

# Jaipur Literature Festival (JLF) Colorado - Volunteer Role Descriptions

## PRE-EVENT SUPPORT VOLUNTEERS

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**Pre-Event: Event Preparations:** You will help with an assortment of tasks to help ensure we are ready for the festival. Duties may include stuffing bags, organizing lists and packets, putting stickers on badges, and other detailed activities to ensure we are ready for the volunteers and guests of the festival. Key to this role is being flexible to help in a variety of ways as we prepare the library to host the JLF Colorado. (Note: Meet at the Volunteer Office inside the Arapahoe entrance at the start time of your shift.) *No training is required if you are only volunteering in the pre-festival/event preparations phase.*

**Pre-Event: Ironing Banners:** There are many banners and ribbons that have been in storage for a year and need to be ironed. The role entails coming to the library to collect a box of banners/ribbons, bringing them home, ironing them and bringing them back to the library that same day or by the next morning. Prior experience ironing needed and access to an iron and ironing board at home. (Note: Meet at the Volunteer Office inside the Arapahoe entrance at the pick-up time.) *No training is required if you are only volunteering in the pre-festival/event preparations phase.*

## EVENT SUPPORT VOLUNTEERS

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**Event Floater During Festival:** Floaters will need to be completely flexible and willing to take on any role needed. You will fill in where we do not have volunteer coverage or join the volunteer team where additional assistance is needed. Of most importance, you will be covering any gaps in the author and venue related roles. Floaters may be asked to give volunteers breaks. They may also be asked to help host the Volunteer or Author lounges, among many other possible roles. Key to this role is flexibility, ability to learn quickly, responsible, and willingness to find assigned staff members to resolve any questions. Court-Ordered Community Service volunteers are NOT accepted for this role.

This position requires a high degree of personal responsibility. To be most effective in fulfilling these tasks, you should be familiar with the sessions, authors and all locations in the festival venue. Be prepared to answer general questions about the festival and be familiar with the festival FAQs (these will be provided during training). *In-person or online training is required for this role. Please sign up to attend one training session. When moving into break out sessions, please attend the Author-Related part of the training.*

**Volunteer Lounge Assistant:** Volunteer Lounge Assistants will help to welcome, check in, and direct volunteers to their appropriate supervisor or area of work. You will help keep the food and beverages stocked and the space organized and tidy. You will troubleshoot volunteer questions and concerns, and you will also have the list of lead staff and volunteers so you can reach them if necessary. You may also be asked to help refill water at each venue for the author. Volunteers in this role need to be easy going, detail oriented and flexible. *In-person or online training is required for this role. Please sign up to attend one training session.*

**Logistics Volunteer:** As the Logistics Volunteer, your role will be to manage a festival logistics and transportation table for festival speakers and delegates. This table will be right next to the festival

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registration area. The focus of this role will be to provide support to festival speakers and delegates with the afternoon and evening shuttles, which will transport them to their hotel and evening reception venue. You will need to be in communication with the Hotel Usher festival staff via phone to stay up to date on shuttle arrival time, and coordinate with the Author Liaison volunteers and share information about author arrival and departures as needed. For this role, you must feel comfortable using your phone to communicate with other festival coordinators and ideally be able to download the WhatsApp app for communication among the team. Volunteers in this role need to be relaxed and good with people, comfortable talking with and assisting different authors, speakers, and other volunteers and staff, detail oriented, and willing to be flexible. *In-person or online training is required for this role. Please sign up to attend one training session.*

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### REGISTRATION VOLUNTEERS AND EVENT GREETERS

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**Festival Greeter and Registration Volunteer:** As a Greeter and Registration Volunteer, you will welcome the delegates, authors and the general public to the festival. Volunteers will answer questions about the festival, its program as well as parking, and direct people to the appropriate desk for registration. Greeter and Registration Volunteers will be stationed inside the main entrances. You may be standing during part of your shift.

Volunteers need to be comfortable with basic technology and comfortable working with simple web-based forms. Registration is done via Eventbrite and all participants are asked to register to help ensure accurate records of attendees and to be able to communicate with attendees in the future. Register yourself to become familiar with the basics of the online registration system.

