Teen Volunteers Make Great Tech Tutors

Carly Dennis
Fairport Public Library
carly.dennis@fairportlibrary.org
What do I need?

**Essential:**
room or a table
1-2 laptops
3-4 tutors (you’ll figure out the amount that works for you)
clipboard with sign-in sheet
pads of paper/pencils (with library logo)
name tags for tutors

**Helpful:**
1-2 thumb drives (with library logo)
Who am I looking for?

- teens comfortable with tech
- want to help
- grades 9-12
- must be able to help during certain times

**Teen Tech Tutor Team**

**What is the Teen Tech Tutor Team?**

If you're a teen with technology skills and would like to share your knowledge and tutor adults, then join our Teen Tech Tutor Team today!

Teen Tech Tutors will provide one-on-one help to adults who would like to learn basic computer skills or how to better use their eReader or smartphone. Basic computer skills will range from helping an adult learn how to use a mouse, set up an email account, use Microsoft Word, or how to navigate the Internet.

**Who Can Volunteer?**

Students in grades 9 through 12 who are interested in volunteering to teach basic technology skills at the Fairport Public Library. You must be available on most Tuesday afternoons 4-6pm, and/or Saturday afternoons 1-3pm (there are typically 3-4 Tech Tutor Drop-in sessions per month)

**Why Should I join the Teen Tech Tutor Team?**

It is a great way to obtain your community service credits and it will reflect well on your college applications. You'll also have a lot of fun!

**When should I sign up?**

Right now! We need to receive your application, set up an interview, and train you in time for the tutoring sessions. Your community service hours will begin on your training day.

**What do I have to do to sign up?**

Fill out the online [Teen Tech Tutor Application](#), or download an application to print and fill out. Copies of the application are also available at the Information Desk at the Fairport Public Library. After we receive your application, we may contact you for an interview.
Tech Tutor Ad

- posted in the teen space
- posted in tech lab
- social media (FB, Instagram)
- put in an e-newsletter

We need Tech Tutor volunteers!

Tech Tutors provide one-on-one help to adults who would like to learn basic tech skills.

This opportunity is open to:
- teens in grades 9-12
- those with availability on most Tuesdays from 4-6pm and/or Saturdays 1-3pm

Earn community service credit hours!

More info can be found online:
www.fairportlibrary.org/teens/teen-volunteer
In addition

- letters to teachers*
- FAQ printout about Tech Tutors*

*see Resources slide
Tutors follow this process...

- Application
- Interview
- Training
- Fill out survey
- Attend first session
- Continuing education
Application

available on our library website or at the reference desk

- [Online](#) and [PDF](#) available on library website
- [PDF](#) print out available at reference desk
Teen Tech Tutor Application

Personal Information

Date_________________________Home phone_________________________

Name_________________________Address_________________________

City_________________________State____Zip_________________________

Email Address____________________________________________________

School_________________________Grade________Date of Birth (Month/Day/Year)_________________

Availability

Our Tech Tutor Drop-In Sessions are usually from 4-6pm on two Tuesdays a month and 1-3pm on one Saturday a month. As long as this mostly works for you, please continue filling out this application.

Volunteer History

Have you had previous volunteer experience? ☐ Yes ☐ No

If "yes," please answer the following questions:

Name of Organization_____________________________________

What did you do as a volunteer?_________________________________

☐ Yes ☐ No

Please check all of the tech skills you have below: (Windows PC environment)

☐ I can start up and shut down a computer.

☐ I can log in and out of a computer.

☐ I can use a mouse to point, click, double-click, and drag.

☐ I can identify and navigate within various parts of the desktop: Taskbar, Start Menu, Icons.

☐ I can identify parts of a computer: keyboard, monitor, tower, mouse, speakers, printer, ports, disc/CD-ROM drive.

☐ I can open, move, resize, scroll, and navigate within a Window.

☐ I can open a program (i.e. Word, Excel, Internet Explorer)

☐ I can move between two or more Windows.

☐ I can copy, move, paste, and rename files, folders, and icons.

☐ I can create and use Shortcuts.

☐ I can use the Undo feature.

☐ I can select and use a printer.

☐ I can save a file to a designated location.

What kind of technical devices do you own? (you are not required to own any of these devices- check all that apply)

☐ Kindle ☐ iPhone ☐ Nook ☐ Android smartphone

☐ iPad ☐ Android tablets (Samsung Galaxy, Google Nexus, Kindle/Fire)

What kind of technical devices have you used before? (check all that apply)

☐ Mac ☐ Windows PC (personal computer) ☐ Nook

☐ Kindle ☐ Android smartphone ☐ iPod

☐ Android smartphone ☐ Android tablets (ex. Samsung Galaxy, Google Nexus, and/or Kindle)

What internet browsers are you familiar with? (check all that apply)

☐ Internet Explorer ☐ Safari ☐ Firefox

☐ Google Chrome ☐ Other: ___________________________

Please check all internet skills that you have:

☐ I can locate a website when given the address.

☐ I can use a browser’s capabilities to go back, forward, reload/refresh, print and stop.

