



2026 Sale Days Volunteer Training Manual

	Sale hours	Shifts *	
Thursday Oct 22	2 pm – 8 pm	2 pm – 5 pm	5 pm – 8 pm
Friday Oct 23	2 pm – 8 pm	2 pm – 5 pm	5 pm – 8 pm
Saturday Oct 24	10 am – 4 pm	10 am – 1 pm	1 pm – 4 pm
Sunday Oct 26	10 am – 4 pm	10 am – 1 pm	1 pm – 4 pm
* Please arrive 15 min before your shift to register and review floor layout.			

Welcome to the 2026 BIG Book Sale

This Manual provides advice for all Sale Days volunteers and specific instruction for each position. Note Parking Attendants are trained by the Parking Coordinator.

Clothing: Our space can be very warm. You may wish to bring a sweater if you are stationed near a door or in the air-conditioned area. Comfortable shoes are a must. Small hooks in the kitchen area can be used for reusable bags. Please avoid backpacks as space is limited.

Parking: Parking is limited, and spaces are needed for our customers. Please carpool, arrange a ride, bike, or take transit (Route 20 Northwest Industrial) where possible – thanks!

Health & Safety: It is not possible to guarantee the safety of your belongings in the building – please carry any valuables on your person or lock them in your car. A first aid kit, defibrillator and six fire extinguishers are available. We have a Fire Emergency Plan. Exits are the entrance door, the exit door and the garage door. Contact a Committee member (blue name tag) if needed.

Signing in: Enter at the door marked **Volunteer Entrance** (Exit door on north side facing Massey Rd). Arrive 15 minutes before your shift begins. Sign in at the Volunteer Registration table (initial the list) and get your assignment for the shift. Collect your lime-green vest. Overflow volunteers also wear a red scarf. Write your name on a name tag and put on your vest.

- Familiarize yourself with the site to better help customers when you are asked questions.
- Consider having the digital floor plan accessible via the QR code on your phone to show customers to help them find topics.
- At shift change times, head to your post and introduce yourself to the volunteer you are replacing.

Break: Juice, water and cookies are provided. Bring other snacks/a hot drink if you wish. Take a short break in the kitchen area after letting a nearby volunteer know. We schedule a break time for volunteers on a double-shift near the shift change time.

Seated volunteers: Positions for volunteers who require seating are limited. Bring a cushion for comfort if you wish.

Customer relations: Always be courteous. If a problem arises, please contact the Sale Days Coordinator or a Committee member (blue name tags). Please err on the side of generosity in dealing with customers.

Table Monitors

Role: Keep the tables and the boxes underneath stocked and organized, assist customers and promote sales.

Table Monitor Leads: Kim Richardson and Maryann Bailey

- When you place books on the tables, make sure they all face the same direction. Also check that you are placing books in the correct sections. Try to keep the tables neat.
- Keep the fruit boxes on the tables full as they support other books.
- Fiction:
 - The fruit boxes hold mass market (small) paperbacks. Keep the fruit boxes filled with small paperbacks until our Overflow is gone. Then fill with trade paperbacks and hard cover books.
 - Do not stack more than two boxes of mass market paperbacks at the end of a table.
 - Try to limit one author to 8-10 books on the table at a time. Sometimes the Overflow box you receive will contain books by only one author.
- Replenish the tables from the boxes under the tables. Then request more books from an Overflow volunteer to fill the boxes under the tables. We want everything out on the floor ASAP. The Overflow volunteer will remove empty boxes and will tell you when the Overflow for your tables is gone.
- Keep a good number of hardcover books on the tables.
- Allow customers to browse boxes under the tables but ensure these boxes do not become a tripping hazard.
- Scanners are permitted. If a customer is blocking access for other customers, contact a Committee member.
- Super Sorters (orange name tags) serve as Floaters and can cover breaks and assist with refills.

