behalf of the LSC or its partners. The LSC is also a co-financing organisation and uses European Social Funds from the European Union to directly or indirectly participate in learning activities helping develop employment by promoting employability, business spirit and adult opportunities, and investing in human resources. Further information about partner organisations and what they do, may be found at <http://www.lsc.gov.uk/National/Partners/Data/>, and by following the links to data protection.

At no time will your personal information be passed to organisations for marketing or sales purposes. From time to time students are approached to take part in surveys by mail and phone, which are aimed at enabling the LSC and its partners to monitor performance, improve quality and plan future provision.

Please tick this box if you do not wish to be contacted by the LSC or its partners in respect of surveys and research. The LSC values your views on the education or training which you receive, and will use these to help bring about improvements for learners in England. ☐

The LSC or its partners may wish to contact you from time to time about courses, or learning opportunities relevant to you. **Please tick this box** if you do not wish to be contacted about courses or learning opportunities by post. ☐

Signature **Date**

OFFICE USE ONLY

Verification provided? ☐ Yes ☐ No

Type of verification provided (please tick):

<input type="checkbox"/> Bank / Credit / Debit card	<input type="checkbox"/> Driving licence	<input type="checkbox"/> National Insurance card	<input type="checkbox"/> Relationship with school
<input type="checkbox"/> Certificate of Enrolment	<input type="checkbox"/> ID card or other form of ID	<input type="checkbox"/> Passport	<input type="checkbox"/> To Function

Other (please state):



Evaluation Forms

Computer Course Evaluation Chelsea Library

During the course:

(Please tick as many as you want)

- ☐ I have learned something new
- ☐ I feel more confident about using computers now
- ☐ I will use what I have learned here in the future
- ☐ I have a sense of achievement from learning
- ☐ This will make a difference to my life

Please tell us how you found the tutors who worked with you:

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor

Please tell us how you found the facilities (room and equipment):

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor

Please tell us why:

Please tell us how you found the timing of these sessions (time and day of the week):

- ☐ Good
- ☐ Poor

Please tell us why and give suggestions:

Would you recommend these sessions to your friends or colleagues?

- ☐ Yes
- Please tell us why:

- ☐ No
- Please tell us why:

For our statistics please give us the following information:

Male ☐ Female ☐ Date of Birth:

Disability: Yes ☐ No ☐

If yes, please state _____

+ Ethnic Origin information...



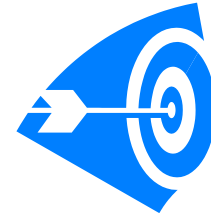
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Results:

- Out of the first 80 people that went through the course 45 rated the facilities 'excellent' and 29 'good'. Only 4 had negative comments (that the computers slow or not functioning properly during their sessions)
- 71 rated tutors as "excellent" and 9 as "good". There were no negative comments.
- Learners also said:
- "I have learned something new" - 78 learners
- "I feel more confident about using computers now" - 67 learners
- "I will use what I have learned here in the future" - 71 learners
- "I have a sense of achievement from learning" - 61 learners
- "This will make a difference to my life" - 62 learners



Feedback:



- “Teaching clear, concise and inspiring!”
- “This course is very useful to anybody who is not familiar with computers. A place to start. We are getting more and more isolated as seniors as every information source seems to be on the web.”
- “It is excellent. Because the teacher has patience which is one of the things a teacher should have. It's very interesting and everyone should learn to work with computers.”
- “The course itself is an excellent project and was very useful for those who had little experience with computers. The teachers were very helpful and patiently explained step by step the tasks and short cuts. The course boosted our self-confidence when working on computers.”



Feedback:

- “These classes were **clear** and **simple** and **well staged**. The attention I received was excellent. Teachers were enthusiastic and creative. I learnt various new skills which were presented in a way I can employ and I'm glad I did the class.”
- “I think this course is great because it has helped me to set up my own account name. Also it has taught me that I do not have to just rely on the mouse, but the buttons are fast and good.”
- “Brilliant course, I wish it was lasting longer because there is so much more to learn. Tutor and his assistant are very patient and knowledgeable.”



Feedback:



- “It's free and friendly.”
- “Each session enabled us to learn something new. Everyone needs to use the computer. It is great for someone that has never used computers before it takes the fear away. I think its very good. Good for confidence.”
- “Friendly and very enjoyable... it covers basic information that is needed when one is rather inexperienced with computers. Tutors wonderfully helpful and patient. Because these four Saturdays make a huge difference in my entire life concerning computers and I enjoyed every second of it.”



Feedback:

- “The sessions were very informative. The tutor was patient and enthusiastic. His step-by-step guides to accompany each session were invaluable. Relaxed setting - good basic course.”
- “Never too late to learn something new. Tutor extremely patient. Kept pace that suited us all. Many of my friends do not know that they can be assisted by their local council to learn computers and most important is the fact that teachers here are excellent.”
- “Very useful ...I learnt a lot about a computer that I would not have found out on my own. I have been using a computer for ages but never really understood it properly.”