☐ I can find information using a search engine such as Google or Yahoo.

☐ I know how to use MapQuest and/or Google Maps.

Have you downloaded an ebook onto an e-reader device? (We will train you on how to do this if your answer is "no.")

☐ Yes ☐ No

Please check the email skills that you have below:

☐ I can compose and send emails.

☐ I can delete emails.

☐ I can read emails.

☐ I can send attachments through email.

☐ I can reply to emails.

☐ I can set up an email account.

☐ I can forward emails.

When using Microsoft Word, are you able to...? (check all that apply)

☐ create a new document

☐ save a document

☐ cut, copy and paste text

☐ center text

☐ change the line spacing in a document

☐ set margins

☐ change the page orientation from portrait to landscape

☐ include page numbers on a document

☐ use headers and footers

☐ create a numbered or bulleted list

☐ create a table

☐ insert graphics, images or clip art

☐ attach a Word document to an email

☐ format a document using bold, italics, and underline

Why do you want to volunteer at the Library?

Reference (not related to you) Name_________________________Phone_________________________

Important Information:

☐ tech tutors must have consistent transportation

☐ tech tutors must be reliable

☐ a parent signature will be required for teens under 18 years old who are approved after the interview process

☐ teens who are accepted must be able to attend a mandatory training (this will count towards community service hours)

Please return completed application to:

Email: cathy.dennis@fairportlibrary.org

Cathy Dennis 600 Fairport Public Library, 1 Fairport Village Landing, Fairport, NY 14450

Please feel free to fill out an application online at www.fairportlibrary.org/teens/teen-volunteer

Page 1 of 2

Page 2 of 2
Interview:

- confirm the interviewee’s availability
- community service needs (documentation?)
- go over position description
- ask skill questions & brochure (overview of the program)
- training & when teen would start program
- need completed volunteer agreement (need initials?)
- note the contact information
- stress importance of good communication/being on time
- stress checking email (email/phone preferences)
- encourage friends to join

Bring:

- completed application
- contact information
- position description
- current brochure
- volunteer agreement
- folder
Position Description

Important interpersonal skills:

- have a can-do attitude
- good listener
- patience

Interview questions:

- Tell me a bit about yourself.
- How did you hear about this position?
- Why are you interested in being a tutor?
- Tell me about time that you helped someone with technology.

Teen Tech Tutor Position Description

Interpersonal Skills:
- be people-oriented
- be empathetic
- be dependable
- be stable
- be a good listener
- have integrity
- be accommodating
- have a can-do attitude
- have patience

Tech Skills:
- basic computer skills (using a mouse and keyboard)
- email (setting up, etiquette, attaching photos/documents)
- basic Microsoft Word skills
- social media tools (Facebook, Twitter, blogs)
- internet searching (conducting basic Google searches, navigating websites)
- communication tools (using smartphones)
- familiarity with downloading ebooks onto ereader devices (i.e. Kindles, Nooks, iPads)

Vision for this program:
- teens will provide one-on-one tech tutoring to an adult
- training will provided to each teen tech tutor and will count towards their community service credits
- teens will learn valuable skills that will reflect well on college applications and will contribute towards their community service credits
Volunteer Agreement

● the library agrees
● the teen volunteer agrees
● the parent agrees
● media consent
● emergency contact info
● volunteer & parent signatures
Training

- 30 minutes
- expectations
- does not focus on tech skills as much - application/interview covers this
- focus is on how to best work with adults
- Training Presentation (15 slides)
Training

- Avoid jargon (icon, cookies)
- Be articulate
- Slow down—don’t assume they know all the steps
- No eye-rolling
- Be encouraging & enthusiastic
- Patience
- Sensitivity training: Vaseline-smeared sunglasses, cotton balls in ears, & fingers taped together
Adult Learners

● Characteristics of adult learners
● Adult learners v. youth learners
● Teaching strategies

In summary, adult learners usually approach learning differently than young learners:

- They are more self-directed in their learning.
- They bring more and expect to bring more, to a learning situation because of their wider experience, and they can take more away.
- They require learning “to make sense” - they will not perform a learning activity just because the instructor said to do it.
OverDrive/Libby

- access MCLS OverDrive website
- basic/advanced search
- borrowing/placing a hold
- hold/checkout limits
- preferences/settings
- hold/loans/activity pages
Survey

October-December 2018 Tech Tutor Tutoring

Let me know which dates/times work for you.

What is your first and last name? *

Short answer text

Tuesday, October 9th 4-6pm? *
- Yes
- No

Saturday, October 20th 1-3pm? *
- Yes
- No

Tuesday, October 23rd 4-6pm? *
- Yes
- No
Fill out survey

**Responses**

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Hi [Name],

Thank you for taking the time to fill out the survey for October-December 2018 Tech Tutor Drop-In Sessions.

I have noted that you will be here on the following dates:

- Saturday, October 20 from 1-3pm
- Tuesday, October 23 from 4-6pm
- Saturday, November 17 from 1-3pm
- Saturday, December 15 from 1-3pm
- Tuesday, December 18 from 4-6pm

Please note these dates on your calendar also click reply to let me know that you received this email. Call or email me if you have any questions.