Door Monitors

- **Entrance Monitor Greeter**
 - Welcomes customers and 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-Youth area.
 - On Thursday and Friday, dealers may leave by the Entrance door. Collect the Exit ticket of the dealer leaving. If Dealer returns to shop more, collect Readmit ticket and check that the Counting Monitor does not recount.
- **Counting Monitor**
 - Uses a clicker to count customers. Records numbers on the form provided. Resets the clicker to "0" at the shift end.
- **Exit Monitor**
 - Collects exit tickets. Thanks customers for coming to the sale. Hands customers a Thank You bookmark with the exit survey link and Bamco coupon.

Floor Monitors

Checkout Lead: Loreena VanBokhorst

- **Checkout Line Monitors** direct customers to Tally (main floor) and Cash (next room).
- **Book Hold Monitors** accept bagged books from customers. Attach one half of a two-part ticket to the bag and give customer the other half. Match numbers when the return. There is no Book Hold on Sunday.

Overflow Volunteers

- Circulate regularly to check if more books are needed.
- Deliver boxes from Overflow to Table Monitors. and remove empty boxes.
- When no Overflow remains, cross off area on list posted in Overflow and inform Table Monitor for that area.
- Remove empty boxes. Break down cardboard boxes. Share this role among the Overflow volunteers.

Tally

Checkout Lead: Loreena VanBokhorst. She will provide instruction at the beginning of your shift.

1. Sort books by category, count and record the numbers on the tally sheet. Use the template on the table to distinguish between mass market and trade paperbacks.
2. Calculate the amount owed in each category, record and total. Fill in the tally sheet up to and including the TOTAL Tally Sheet.
 - Initial the Tally sheet beside TOTAL Tally Sheet; then give it to the customer.
3. Customers with a blue tally sheet have already paid. Make a white tally sheet for additional books. Send them to Cash with all the tally sheets.
4. Do not tally the children's free book. Place the ticket in their book so it is readily visible.
5. Marketing coupons: Tally all their books and send them to Cash with the tally sheet and coupon.
6. Place rejected books in the labelled boxes under the table.
7. An experienced Tally volunteer should handle large orders.
8. If there is a price disagreement, be generous and side with the customer.
9. **Special Section:** Use blue Special Section tally sheet to tally purchases.
10. **Dealer Tally** on Thursday and Friday is at the back corner of the main floor.

Cash

Checkout Associate Lead: Liz MacKenzie. She will provide instruction at the beginning of your shift.

1. Accept Tally sheet(s) and process payment.
 - **Debit/Credit:** use the POS device to receive payment. Ask the customer if they want a receipt; print if requested.
 - **Cash payment:** receive cash payment. Ask for exact cash / small bills if available.
 - Children's tickets: Collect and place in the designated box for Children's tickets.
 - Marketing coupons: Deduct value from Grand Total. Place coupon in the box for Children's tickets.
 - Initial the Tally sheet beside Grand Total.
2. Place the white tally sheet(s) and collect any blue tally sheets (the customer has already paid in Special Books) in the designated basket.
3. Give customers an exit ticket and direct them to the exit. Thank them for coming.
4. Complete a Friends receipt if a customer requests it.
5. All sales are final.
6. Handle cash discreetly. Keep large bills under the tray. Hand off excess cash box to the Treasurer/designate when requested.
7. Before stepping away, always hand your cash box to another Cash volunteer. **Never** leave it unattended.
8. **Special Section:** Payment is by cash or Debit/Credit on the POS device in the Special Section. Stamp the blue tally sheet "PAID" and give it to the customer.

Dealer Table

- Tally and Cash volunteers work together to tally large orders.
- Payment is by cash or Debit/Credit on the POS device at the Dealer table.
- The Cash volunteer retains the tally sheet(s) and gives the Dealer an exit ticket. If the Dealer is returning to shop more, give them a Readmit ticket.
- The Dealer exits by the entrance door. The Entrance Monitor Greeter collects the exit ticket.
- If the Dealer returns to shop more, they come to the Entrance door and give Readmit ticket to Entrance Monitor Greeter, who checks that the Counting Monitor does not count them again.

