



2023 Sale Days Volunteer Training Manual

Shifts	
Wednesday September 20	5:45 pm - 8:45 pm
Thursday September 21	1:45 pm - 4:45 pm
	5:45 pm - 8:45 pm
Friday September 22	1:45 pm - 4:45 pm
	5:45 pm - 8:45 pm
Saturday September 23	9:45 am - 1:15 pm
	12:45 pm - 4:15 pm
Sunday September 24	12:45 pm - 4:15 pm

Welcome to the **2023 Guelph Community Booksale**. Thank you for volunteering to work at the sale. This Training Manual gives advice for all Sale Days volunteers and specific instructions for each position.

Clothing: Our space is clean and warm. Nonetheless, you may wish to bring a sweater or jacket in case you are posted near the entrance or exit doors. Comfortable shoes are a must.

Parking: Please avoid bringing a car to the sale. We have a limited amount of parking, even if it looks like a big parking lot. Every volunteer (about 50 on each shift) who brings a car deprives a potential customer of a parking space. Carpool, have a relative or friend drop you off or take a bus if possible.

Safety: It is not possible to guarantee the safety of your belongings in the building. Please do not bring in any valuables that you cannot carry on your person. Lock items in your car.

Signing in: Come in the Exit door (marked **Volunteer Entrance**).

- Arrive at the times indicated above (15 minutes before your shift begins). Go down the Exit corridor to the **Volunteer Registration** table.
- Sign in (initial the list on the table) and get your assignment for the shift.
- Collect your lime-green vest that identifies you as a volunteer. Overflow volunteers wear a red scarf. Please remember to turn it in at the end of your shift.
- Walk around the floor to familiarize yourself with the space so you will be able to direct customers who ask for directions. Head for your post. On Saturday at 1 pm, wait until it is time to start and then introduce yourself to the volunteer you are replacing.

Break: Bring a drink and a snack if you like; however, there is no place for breaks. Take a short break when you need one. If you leave your position for a few minutes, please let another volunteer in your area know.

Health and Safety: We have a Safety Lead volunteer, a first aid kit and a defibrillator, and may have a St. John's Ambulance or alternate team on site. Our Public Health information regarding Covid is up to date.

Volunteers requiring seating: The number of positions for volunteers who would like to be seated is limited. We may not be able to accommodate all volunteers who would like this.

Customer relations: Always treat customers courteously and with dignity. If you run into problems, contact the Sale Days Coordinators.

DUTIES

Table Monitors

The role of the table monitor is to supervise an area of tables, to assist customers and to sell books. Your responsibility is to keep the tables in your section in good order and to encourage customers to buy.

- Keep the tables tidy and the books in straight lines, titles facing in the same direction.
- The books on your tables have been deliberately set up the way you find them. Do not attempt to sort them in a different way.
 - Small paperbacks are in fruit boxes on the tables.
 - Larger soft-cover books (“trade paperbacks”) and hard cover books are on the table surface or may be in boxes.
- Do not remove empty fruit boxes on the tables – they are supporting other books.
- When your table needs more books:
 - **Do not move books from the boxes under the tables until all of Overflow is gone.**
 - Contact an **Overflow Volunteer** (with a red scarf) and ask them to bring a box of books from **Overflow** for your tables. They will place the box under your table. Transfer the books from the box to the table top. When the box is empty, they will remove it.
 - Place small paperbacks in the fruit boxes on the tables.
 - Place trade paperbacks and hard cover books on the table surface.
 - Keep a good number of hardcover books on the tables.
 - When all of Overflow is gone (partway through to the end of the sale), replenish books on the tables from the boxes under the tables.
 - Do not put more than about 8 books by one author on the tables at one time.
- Customers may shop for books in the boxes under your tables. Keep these boxes from becoming tripping hazards.
- You have several tables and topics or author initials under your management. Make sure, when adding books, that you put them into the right sections.

Door Monitors

We have to track the number of customers inside the book sale space.

- **Door Monitor Lead** regulates entry between entrance and exit to ensure there are no more than the threshold number of customers inside. Communicates to Entrance Door Monitors how many customers to allow in. Responsible for problem-solving.
- **Entrance Door Monitor 1** welcomes and allows customers in and gives them a floor plan and price list.
- **Entrance Door Monitor 2** gives each child and young adult (up to age 15, but do not take a hard line on this) a ticket for a free, regularly priced book in the Children’s and Young Adult’s area. The monitor may be outside, walking up and down the line and chatting with customers.
- **Entrance Door Counting Monitor** uses a clicker to count and then records the number of customers coming into the sale. Reports when the threshold is reached to the Door Monitor Lead. Reports the numbers who have entered to the Door Monitor Lead / Committee members when asked.
- **Exit Door Monitor** thanks customers for coming to the sale, points out the QR code for the exit survey, and helps customers needing assistance to carry books to their car.
- **Exit Door Counting Monitor** uses a clicker to record the number of people leaving the sale and reports the exit numbers to the Door Monitor Lead when asked.
- Dress appropriately for the weather.