Through the training, you will become prepared to answer general questions about the festival and the registration process. Program brochures and maps of the festival venues will be available at the registration tables. *Court-Ordered Community Service volunteers are NOT accepted for this role. IN- PERSON training is required for this role. Please sign up to attend one in-person training session.*

**Festival Greeter:** As a Greeter Volunteer, you will be stationed outside at the main entrances and possibly inside the lobbies and welcome the general public to the festival. Volunteers will answer questions about the festival, its program as well as parking, and direct people to the appropriate desk for registration. At times, you may also be stationed in the center of the library to greet people and provide directions to venues. You will likely be standing during all or a large part of your shift.

Through the training, you will become prepared to answer general questions about the festival, the general elevator pitch for the festival, and all locations in the Festival venue. Program brochures and maps of the festival venues will be available at the registration tables. *Court-Ordered Community Service volunteers are NOT accepted for this role. Online or In-person training is required for this role. Please sign up to attend one training session.*

### PRODUCTION VOLUNTEERS

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**Production Volunteer:** Production Volunteers support the production team to ensure that the entire Festival is running smoothly. You could be moving chairs, bundling and moving materials, setting up a stage, coordinating for a special session or helping put up signs, among many other tasks. During the Festival, you will also be assisting with the vendors, supporting them by resolving any questions or problems and cleaning up around the vendors as needed. You will need to coordinate between the JLF staff and the vendors.

Immediately following the festival, you will support in taking down banners, organizing and packing materials, closing down the Volunteer and Author lounges and more. A willingness to pitch in and flexibility are key to this work. Ability to lift 20 lbs preferred. *Court-Ordered Community Service volunteers ARE accepted for this role. IN- PERSON Training is required for this role. Please sign up to attend one training session.*

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## AUTHOR ACTIVITY SUPPORT VOLUNTEERS

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**Author Liaison:** As an Author Liaison, you will be assigned to each of the three Festival venues to help ensure that authors' arrival and departure to the venue goes smoothly. You will be responsible to ensure that authors arrive to the venue 15 minutes before their session to meet their session moderator.

While this role is more logistical, it requires a high degree of personal responsibility, follow-through, communication and an easy going attitude. Author Liaisons are a key face of JLF Colorado team for the authors who travel to the festival. To be most effective in fulfilling these tasks, you should be familiar with the sessions, authors and all locations in the festival venue. You will be provided with a program brochure and venue map, which you should keep with you at all times. Be prepared to answer general questions about the festival and be familiar with the festival FAQs. Volunteer must be 18 or older. Court-Ordered Community Service volunteers are NOT accepted for this role. *Online or In-person training is required for this role. Please sign up to attend one training session.*

**Author Lounge Monitor:** Two private spaces at the library will serve as Author Lounges. Authors will be in and out of this space all day, store bags, grab snacks and have several meals. Author Lounge Monitors will ensure that authors are warmly welcomed and that the lounges are reserved for the authors and those with permission to enter. You will also help to keep drinks and snacks stocked, ensuring that authors are comfortable and refreshed. Volunteer must be 18 or older. *Court-Ordered Community Service volunteers are NOT accepted for this role. Online or In-person training is required for this role. Please sign up to attend one training session.*

**Book Signing Volunteer:** Book Signing Volunteers may guide the author to the book signing table and help to ensure that the book signing process is a calm, orderly, and enjoyable experience for all. You will help manage visitor lines and ensure that only those with books are in line and limit the number of visitors requesting signatures if requested by the author. At least 30 minutes before each book signing, you will check with the bookshop that the author books are available in the book signing area.

