

# Joy of being an IT Buddy

I have now been working as a volunteer in CMK Library since January 2014 and I am thoroughly enjoying it, even to the extent that instead of 2 hours 1 day a week, I am doing 3 hours twice a week.

It is interesting to see lots of people and be able to show them the way into computing. Also it's interesting to extract the information about what they know and what they would like to know.

Best of all for them – they get one hour free tuition.

As an example: I have one learner who has done a lot of surfing but his knowledge is like a heap of stones where I have to find the concrete to build a foundation for him to progress, which is difficult because when he sees something (like e-mail) that he is currently not using his auto reaction is "Oh I don't need that" so in his world he would skip it! No, no – that's exactly what is needed for filling the holes between the stones. This is just one example of the difficulties I am up against and that is not to mention the language barriers.