|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Library: Volunteer: Day: Date: | | | | |
| **Number of Learners Assisted,** please also mark type of help delivered in the table below: | **Under 5 mins** | **5 - 15 mins** | **15 – 30 mins** | **Over 30 mins** |
| **Number of Queries passed to staff,** do not mark a query type: | |  | | |

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| **EMAIL** | Set up and use email | | | Using attachments | | | Navigating folders/contacts | | | | Safety e.g. spam/phishing |
| ***EMAIL PROVIDER*** | Outlook /Hotmail | | | Gmail | | | Apple iCloud | | | | Yahoo |
| **INTERNET** | Finding Information | | | General Online Safety | | | Accessibility Tools | | | | Other |
| **Online Transactions excluding printing** | General online shopping | | | Resell Sites e.g. eBay, Vinted | | | Banking | | | | Booking/paying for tickets |
| **Microsoft Devices** | Microsoft Word | | | Microsoft Excel | | | EDGE Navigation | | | | OneDrive Storage |
| **Android Devices** | Settings including Safety | | | Google Pay | | | Chrome Navigation | | | | Google Drive Storage |
| **Apple Devices** | Settings including Safety | | | Apple Pay | | | Safari Navigation | | | | iCloud Storage |
| **Creative Media** | YouTube/TikTok | | | Photo Editing | | | Web Design | | | | Gaming |
| **Social Media** | Facebook | | | Instagram | | | Twitter | | | | Other |
| **Video Chat** | WhatsApp | | | Zoom | Teams | | Facetime | Messenger | | | Other |
|  |  | |  |  | | |
| Online Learning | | | | | | | | | | | |
| Registered **Learn My Way** | | |  | | | Supported **Learn My Way** | | | |  | |
| Directed to **Make it Click** | | |  | | | Supported **Make it Click** | | | |  | |
| Directed to **Hi Digital** | | |  | | | Supported on **Hi Digital** | | | |  | |
| Other and or notes: | | | | | | | | | | | |
| Library Services | | | | | | | | | | | |
| Library PC Logging on | |  | | | | Online Catalogue | | |  | | |
| How to pay for printing PC | |  | | | | Online Joining | | |  | | |
| How to pay for printing mobile | |  | | | | Local Studies Online | | |  | | |
| How to Print from a PC | |  | | | | BorrowBox | | |  | | |
| How to Print from a Mobile | |  | | | | PressReader | | |  | | |
| Photocopying | |  | | | | Libby/OverDrive | | |  | | |
| RFID | |  | | | | uLibrary | | |  | | |
| Scanning | |  | | | | eReference | | |  | | |
| Hublet | |  | | | |  | | |  | | |
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| Council Services | | | |
| Apply for Home or Homelessness queries |  | School information |  |
| Apply for Voter form |  | Leisure information |  |
| Council Tax |  | Bin information |  |
|  |  |  |  |

Learn My Way: <https://www.learnmyway.com/>

Make it Click: <https://makeitclick.learnmyway.com/directory>

Hi Digital: <https://www.vodafone.co.uk/newscentre/hi-digital/>

Nottingham City Libraries Website: <https://www.nottinghamcitylibraries.co.uk/>

Digital reads: <https://www.nottinghamcitylibraries.co.uk/our-services/digitalreads/>