

Volunteer Handbook 2011

General Information:

- Job Descriptions: Volunteer job descriptions are posted on the Festival website – please review to help select a volunteer assignment that interests you.
- Online: Volunteer online at www.texasbookfestival.org/volunteer/volunteerform.php
- Deadline: Submit the volunteer form online by October 20, 2011. The earlier the better – because some events fill-up quickly.
- Confirmation: You'll be sent a confirmation email automatically after submitting the online volunteer form. Also, you should be contacted again at a *later date* by your Event Chairperson to finalize shifts and training (usually by email).
- Multiple events: You may sign up for more than one shift, but please be careful! Although festival volunteers are “super,” you can only be at one place at a time. Example -- If you sign up for 3 events – we are assuming you want to work at all 3 events/shifts. Thus shifts cannot overlap in date/time.
- Friends: If you and a friend wish to work together you will both need to submit the online volunteer form as individuals and choose the same events for the same date and time. That being said, unfortunately the Book Festival cannot guarantee that friends will be scheduled together
- Groups: Contact the Book Festival Office (512-477-4055) to request group placements (do not use the online form). Every group is different in size and needs. The Volunteer Chair will work with you to coordinate placement of the volunteer group where (and when) they are needed.
- Age: You must be 16 years of age or older to volunteer.
- Location, location, location! Most volunteer jobs are on the Capitol grounds, and most volunteer jobs take place Saturday and Sunday of the festival. **BUT NOT ALL!** Again – be careful in your volunteer choice if this is an important factor in your decision.
- Sundays! The Festival historically runs short of volunteers on Sundays. Please consider volunteering for Sunday.
- Persons with physical disabilities or limitations should call the Book Festival office for information about volunteer opportunities. Volunteers must be able to reach, carry, lift, stand,

sit, bend, and communicate with various persons.

- Your contact information: It's essential that you provide a phone number and/or email address on the volunteer form where you can be reached by the Event Chairperson to confirm your assignment. Email is an essential method of contact by Event Chairpersons, as they need to reach numerous people in a short period of time. Thus, provide an email address that you check often. When you get an email from TBF or your Chairperson, please respond as soon as you can.

Check-in:

- Check-in at the Volunteer Tent located near 12th Street and Colorado St.
- Check-in early so that you can arrive on time to your volunteer assignment.
- You'll receive your festival volunteer t-shirt at the Volunteer Tent.

What to wear:

- **Your volunteer T-shirt** which you receive upon check-in at the Festival. The volunteer t-shirt is required apparel.
- Comfortable slacks/jeans, long shorts, or skirt. You might want to layer your clothing as we're never sure if we will need to shed or add sweaters or shirts!
- Comfortable shoes. We have a notorious lack of places to sit, so be prepared to stand or walk.
- Sun visor or hat or rain gear -- weather dictating
- Valuables should be left at home – space is not secure for purses, briefcases, or purchases.
- SUNSCREEN. Again – if it's a warm sunny day you'll be glad you did.

Training:

- Online: The Festival website includes general information that should be reviewed in advance – such as the Festival map, schedule of events, and parking information.
- From your Event Chairperson: Some jobs require additional training. The Chairperson for your job assignment will get in touch with you if there is special training or information you need prior to the festival.
- On the spot: If training is not needed prior to the festival, your Chairperson will train you at your event. All the better reason to arrive a few minutes early to your shift.
- Email: It is essential that you provide an email address and phone number on the volunteer form where you can be reached. Without that, the Chairperson cannot reach you to confirm your assignment or offer training.

Parking:

- Please consult the Book Festival website for updated parking maps, garages, and directions.
- There is usually a parking garage near the festival where volunteers may park (on the corner of 12th and 13th Streets) -- in addition to the many free lots open to all volunteers and attendees.
- http://www.texasbookfestival.org/Getting_There.php

General expectations:

- Punctuality -- arrive early for your shift to minimize unattended areas and allow volunteers to pass information from shift to shift.
- The festival volunteer t-shirt is required.
- Enthusiastic and courteous demeanor.
- Knowledge of the Book Festival and the specific areas where you will be working.
- Know your job assignment and shift, and are prepared for the assignment.
- Know where to park or have other travel arrangements established prior to the festival.
- You volunteer 'freely', meaning the book festival does not pay volunteers.

Cancel or reschedule:

Cancelling --

Please make every effort to find a replacement on your own. Share the information in this handbook and the Festival website with your replacement. Ask your replacement to report to the Volunteer Tent giving your name and volunteer time. We'll take it from there. If you are unable to find a replacement, please contact the Volunteer Chairs AS SOON AS POSSIBLE at volunteer@texasbookfestival.org.

Rescheduling --

If you want to change your volunteer event, shift time, or day -- notify the Book Festival by October 14th at volunteer@texasbookfestival.org. Also, please keep in mind that most slots will be filled by that date, so you will need to be flexible about your new job assignment.

More information:

If you have further questions about volunteering, please contact us at

- volunteer@texasbookfestival.org
- 512-477-4055
- www.texasbookfestival.org

Thank you very much for volunteering.

We really do appreciate it! The Festival cannot be successful without volunteers! YOU are very important to the success of the Texas Book Festival.