

## Portland Book Festival Author Signing Area Monitor

### **Primary Objective:**

Your primary objective is to make sure the line to author signings do not overlap or get confused, and provide the authors with accurate information to make signings a quick process.

### **Commitment:**

- Volunteer orientation in November (TBD, approx. 1.5 hours)
- 4-hour shift during festival on Saturday, November 9

**Reports to:** Author Signing Area Assistant Manager

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

### **Monitor responsibilities include:**

- Ensure a great experience for attendees
- Maintain orderly line
- Assist with flap books for author, and Post-it names of waiting attendees when assigned
- Direct attendees to where they can purchase the book, monitor number of books, etc.
- Make sure attendees have information they need
- 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 calm under pressure
- 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 manager 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 Monitor

Your primary objective is to make sure the line to author signings do not overlap or get confused, and provide the authors with accurate information to make signings a quick process.

#### 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
- ☐ Pick-up your volunteer T-shirt and packet info at orientation in October

#### Upon arrival:

- ☐ Check in at Volunteer Registration, and receive your Festival wristband
- ☐ Check in with the Author Signing Manager
- ☐ Receive specific training/assignment

#### During Event:

##### Line Monitors:

- ☐ Assist attendees to make sure they are in the accurate line
- ☐ Provide customer service

##### Post-It Note Monitors:

- ☐ Post-It note author signing page
  - Ask whom the book will be made out to (if anyone) and the accurate spelling of the name
- ☐ Assist line monitor with line control

##### Book Flap Monitors:

- ☐ Provide friendly customer service to authors
- ☐ Open book to page author will be signing

#### Shift Complete:

- ☐ Please wait for your replacement to arrive, if at all possible
- ☐ Check out with the Author Signing Manager
- ☐ Enjoy the rest of The Festival!

**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!**