



Sale Days Volunteers Guidebook - 2019

Shifts: Friday, 12:30 pm to 4:00 pm, 5:30 pm to 9:15 pm

Saturday, 9:30 am to 1:00 pm, 12:45pm to 4:15 pm

Sunday, 9:30 am to 1:00 pm, 12:45 pm to 4:15pm

The check-in table will be facing you as you come down the ramp.

Welcome to the 2019 sale. Thank you for volunteering to work at it. The guide book gives advice for all volunteers, and specific instructions for each position.

Please try to 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 (and we have 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 at all possible.

It is impossible to guarantee the safety of any belongings in the building. Please do not bring in any valuables that you cannot carry on your body. The building is very dusty so do not wear clothes or shoes you value. Comfortable shoes are a must. The building can get warm when there are several hundred people in it, but if it is a normal late October day you might want a sweater or light jacket, particularly if you are working as a door monitor.

Please come in the front door, head for the check-in table to sign in, get your assignment for the session. Collect your scarf (it identifies you as a volunteer,) and then, if it is the first session of the day, head directly for your post. If it is the second, wait until it is time to start and then identify yourself to the person you are replacing, and collect your scarf.

Table Monitors

The role of the table monitor is to supervise an area of tables, to assist customers *and to sell books*.

- 1.** Familiarize yourself with the floor layout as a whole so that you will be able to direct customers who ask you for directions.

2. Go to your assigned area as your shift begins. If you are on the morning shift, go there as soon as you have signed in. For the second shift, wait until the time of the shift. Meanwhile you can learn the floor so as to be able to help customers.
3. Your responsibility is to keep the tables in your section in good order and to encourage customers to buy.
 - a. Keep the tables tidy and the books in straight lines, titles facing in the same direction. Try to keep the boxes under the tables from becoming a tripping hazard.
 - b. Add to the books on the tables from the boxes under the tables.
 - c. You have a number of different tables, and topics or author names, under your management. Make sure, when adding books, that they get into the right sections.
 - d. Small soft-cover books are kept in the fruit boxes on the tables, and larger soft-cover books ("Trade Paperbacks") and hard cover books are on the table surface.
 - e. Under no circumstances should you attempt to replace a fruit box on the table with one from under the table. The fruit boxes support the books on the tables.
 - f. Look for books you or others you know have enjoyed and place an "A Good Read" bookmark in these. More bookmarks are available from the Sale Coordinators' table across from the ramp.
 - g. If you notice a book that does not belong on your tables take it to where it belongs or hand it to one of the supervisory staff, dressed in pink, or floaters with blue scarves..
 - h. In the spirit of earning more money for the cause, try to keep a good number of hardcover books on the tables.
 - i. If there are a large number of copies of one book on your tables exchange most of them for other titles from the boxes under the tables.
 - j. If you run low on books, contact one of the staff on the floor or the volunteers with red scarves to check the additional book area for those suitable for your tables.
4. If you need a break, there are refreshments and chairs in the room set aside for volunteers, on the "stage" area back of Joe's. (Not Joe Coffee.) Just leave the tables for a few minutes or ask a floater to take it over for a few minutes.

Floor Monitors

1. **Book Hold** monitors accept bundles of books from customers who want to park their books while they look for more. Attach one half of a two-part ticket to the bag and give the customer the other half. When they return to collect their books check ticket numbers carefully. Books left in the book hold are returned to the tables at the end of each day.
2. **A Tally Line** monitor stands at the front of the exit line and directs customers to Tally people who are available to help them. A second monitor stands at the edge of the tally section and directs customers to the Cash people who are available to help them. In general they try to keep the tally and cash lines moving. If the number of volunteers allow, a third monitor tries to keep the main tally line in order.
3. Volunteers in these categories may take on more than one of these jobs during a shift at the discretion of the Day of Sale coordinators.

4. If there are sufficient volunteers, there will be some **Floater**s, to be the trouble-shooters on the floor. They may keep an eye on the tables and offer assistance in any areas in which there appear to be problems for either customers or table monitors. They can relieve table monitors who want to take a break. If there are bags available, they offer them to customers *who look as if they need them*. (We have a limited number of bags available for a three day sale.) Floor monitors may on occasion assist the tally line monitor when there are large crowds in the cash and tally area.