Next Steps...

Once you know what you are offering...



you can move on to promoting new service
to users



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Publicity for “Basics & Beyond” course



Need help with computers?

Free computer sessions

Work with a tutor to improve your skills
Saturdays 10am to 12 noon at Chelsea and
Brompton Libraries

Suitable for beginners or more experienced users
Book your place now

Application forms are available at
Chelsea Reference Library
020 7361 3010

Here to help



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Help – A Click Away

- We also wanted to extend the volunteer-led IT help to other branches, particularly Central library.
- Space and equipment were a problem in our Central branch so we could not replicate the courses offered at Chelsea (and later Brompton library).
- New course, Help-A Click Away (originally called “Quick-fix”) was devised so as to overcome these obstacles.
- It included volunteers offering 45min slots to help people resolve a *particular problem* they might have.
- We recruited several volunteers and went through induction process.
- We worked hard at integrating their work into service offer.



Publicity for “Help-A Click Away” sessions



Help - a click away Ask Me

If you need help with computing or you're stuck with a particular problem - for example emails or attachments, please ask here for help.

We're here Monday to Friday
10-1pm and 2-5pm

Outside these hours a member of staff can take your contact details and we'll call you back to arrange a convenient time slot.

Here to help



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Volunteers skills checklist

Volunteers' skills							January 2012
	Debi	Robert	Ankush	Ben	Zeba	Chris	
MS Word:	✓	✓	✓	✓	✓	✓	
• Excel			✓		✓	✓	
• Powerpoint			✓	✓	✓	✓	
• USB	✓	✓	✓	✓	✓	✓	
Digital pictures:		✓	✓	✓	✓	✓	
• Download photos from cameras/phones		✓	✓	✓	✓	✓	
• Sizing/cropping etc.	✓	✓	✓	✓	✓	✓	
• Attaching to emails	✓	✓	✓	✓	✓	✓	
• Printing	✓	✓	✓	✓	✓	✓	
• Scanning /manipulating	✓	✓	✓	✓	✓	✓	
• Internet –searching	✓	✓	✓	✓	✓	✓	
Email:							
• Creating email addresses	✓	✓	✓	✓	✓	✓	
• Composing/ Sending emails	✓	✓	✓	✓	✓	✓	
• Attaching files	✓	✓	✓	✓	✓	✓	
• Dealing with spam	✓	✓	✓	✓	✓	✓	



Volunteers Skills Checklist

Volunteers' skills				January 2012			
	Debi	Robert	Ankush	Ben	Zeba	Chris	
Shopping online:							
• Gumtree		✓		✓	✓		
• Ebay		✓		✓	✓	✓	
• Buying tickets (i.e. train, plane, theatre, cinema)		✓	✓	✓	✓	✓	
• Downloading boarding passes etc.		✓	✓	✓	✓	✓	
• Checking in							
• Printing	✓	✓	✓	✓	✓	✓	
• Scanning	✓	✓	✓	✓		✓	
• CDs - burning		✓	✓	✓	✓	✓	
Social networking sites:							
• Facebook			✓	✓	✓	✓	
• Twitter			✓		✓	✓	
• Flickr							
• Linked-In	✓		?			✓	
• Other							
• Tablets		✓	✓		✓		
• I-phones		✓	✓	✓			



Volunteer Skills Checklist

Volunteers' skills		January 2012					
	Debi	Robert	Ankush	Ben	Zeba	Chris	
• E-readers			√ ?			√	
• Laptops		√	√	√	√	√	
• Setting up and managing own website			√	√		√	
• Skype • Voip			√ √		√		
• PDFs (Adobe Acrobat)			√			√	
Other			Operating systems Interactive multimedia Diagnostics/repair	√ (PC hardware)			



Help-A-Click-Away rota

Slots	Robert am / Debi pm		Ankush	Ben	Fatai
	Mon (26/12/2011)	Tue (27/12/2011)	Wed (28/12/2011)	Thu (29/12/2011)	Fri (30/12/2011)
10:00 to 10:45	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
10:45 to 11:30	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
11:30 to 12:15	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
12:15 to 1300	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
Lunch (1300 1400)					
14:00 to 14:45	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
14:45 to 15:30	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
15:30 to 16:15	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:
16:15 to 17:00	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:	Name: Contact:



Debbi's Big Idea

- What follows is a promotional PowerPoint for “Help-A Click Away” sessions in Central Reference Library made by Debbie Hall, one of our longest serving volunteers.
- She made this to display on public network computers in order to publicise the fact that volunteers were in the library, available to help people using our People Network computers.
- It shows the pride and the dedication volunteers have for their work, recognising it's significance to those who need help.