Take care,

Carly Dennis
Teen Services Librarian
Fairport Public Library
585.223.9091 ext. 140
Attend first session

- new tutor attends first session
- introduce to other tutors
- I sit in on first session
Continuing education

- sit in with tech tutors
- pay attention to questions being asked (clipboard, eavesdropping)
- ask tutors what kind of questions are being asked
- if new things come up, talk to tutors (Libby)
Marketing

Tech Tutor Drop-In

Thursday, July 10, 2014
2:00 PM to 4:00 PM

Friendly, trained Tech Tutor volunteers can help with your basic computer skills. This is a drop in session (no registration required) with the last drop-in person accepted at 3:30pm. Open to all ages.

Questions about your tablet, smartphone, and/or laptop? Our tech tutors can help!

Today from 1-3pm
Stop in anytime during this 2 hour session! FREE and no registration required.
TECH TUTOR DROP-IN SESSIONS

Friendly, trained Tech Tutor volunteers can help you with building basic computer skills such as creating and saving documents, setting up an email account, searching the Internet and more.

Need help with your smartphone, tablet and/or laptop? Our tutors can help!

Drop by for help with:
- computer basics/browsing
- email
- Microsoft Office products (i.e. Word, Excel)
- internet basics
- how to use Facebook, Twitter and other social media tools
- downloading FREE library ebooks onto your electronic device(s)

Tuesdays from 6-8pm:
- Tuesday, December 12th
- Tuesday, January 9th
- Tuesday, January 23rd

Saturdays from 1-3pm:
- Saturday, December 9th
- Tuesday, January 20th

Unable to make it to any of these sessions? Please call 585-223-9091 x140 to setup an individual appointment with Carly Dennis, Technology Training Librarian.

Registration is requested only for classes.

TECHNOLOGY CLASSES

Ebook Help: Learn how to put FREE library ebooks and audiobooks on your device (registration is required—bring your own device)
- Mon, 12/4, 2-3:30pm
- Thurs, 1/4, 2-3:30pm
- Thurs, 1/11 2-3:30pm
This class will show you the OverDrive website and how to download ebooks/audiobooks onto your device.

Exploring Microsoft Excel for Beginners (registration is required—laptop provided)
- Wed, 12/6 & Thurs, 12/19, 11am-12:30pm
- Tues, 1/23 & Wed, 1/24, 2-3:30pm
This class will take you through the basics of Excel including instruction on cells, worksheets, and basic formulas.

Microsoft PowerPoint for Beginners (registration is required—laptop provided)
- Thurs, 1/11 & Fri, 1/12, 11am-12:30pm
This class will show you how to navigate the PowerPoint interface and create dynamic slide presentations.

Let’s Talk About Apps! (registration is required—bring your own device)
- Thurs, 12/2, 2-3:30pm
This class will show you several popular apps and how to obtain them. You must have experience with downloading apps onto your device.

TECHNOLOGY CLASSES

Senior Afternoon—Get Tech Help!
- Wed, 1/17, 2-3:30pm
Are you a senior with questions about your smartphone, tablet, or laptop? Or do you just have some general questions about technology? Come by the Tech Lab during our Senior Afternoon—we can help!
Registration is not required for this program.

Please register for these classes by calling the library at 223-9091, visiting the information desk, or through our online event calendar at www.fairportlibrary.org > Calendar.
Class size is limited to 6 people—please register sooner than later! Please give at least 24 hours notice if you plan to cancel your registration—this allows patrons on the waiting list into the class.

Library Hours

<table>
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<th>Days</th>
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<td>Monday - Thursday</td>
<td>9am-8pm</td>
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<tr>
<td>Friday</td>
<td>9am-6pm</td>
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<tr>
<td>Saturday</td>
<td>9am-5pm</td>
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<tr>
<td>Sunday (Oct - April)</td>
<td>1pm-4pm</td>
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585-223-9091
1 Fairport Village Landing - Fairport, NY 14450
Library e-newsletter

Tech Help Drop In Session
Saturday, October 20, 1:00-3:00pm
Tuesday, October 23, 4:00-6:00pm
Do you have questions about email, Microsoft Office programs, and/or the internet? Would you like help using your iPad, smartphone, and/or laptop? Our Tech Tutors can help anyone of any age! Drop in and have our Tech Tutors help you get more comfortable with your electronic devices. No registration necessary.
Issues You May Face

- a tutor that actually isn’t a good fit
- lack of tutors
- lack of patrons
- isn’t a popular time of day
Benefits

- creates positive intergenerational experiences
- patrons know they can get consistent help
- patrons are thrilled to get answers to their questions
- easy program to maintain
Resources


● Application
● Interview Materials
● Marketing
● Room Setup (sign-in sheet etc)
● Training Materials
● Tech Help Policy
● These slides!
Questions? Comments? Connect!

Carly Dennis
Fairport Public Library
carly.dennis@fairportlibrary.org