DIGITAL LITERACY FAQs

Visit the LVR website:

- Digital Literacy: http://literacyrochester.org/digital-literacy/
- Current Dig Lit Schedule: http://literacyrochester.org/schedule/. This schedule is updated about once per month.
- Dig Lit Orientation/Training calendar: http://literacyrochester.org/dig-lit-orientation/

What is Digital Literacy (DL)? DL provides one-to-one assistance to program participants seeking help learning new computer skills, resolving challenges like internet access, completing demanding online tasks like applications, and other computer-based needs.

Do I need computer experience? You need at least 3 years of experience on a PC, knowledge of Google and its apps, patience and flexibility.

What training is required? Orientation/Training consists of two 1 ½ hour sessions that completely familiarize you with why we created the program, who it serves, what you do as a volunteer, and what the program's impact is.

What kind of support will I receive? You will have access to the program coordinator whenever you are working a shift. In addition, DL has in-service trainings to update you on the latest best practices.

What is the time commitment? We ask for two time commitments: first, we ask that you stay with the program at least six months; second, we ask that you commit to volunteering in 3-hour shifts once per week or once every other week.

Where do people get DL services? Currently, Digital Literacy has volunteer navigators at six sites in Monroe County: Arnett and Phillis Wheatley libraries (southwest), Lincoln and Sully libraries (northeast) in Rochester, Greece Community Education, and Veterans Outreach Center.

How do people access DL services? People who want our assistance drop-in at five of the six sites. At Veterans Outreach Center, center staff schedules one-to-one sessions with veterans and DL volunteer navigators through the DL program coordinator.

What about vacations and emergencies? Everyone takes a vacation. We ask that you tell as soon as your vacation is scheduled. This enables us to find a substitute if possible. As for emergencies, we ask that you immediately text or call the DL program coordinator. Our relationship with community site managers is very important, and we want them to know of any changes to the schedule as quickly as we can.