

Portland Book Festival Author Signing Area Manager

Primary Objective:

Your primary objective is to make sure authors have everything they need for a quick author signing.

Commitment:

- HALF DAY or FULL DAY shift during festival on Saturday, November 9
- Manager training in early October (specific date TBD approx. 1 hour)
- Venue training in late October (specific date TBD approx. 1 hour)
- Volunteer Orientation first week of November (approx. 1.5 hours)

Reports to: Book Fair Manager or House Manager

Location: Kridel | UCC | TOC | OHS | Whitsell (Steven's Room) | Hatfield Theatre Lobby

The Author Signing Area Manager's primary role is to ensure authors have everything they need, while training all Author Signing Monitors to ensure attendees are supported. The Author Signing Area Manager will assist with traffic flow, and the overall process of each book signing.

Manager responsibilities include:

- Two-way radio contact for location
- Managing signing area volunteers
- Ensure a great experience for both author and attendees: assist and assign signing area tasks, including flap books for author, Post-it names of waiting attendees, maintain orderly line, direct attendees to where they can purchase the book, monitor number of books, etc.
- Assist author as needed and make sure they have everything they need; your primary focus is the author, the monitors you manage primary focus is the attendees with each supporting both
- Confirm activities to festival staff
- Re-assign signing area volunteers as needed
- Other tasks as needed

Requirements:

- Outgoing, with excellent customer service skills
- Trustworthy and personable, unflappable working with authors
- Able to think on your feet and stay under pressure, to make decisions and solve problems
- Experience working in a bookstore or similar environment with author signings preferred but not required

Venue Information:

- Volunteer coat check/storage is located in the volunteer room of the Mark building of PAM.
- Not all venues allow volunteers to store materials. Check with the venue contact to confirm if there is a location for this.
- The nearest radio is with the author signing manager at venue signing location. Next with either the Book Fair Manager/House or Stage Manager of the venue location.

Check List: Author Signing Manager

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Pre-Event:

- ☐ Review the Festival map, and familiarize yourself with festival venue locations
- ☐ Review the Festival author schedule, signing times, and panel topics
- ☐ Review the Festival FAQ on Literary Arts website
- ☐ Attend venue training in October
- ☐ Pick-up your volunteer T-shirt and packet info at orientation in October

Morning Manager:

- ☐ Check out your RADIO at volunteer registration
- ☐ **TEST RADIO!!!** by radioing the Volunteer Specialist

Upon arrival:

- ☐ Check in with Kridel Building Manager or UCC/TOC/OHS/Whitsell House Manager and let them know you arrived.
- ☐ Set up author signing tables with everything they need
 - o Accurate signage
 - o Pens/Sharpies
 - o Post-It notes
 - o Water bottles
- ☐ Train author signing volunteers and station in specific roles
 - o Line monitor
 - o Post-It notes: attendee names for personalization
 - o Book-flapping: open book to page with author's name for signature to speed the line

During signings:

- ☐ Confirm author has arrived to signing table to author registration
 - o Radio Channel 8
- ☐ Assist author needs
- ☐ Assist with line management if needed

Closing Manager:

- ☐ Check in with morning manager
- ☐ Train/assist new monitors in expectations and procedures
- ☐ After final signing, clean and pack all materials and return to LA booth outside the Fields/Sunken Ballroom, PAM Mark Building, first floor.
- ☐ **CHECK IN RADIO!!!!** Return all Author Signing materials/forms to the Volunteer Specialist at the LA booth outside the Fields/Sunken Ballroom, PAM Mark Building, first floor

Please note that if you are wearing your volunteer T-shirt while attending Festival events, you should consider yourself an “on-duty” volunteer and answer attendees’ questions if asked.

Thank you for volunteering with Portland Book Festival!