Thanks for volunteering!

Tally Sheets

FGPL TALLY SHEET

Adult Books	Quantity	Total
Hardcover \$4		
Trade paperback \$3		
Mass market paperback \$1		
Sub-total this section		\$

Kids/YA Fiction/Non-Fiction Crafts, Sheet music	Quantity	Total
Blue sticker \$2		
Green sticker \$1		
Yellow sticker 2/\$1		
Red sticker 5/\$1		
Large yellow sticker Specially priced item		
Sub-total this section		\$

Media, Games	Quantity	Total
DVD, Blu-ray, CDs \$1 per disc or set, or as priced		
Puzzles, adult graphic novels \$2 or as priced		
Vinyl \$2 or as priced		
Video games, board games		
Priced individually \$2 - \$10		
Special items, collections, boxed sets		
Priced individually \$1 - \$10		
Sub-total this section		\$

Tally Initials	Total Tally Sheet	\$
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Cash	Donation	\$
Initials	Grand Total (Amount received)	\$

All sales final. Cash / debit / credit.

FGPL SPECIAL BOOKS TALLY SHEET

Vintage	Quantity	Total
\$1		
\$2		
\$3		
\$5		
Sub-total this section		\$

Antiquarian, Collectible, Sets, Coffee Table	Quantity	Total
\$10		
Sub-total this section		\$

Total Tally Sheet	Initials	\$
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Donation	\$
Grand Total (Amount Received)	\$

All sales final. Cash / debit / credit.

Price List

BOOKSALE PRICE LIST	
Adult Books	
Hardcover	\$4
Trade paperback	\$3
Mass market paperback	\$1
Children and Young Adults Fiction/Non-Fiction	
Crafts, Sheet music	
Blue sticker	\$2
Green sticker	\$1
Yellow sticker	2/\$1
Red sticker	5/\$1
Large yellow sticker	Specially priced item
Special Books	
Vintage, antiquarian, collectible,	Priced individually (\$1 and up)
coffee table	Payment in Special Books section
Media	
DVDs & Blu-Ray, CDs	\$1 per disc or set, or as priced
Adult graphic novels	\$2 or as priced
Vinyl	\$2 or as priced
Video games, board games, puzzles	Priced individually (\$2-10)
Special items, collections, boxed sets	Priced individually (\$1-10)

All sales final. Cash / debit / credit.

BOOK SALE FLOOR PLAN 2026

Fiction

- Thrillers
- Fiction A-Z
- Large Print
- Plays
- Poetry
- Short Stories, Anthologies

Non-Fiction

- Texts, Education, Teacher Resources
- Language -English, Writing
- Languages Other (not English/French)
- Language -French
- Travel
- Hobbies & Games
- Crafts/Needlework
- DIY / Home Decor

• Transportation • Animals • Gardening • Nature, Green & Sustainable Living, Field Guides • Sciences Science, Nature & Gardening T2	• Languages Other (not English/French) • Language -French • Travel • Hobbies & Games • Crafts/Needlework • DIY / Home Decor Languages, Learning & Leisure T4	• Indigenous peoples • History International • Military History, War • History Local • History Canadian History & Indigenous T6	• Sheet music • Music • Film, TV & Theatre • Art Techniques • Art & Artists Architecture Photography • Humour Arts & Entertainment T8
• Sociology, Gender & Cultural Studies • Psychology & Mental Health • Self-Help, Meditation, Mindfulness • Crime, Law Social Issues & Sciences T1	• Philosophy • Paranormal, Occult, New Age • Health & Fitness • Myths, Fables & Legends • Religion & Spirituality Mind, Body & Spirit T3	• Notable Nonfiction • Politics Canadian • Politics int'l • Current Issues • Business & Economics Politics, Business & Current Issues T5	• Biography, Autobiography Memoir – int'l • Sports, Outdoor Rec • Biography, Autobiography Memoir - Cdn. Biography & Sports T7