Floor Monitors

1. **Overflow Volunteers 1 and 2.** These volunteers wear a red scarf to identify themselves. Visits each room/area on a regular basis to check if the Table Monitors need more books from Overflow. If more books are available, brings boxes from Overflow and places the boxes under the tables. Takes empty boxes from the tables to the storage area.
2. Tally Line Monitors keep the Tally and Cash lines moving.
 - **Tally Line Monitor 1 - at front of Tally line.** Directs customers to the next free Tally volunteer. Direct someone with many bags of books to the long Tally table.
 - **Tally Line Monitor 2 - between Cash and Tally tables.** Directs customers to the next free Cash volunteer.
 - **Tally Line Monitor 3 - along Tally line.** Keeps Tally line in order.
3. **Floor Monitors** may offer bags (subject to availability) to customers who appear to need them, and monitor crowding and politely ask customers to not block an area or to wait a moment before entering.

Tally and Cash

This year, volunteers for Tally and Cash will be trained for both duties. Volunteers should be able to do calculations quickly and accurately and to handle cash discreetly.

1. Tally volunteers total up, using the tally sheets, the customers' purchases. Consult the price list on the table.

Book descriptions	Definition
Paperback	Small (standard size) paperbacks no matter their thickness
Large paperback	Larger cover size than small paperbacks, trade paperbacks (any soft covered books)
Hardcover	Hardcover books cost the same no matter the size

- For books with coloured stickers on the front, the number on the sticker is the price for that book, no matter its size or cover.
 - Do **not** arbitrarily change the prices on books. If there is a price dispute, refer the customer to the Sale Days Coordinator.
2. Fill in the tally sheet up to and including **TOTAL Tally Sheet**.
 - Customers may have a coupon for a set dollar value in free books. Tally the books. Include the coupon with the tally sheet to be given to the Cash volunteer, who will subtract the value of the coupons.
 - All children who come to the sale will have been given a ticket worth a free regularly priced book. Include the ticket with the tally sheet to be given to the Cash volunteer, who will subtract the value of the coupons Tell the child/parent that the value of the book will be subtracted at the Cash table.
 - Use templates for children's books (on the Tally tables) to price them.
 3. Initial the Tally sheet beside **TOTAL Tally Sheet**.
 4. A customer may bring you an **initialed** blue tally sheet that has already been completed in the Special Books area; the customer has already paid for these books. Make a new tally sheet for any **additional** books they have. Send them to the Cash table with all the tally sheets.
 5. Customers will reject books. Place rejected books in the box under the table.
Note: Plastic bags are provided for waste.
 6. Some Tally volunteers will be roving – they will carry a clipboard with Tally sheets and walk down the Tally line. Tally books for any customer who has 5 or fewer books and send them to the Cash line.
 7. Customers must bring with them a **completed tally sheet** to the Cash desk. If they don't have one, send them back to Tally.

- Subtract the value of the **Coupons** from the **TOTAL Tally Sheet**. This is the final cost to the customer.
 - If change is due to the customer, please ask “Would you like to donate your change to the book sale?” Add the difference to **Donations**.
 - Arrive at the **Grand Total**. Initial the Tally sheet beside **Grand Total**.
 - Keep the tally sheet(s), coupons and the tickets for the free children’s book. The Treasurer will collect these from you periodically.
 - Some customers may have a **Blue Tally Sheet** from Special Books; they will already have paid for these books. Collect the blue tally sheets.
8. Payment is by **cash only**. Receive payment.
 - Ask if exact cash or a small bill is available to help maintain the supply of change (loonies, toonies, smaller bills).
 - Try to accept larger bills only for large purchases and only if sufficient change is available.
 - A list of ATMs with addresses is posted by the Cash area and at the Exit door.
 9. An experienced Tally volunteer should deal with a customer with many bags of books.
 10. Always be discrete about handling cash in front of customers. Put large bills into zip-lock bags and keep them away from the eyes of customers.
 11. Give the money to the Friends’ Treasurer/designate as requested.
 12. All sales are final.
 13. If you need to take a short break, give your cash box to a fellow Cash volunteer. Never leave a cash box unattended.
 14. Thank customers for coming to the sale.

Thanks for volunteering!