



## GUIDELINES FOR ORGANISATIONS

### FOR PUBLIC LIBRARIES AND OTHER INSTITUTIONS WHERE IT MENTORSHIP SESSIONS WILL BE IMPLEMENTED

- Integrate mentoring model into your institution's **existing activities** by complementing digital literacy **training** and consultations, ongoing **campaigns** (Senior Days Online, Safer Internet Week, Seniors Day, All Digital Week, Adult Learning Week, etc.), and other regular institution activities.
- Volunteers will give advice on **everyday IT issues**: smartphones, WiFi, social networking, online safety etc. They don't have to know all the answers, but they will try to find the answers. Please **advise them** on where they can find more information if needed.



- Set up a mutually convenient consultation **schedule** with the volunteer. Agree on how you will exchange information, on what **topics** and how many seniors volunteer can consult at a time.
- **Post a notice** in the library outlining the consultations, their topics and possible schedule. Optimal duration of the consultation is up to **one hour**.
- **Register** visitors who wish to receive consultations. Mark the agreed times in the timetable and inform the volunteers about them. **Have a plan** in case seniors do not turn up at the agreed time.



- **Help volunteers**, especially on their first visit, if they encounter any problems. Offer to implement a consultation with a friend to be more courageous.
- Before the volunteer's first consultation, **advise** him/her on how to interact with elderly, help him/her to understand their needs, and recommend that he/she familiarises himself/herself with the guidelines for young volunteers.



- Keep in mind, that youngsters can volunteer from the **age of 14**. Those under 18 years of age should provide written parental/guardian **consent**. Please register volunteer work as required by the volunteer's school.
- Know how to **contact** the volunteer upon need: not only by phone, but also by email or social media.
- **Spread the word** about your library or institution in the nearest schools as a hub for culture, events and volunteering. Talk to school representatives about the best way to do this. **Inform** local **senior organisations** about the availability of consultations.