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Prior to each session, you will check with the bookshop that the author books are available for purchase (at the bookshop / and the book signing area) and that the author will be available for book signing post the session. You will also coordinate with the ushers to clarify which one of you will bring the authors to the book signing table immediately after the session – either the Usher or the Book Signing Volunteer. Books are only signed for approximately 15 minutes after a session so quick movement from the venue to the book signing table is important. *Online or In-person training is required for this role. Please sign up to attend one training session.*

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### VENUE SUPPORT VOLUNTEERS

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**Venue Usher:** Venue Ushers help to ensure that sessions run smoothly and are an enjoyable experience for all. You help the public find seats and help to keep emergency access aisles clear. You will identify empty seats and indicate to the public opportunities for seating. You may ask people to register if they haven't already and direct them to the nearest registration table. You will monitor the doors. If the program is full, you will inform people that we have reached capacity. You will assist the security team by watching for unwanted behaviors. Also, you will be asked to count the total number of participants attending each session. We will work with you to learn the system for counting participants.

Between sessions, you will manage venue clean up and preparation. You will tidy up and align audience chairs where possible between sessions. You will help to keep the venue clean: collect discards after each session and dispose of materials in the appropriate recycling, compost or trash receptacles.

You will coordinate with the Venue Manager, Venue Assistant, other Ushers, and the Author Liaison assigned to the venue to that ensure authors arrive on time and all runs smoothly. You may be asked to accompany authors to the venue, to the book-signing area, or to the Authors Lounge upon request. If willing, you may also be asked to take photographs of the sessions using your cell phone. *Court-Ordered Community Service volunteers are NOT accepted for this role. Online or In-person training is required for this role. Please sign up to attend one training session.*

**Venue Assistant:** As a Venue Assistant, you will assist the Venue Manager as needed during the event. Your primary responsibility will be to ensure that panel sessions run smoothly, which might include: coordinating with Author Liaisons to make sure that authors/presenters arrive on time, coordinating with Venue Ushers to make sure the venue is running smoothly, making sure the stage is set up for each panel, coordinating with the camera crew to make sure there are no obstructions for recording the events, and coordinating with the technical crew to ensure that any audio-visual components for the panel are ready to go. Venue Assistants should also be willing to take over the Venue Manager's duties for brief periods of time to provide the Venue Manager with an occasional break period. *Court-Ordered Community Service volunteers are NOT accepted for this role.*

Venue Assistants need to be relaxed and good with people, comfortable speaking with and assisting members of the public, detail-oriented, and willing to cover various roles during the event. *Online or In-person training is required for this role. Please sign up to attend one training session.*

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## COMMUNICATIONS VOLUNTEERS

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**Festival Social Media Volunteer:** Social media volunteers are an integral part of JLF Colorado. In this capacity, the social media volunteer may be required to attend and cover multiple sessions. The social media volunteer will capture real-time speaker quotes, photos, and enticing content for the festival's Facebook, Twitter, and Instagram accounts. Posts may include creating LIVE reels and stories. All content will be submitted and reviewed directly after each occurring panel by the Communications Director and press team. Previous social media experience is preferred.

*Please write a brief cover letter explaining your interest in volunteering for JLF Colorado and include your social media handles and social media experience. Send letter and information to [heather@hcollinsmarketing.com](mailto:heather@hcollinsmarketing.com). Online or In-person training is required for this role. Please sign up to attend one training session.*

**Festival Photographer:** Photographers are needed for JLF Colorado to capture content, sessions, attendees, generic event coverage, and speakers. Photographer volunteers are asked to submit samples of work prior to selection to [heather@hcollinsmarketing.com](mailto:heather@hcollinsmarketing.com) Requirements: Please have a professional DSLR camera (not an iPhone) with the ability to transfer photos onto a hard drive on-site. All photographs will become the property of JLF Colorado, and all photographers will be credited for their work. This may include social media posts, the JLF website, and media coverage of the festival. *Online or In-person training is required for this role. Please sign up to attend one training session.*

**Festival Content Volunteers:** JLF Colorado has identified an immediate need for content creators to assist the communications team with coverage of the festival. The content creator will attend specific JLF Colorado sessions, which will comprise of brief synopsis of sessions, quotes and key session takeaways. These summaries (200-300 words) will be used in press releases, social media or on the website. Think of this role as a journalistic and creative writing opportunity but with an objective perspective. Content assignments will be due at the end of each day. Authors will be credited for their work. A laptop computer is required. *Online or In-person training is required for this role. Please sign up to attend one training session.*

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