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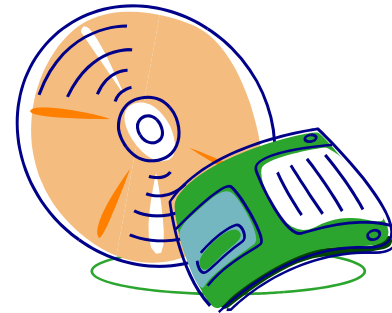
Help - A Click Away

Ask me



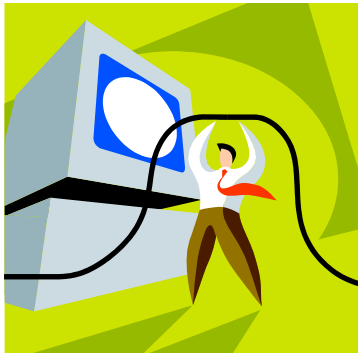
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A unique service helping you to use the computer



We can help you with all this and more:

Excel, Word, PowerPoint presentations, Internet searches.



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- A computer tutor will work with you one to one for a45 minutes, helping with your computing needs.



- Book or drop in to the Reference library on the first floor.
- Bookings are for 45' slots

Mon-Fri:

10am – 10.45am

10.45am – 11.30 am

11.30am – 12.15pm

12.15pm – 1pm

1pm – 2pm – Lunch break

2pm – 2.45pm

2.45pm – 3.30pm

3.30pm – 4.15pm

4.15pm – 5pm



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We look forward to seeing you.



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INFORMATION RESOURCES



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Online Reference Services in Kensington and Chelsea libraries

To access all our databases, visit the Council's homepage: www.rbkc.gov.uk

From the Options menu on the left hand side, click on
From the Options menu on the left hand side, click on
From the Options menu on the left hand side, click on

> Leisure and libraries
> Libraries
> Reference and Information

Business databases, Mint UK and COBRA, can be found on this page. Other online databases are listed under the heading **24 hour online reference** on the right hand side of the page.

Have your library card ready in order to enter your library card number in the box provided.

> UK Newsstand

Search national and regional newspapers (as well as current affairs magazines).

> Times Digital Archive

Every article published by The Times [London] from 1785-1985, even the crossword puzzle.

> Dictionary of National Biography (DNB)

Contains the biographies of some 55,000 people who are in some way connected with the British Isles (excluding living people).

> Who's Who and Who Was Who

Who's Who has been published every year since 1849, giving detailed information on each person including their career, honours, family, hobbies and interests and contact details. You can search for noteworthy people, now deceased in Who Was Who.

> Encyclopaedia Britannica

An online encyclopaedia which includes student, junior and concise services.

> Credo

A great place to start your research. Offers access to reliable information that can be referenced wherever you are; powerful tools that help you answer questions; and seamless linking to other valuable and trusted information sources to speed your research.



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> Oxford English Dictionary

For the first time since it was completed in 1928, the *OED* is being completely revised. Gain unique online access to at least 1,000 new and revised words each quarter. Compare revised entries with entries from the Second Edition to see how language has changed.

> Oxford Reference Online

Oxford Reference Online brings together language and subject reference works from one of the world's biggest and most trusted reference publishers into a single cross-searchable resource.

> Oxford Music Online

The ultimate authority on all aspects of music worldwide. Contains 29 volumes, from classical to hip-hop, or baroque to blues.

> Oxford Art Online

Thirty-four volumes of Groves Dictionary of Art, plus the Oxford Companion to Art. This brilliant resource covers the entire history of the visual arts - from early cave painting to Damien Hirst.

> Ancestry Library Edition

This database is available on library premises only. Tracing your family history just got a lot easier! You can now access 'Ancestry Library Edition' in our libraries using our online access. With more than 1.5 billion names from over 4,000 collections, this online database includes:

- United Kingdom and Ireland Census collections from 1841, 1851, 1861, 1871, 1881, 1891 and 1901.
- England and Wales Civil Registration Index for Births, Marriages and Deaths 1837-1983
- Parish and probate records from the 1500s-1800s.
- British Colonial slave records 1815-1834.

> Mint UK

Available in Central reference only. To access this database, please speak to a member of library staff who will log you in.

Mint UK is a powerful business information database. It contains a wide range of high quality information covering companies, news, directors and industry research.

> COBRA - Complete Business Reference Advisor

COBRA is a comprehensive information and research resource designed to be used by business advisers and information professionals to help individuals who have a business idea they would like to develop or who want to start their own small business.

> ? Enquire - Enquiry service

Ask a question **24 hours a day, seven days a week** via the Enquire website. Talk on-line to a trained member of library staff. Receive a copy of your chat with the librarian for easy reference later.



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Recommended websites

- **Education:**

- <http://www.bbc.co.uk/learning>
- <http://www.cityandguilds.com>
- <http://www.europa-pages.co.uk/>
- <http://www.london.floodlight.co.uk/>
- <http://www.education.gov.uk>
- <http://www.ukonlinecentres.com>
- <http://www.hotcourses.com>



Recommended websites

- **Employment, Benefits and Volunteering:**
- <http://www.direct.gov.uk/>
- <http://www.dwp.gov.uk>
- <http://www.reedglobal.com/>
- <http://www.bbc.co.uk/news/business-your-money-12205459>
- <http://csv.org.uk>





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