

## Technology Mentor

- Reports to:** Branch/Unit Volunteer Liaison
- Time commitment:** 2-4 hours a week for a minimum of 6 months.
- Purpose:** Provide one-on-one assistance to customers on basic computer/internet use and word processing.

**Qualifications:**

- Age 15 or older
- Excellent oral communication skills
- Bilingual a plus (Spanish, Chinese, Vietnamese, Persian)
- Organizational skills
- A strong desire to work with and help people
- Ability to work independently
- Patience
- Knowledge of basic PC and printer maintenance (i.e. rebooting, refilling printer paper)
- Familiarity with the following programs:
  - Microsoft Windows
  - Microsoft Internet Explorer
  - Microsoft Excel, Microsoft Word, PowerPoint

**Duties:**

- Basic computer troubleshooting and maintenance.
- One-on-one instruction with customers on:
  - Use of the Library's online system and the Internet
  - Basic "How to" use a computer and word processing

**Training:**

- How to use the Library's online public access catalog
- Basic troubleshooting
- Specific monitoring/sign-up procedures
- General maintenance of the Library's public access computers
- The San José Public Library's Internet Access and Use Policy

**Location:** Various San José Public Libraries

**If Interested:**

Please complete a [volunteer interest form](#). For more information, contact the Volunteer Coordinator at 408-808-2181 or [volunteer.sjpl@sjlibrary.org](mailto:volunteer.sjpl@sjlibrary.org)