Door Monitors

- Entrance Monitors.** There will be a group of three people at the entrance, doing the following tasks: **a)** counting the number of people who have entered, **b)** handing entering customers a map of the floor and **c)** giving to each entering child up to the age of 15 (this includes young adults, do not take a hard line on this) a ticket which gives them a regularly priced book from the Children's and Young Adults' collection. The group should organize themselves to regularly change tasks. The counter in particular will need regular relief. If the weather is cold they should wear jackets or coat because they will be right beside the door.
1. **Exit Monitors.** There will also be a group of three people at the exit, sharing the following tasks, **a)** collecting the tickets that verify that a customer leaving with books has paid for the books. This person will be on the sale floor. **b)** assisting departing customers with their books, directing them to the area where they may pull their cars up to collect their books. This group may also want to share the duties. This person will be at door level. **f** If it is cold, they should wear jackets or coats because they will be near the door.

Tally

1. The volunteers on the tally tables total up, using the provided tally sheets, the customers' purchases. Consult the price lists taped to every table. Occasionally books will have coloured stickers on the front. The number on the sticker is the price for that particular book, no matter what its size or cover. **Do not arbitrarily change the prices on books. If there is a price dispute refer the customer to one of the Sale Coordinators.**
2. Fill in the tally sheet up to and including "**TOTAL Tally Sheet**". A few customers may bring you a coupon for a set number of free books. **Tally these books,** (The cash person will subtract the value of the coupons.-) Include the coupon with the tally sheet to be given to the cash person who will subtract the value of the book from the total..
3. All children who come to the sale will have been given a ticket for a free book. These tickets will be dealt with in the same was as the coupons. Tally the book. And tell the child/parent That the value of the book
4. Occasionally customers will bring you *initialed* tally sheets that have already been filled in by a member of staff of the Special Collections books. Hey have paid for the books. These latter books should be in a stapled bag. Make up a new tally sheet for any *additional* books they have. Send them on to the cash desks with all the tally sheets.

5. There is a special tally area for dealers on Friday . Volunteers in this area will add up the totals on a tally sheet, place the books in boxes, tape up the boxes, write the total cost on the boxes along with the dealer's name and sign it. (There is also a cash person in this area.)
6. Please wear warm clothes. You will be seated fairly near to the doors.

Cash

1. Customers *must* bring with them a tally sheet which has been filled in. If they don't have one, send them back to the tally area. They may sometimes have two if they have bought books in the Special Collections area. They will already have paid for these.
2. Subtract the value of the coupons from the "TOTAL Tally Sheet". This is the final cost to the customer. If they tell you to keep the change, add the difference to the donations to arrive at the **Grand Total. Initial the bottom of the sheet.**
3. *Keep the tally sheet(s), coupons and the tickets for the free children's book.* They will be collected from you periodically by the Treasurer.
4. **Cash only.** (An exception is made for the dealers who are buying in large quantities. Cheques will be accepted with appropriate government issued identification.) Directions to the nearest ATMs are on the entry door.
5. Larger bills will only be accepted for large purchases and **if** sufficient change is available.
6. Ask if exact cash or a smaller bill is available to help keep up the supply of Loonies and Toonies for change as long as possible.
7. **Give every customer a ticket** after their purchase is complete. This is their receipt that they give to the volunteers at the exit.
8. Never leave cash boxes unattended.
9. All sales are final.
10. Thank the people for coming to the sale.
11. Give money to the Friends' Treasurer as needed. Determine if change will be needed for the next shift and make arrangements for it with the Treasurer.
12. There is a special tally and cash area for dealers on Friday, but a dealer may turn up in your area. Only accept their business if their books are in a sealed box signed by a dealers' area tally person. Very rarely a dealer will turn up on other days. If someone arrives with many boxes of books contact a Sale coordinator to deal with it so the lines don't get impossibly blocked.
13. Please wear warm clothes. You will be seated fairly near to the doors.

Take a break when you need one and so long as there are enough people in your area to handle the business.

PARKING: Please try to 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 (and we have 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 at all possible.

Thanks for being a volunteer!