

Jaipur Literature Festival (JLF) Colorado - Volunteer Role Descriptions

JLF Volunteer Groups & Roles:

- 1) **REGISTRATION VOLUNTEERS AND GREETERS**
 - a. Festival Greeter and Registration Volunteer
 - b. Festival Greeter
- 2) **AUTHOR ACTIVITY SUPPORT VOLUNTEERS**
 - a. Author Liaison
 - b. Book Signing Volunteer
 - c. Author Lounge Monitor
- 3) **VENUE SUPPORT VOLUNTEERS**
 - a. Venue Usher
 - b. Venue Assistant
- 4) **PRODUCTION VOLUNTEERS**
 - a. Production Volunteer
- 5) **EVENT SUPPORT VOLUNTEERS**
 - a. Volunteer Lounge Assistant
 - b. Logistics Volunteer
 - c. Event Floater During Festival
- 6) **EVENT PREPARATION VOLUNTEERS**
 - a. Pre-Event: Event Preparations
 - b. Pre-Event: Ironing Banners

#1 REGISTRATION VOLUNTEERS AND GREETERS

Festival Greeter and Registration Volunteer: As a Greeter and Registration Volunteer, you will welcome festival donors, authors, and the public to the festival. Volunteers will answer questions about the festival, direct people to the appropriate desk for registration, and assist attendees with online 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.*

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Festival Greeter: As a Greeter Volunteer, you will be stationed at the main library entrances to welcome the public to the festival. Volunteers will answer questions about the festival 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.

As a Festival Greeter Volunteer, you may also be asked to help in a logistical role to provide support to festival speakers and delegates in directing them to the afternoon and evening shuttles, which will transport them to their hotel and evening reception venue. You may need to be in communication with 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. 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.*

#2 AUTHOR ACTIVITY SUPPORT VOLUNTEERS

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.

Author Liaison volunteers are the face of JLF Colorado team for authors who travel to present at the festival. These volunteers must exhibit follow through, communication, and an easy-going attitude. Volunteers in this role are equipped with a program brochure and venue map so they can effectively help authors navigate the festival and answer questions. Volunteers in this role must be 18 or older. *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 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

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30 minutes before each book signing, you will check with the bookshop that the author books are available in the book signing area.

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 after the session. You will also coordinate with the venue 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. *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 training session.*

Author Lounge Monitor: Two private spaces at the library will serve as Author Lounges. Authors have access to the lounges all day and these spaces will be used to socialize, store personal items, eat meals, and have snacks. Author Lounge Monitors will help set up the lounge at the beginning of the day and keep it functioning smoothly. Author Lounge Monitors will monitor the entrances, ensuring that authors are warmly welcomed and that the lounges are reserved for the authors and only those with permission to enter. You will also help maintain the space. During the first and last shift of the day, volunteers will set up or take down items in the space in addition to monitoring the lounge. Volunteers in this role must be 18 or older. *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 training session.*

#3 VENUE SUPPORT VOLUNTEERS

Venue Usher: Venue Ushers ensure that sessions are accessible and enjoyable for all. Ushers facilitate efficient and safe use of the space by identifying empty seats available as attendees enter the venue, ensure that emergency aisles are clear, and monitor for when the venue has reached capacity. Other duties include alerting security of unsafe behaviors and counting attendance.

Between sessions, Venue Ushers reset the space by tidying up, realigning chairs and keeping the venue clean by disposing of any materials in the appropriate recycling, compost, or trash receptacles.

Immediately after sessions, an Usher may be asked to accompany authors to their book-signing table. 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.*

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Venue Assistant: Manage effective use of venues used to host sessions. Tasks include coordinating with other volunteers and staff to ensure that authors/presenters arrive on time, ensuring that the stage is set up for each panel, coordinating with the camera crew and technical crew to ensure 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. Venue Assistants must be relaxed and willing to engage with people, comfortable speaking with and assisting members of the public, detail-oriented, and willing to cover various roles during the event. *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.*

#4 PRODUCTION VOLUNTEERS

Production Volunteer: Production Volunteers support and assist the production management team to ensure that the entire Festival runs smoothly. During setup, you could be moving chairs, bundling and moving materials, arranging a stage for presenters, coordinating for a special workshop, or helping put up signs, among many other tasks.

During the Festival, you could also be assisting with vendors, supporting them by resolving questions or problems and keeping vendor areas tidy as needed. You may help coordinate between the JLF staff and festival vendors or help keep the Author's lounges tidy, well stocked, and presentable.

Immediately following the festival, you will support in taking down banners, organizing and packing materials, closing the Volunteer and Author lounges and generally returning the Library to its regular everyday appearance.

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.*

#5 EVENT SUPPORT VOLUNTEERS

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 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 easygoing, detail oriented, and flexible. *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.*

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Event Floater During Festival: 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, being responsible, and willingness to find assigned staff members to resolve any questions.

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). *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.* When moving into breakout sessions, please attend the Author-Related part of the training.

No training required:

#6 EVENT PREPARATION VOLUNTEERS

Pre-Event: Event Preparations: Volunteers are needed to prepare the library to host this international literature festival! An assortment of tasks will need to be completed to prepare materials and train volunteers leading up to the festival. Duties may include stuffing bags, organizing lists and packets, putting stickers on badges, assisting with volunteer training sessions, and other detailed activities to ensure we are ready for 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: Decorating the library for Jaipur Literature Festival is a community effort! Colorful banners and ribbons are used each year to bring the iconic look and feel of Jaipur Literature Festival to the library. These decorations have been in storage and must be ironed before they can be hung up. This role entails coming to the library to collect a box of banners/ribbons, taking 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.*