

## Portland Book Festival Pop-Up Host

### **Primary Objective:**

Your primary objective is to make sure each author gets to their assigned Pop-Up location and both they and the audience feel supported.

### **Commitment:**

- 4 hours shift during festival on Saturday, November 9
- Volunteer Orientation first week of November (approx. 1.5 hours)

**Reports to:** Program Coordinator | Pop Up Table for assignment

**Location:** Portland Art Museum, Main building, Park Avenue Lobby

Pop-Up Host volunteers are “Museum Masters” who know exactly the best route to take to get the authors to their artworks. They guide the pop-up authors to their reading locations, support the author and audience’s needs, and report on each event.

### **Pop-Up Host responsibilities include:**

- Guide authors to their artistic pairing
- Support the event (greet audience, give brief author introduction, time event, answer questions, fill out event report and return to check-in table)
- Answer authors and Museum-goers’ questions (including wayfinding); encourage people to follow you to pop-ups/drum up audience numbers
- Communicate with Check-In Table Volunteers
- Site train replacement volunteers when they arrive (first shift)
- Other tasks as needed

### **Requirements:**

- Outgoing, with excellent customer service skills
- Comfortable with public speaking
- Know PAM layout and routes well
- Excited to interact with authors and help them have a great festival experience
- Able to think on your feet and stay calm under pressure, to make decisions and solve problems

### **Venue Information:**

- Volunteer coat check/storage is located in the volunteer room of the Mark building of PAM
- The nearest radio is at the pop-up registration table.

## POP-UP AUTHOR HOST

Your primary objective is to make sure each author gets to their assigned Pop-Up location and both they and the audience feel supported.

### 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
- ☐ Review pop-up specific materials when available

### Upon arrival:

- ☐ Check in at Volunteer Registration, and receive your Festival wristband
- ☐ Check in with the Pop Up Table Manager for your specific assignment
- ☐ Familiarize yourself with Museum Map
  - o Know the different section numbers within each gallery
- ☐ Familiarize yourself with the information on the Pop-up Forms
- ☐ If have time, take a spin through all galleries to find artwork identifying signs
- ☐ Know the basics: Where bathrooms are, where elevators are, where extra seating in each gallery is stationed, how best to navigate from one area of PAM to another (you will be asked lots of wayfinding questions from festival-goers!)
- ☐ Familiarize yourself with Festival Map

### For each event:

- ☐ Pair up with an author at the check-in table
  - o **MAKE SURE YOU HAVE:** Their Pop-up Form, a writing utensil, a way to keep time, a “follow me” sign. **Have asked how to pronounce the author(s)’s name for their introduction.**
- ☐ Start the reading on time (not early or late)
- ☐ Welcome the audience, introduce yourself, introduce the author
- ☐ Time the event and signal the author when they’re going long (work this out with them ahead of time)
- ☐ Answer audience questions – If the author will appear on stage or sign books later, please communicate that information
- ☐ When the reading is complete thank the author and facilitate a round of applause (this might happen naturally, or you might have to facilitate)
  - o Authors are free to go at this point – Direct them to where they need to go next, if they ask
- ☐ Fill out event report; turn it in to the check-in table volunteers
- ☐ Return to the check-in table for the next pop-up (unless last of shift)
- ☐ Other duties as assigned

**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!**