Computer Class Volunteer Checklist

1. Tour:

* Show the meeting room and how the laptops will be set up.
* Explain how wireless printing works.
* Explain the security on our public computers.

1. Go over handouts. Explain why it’s important to cover the material as is and leave plenty of time for questions. Make sure the volunteer is familiar with the versions of Windows, Microsoft Office and Internet Explorer that we have installed on the laptops they will be using.
2. Information Literacy 101:

* Why it’s important to teach people how to evaluate the source of information found on the Internet
* Password security
* General Internet safety
* How to respond if they are asked questions they don’t know how to answer

1. Library philosophy 101:

* We don’t make value judgments about how people use the Internet or what websites they like.
* Patron privacy
* How to answer questions about filters

1. What a typical class is like: attendees are usually seniors with little or no computer experience. You need to allow them plenty of time to practice. They may be afraid they will break something. They may not have great hand dexterity and may have trouble operating the mouse or track pad. Your patience will be rewarded with their gratitude.
2. Contact information (to give or not to give)