



Sale Days Volunteers Guidebook - 2018

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

Check in at the desk at the side door when you arrive.

When you arrive, come in the front door. Tell the person guarding the door that you are a volunteer. He will let you in. You may have to walk past a long line of people to reach the door. Do not join the line. Come into the building, go down the ramp, and walk across the front of the book rows to the sale coordinators' table, where you will be signed in and given a blue scarf that identifies you as a volunteer. Don't forget to turn it in before you leave at the end of your shift.

DUTIES

Table Monitors

1. The role of the table monitor is to supervise an area of tables, to assist customers *and to sell books*.
2. Familiarize yourself with the floor layout as a whole so that you will be able to direct customers who ask you for directions.
3. Go to your assigned area as your shift begins. Your responsibility is to keep the tables in your section in order and to encourage customers to buy.
 - a. Keep the tables tidy and straight, titles facing in the same direction. Also try to keep the boxes under the tables from becoming a tripping hazard since people will pull them out.
 - b. You may have a number of different tables and topics under your management. Make sure, when adding books, that they get into the right sections.

- c. 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 at the front, where you signed in.
 - d. 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 or floaters on the floor.
 - e. Add to the books on the tables from the boxes on floor under the tables as the tables empty.
 - f. Small soft-cover books are to be kept in the fruit boxes on the tables, and larger soft-cover books and hardcover books are on the table surface.
 - g. In the spirit of earning more money for the cause, try to keep a good number of hardcover books on the tables.
 - h. 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.
 - i. If you run low on books, contact one of the supervisory staff on the floor or the volunteers with red scarves to check the additional book area for any suitable for your tables.
 - j. Introduce yourself to the person you are replacing if you are on the afternoon shift.
4. If you need a break, there are refreshments and chairs in the room, on the stage area above Joe Coffee, set aside for volunteers. (Not Joe Coffee) You can leave your tables unsupervised for a few minutes (!0-15)

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 and give the customer the other half. When they return to collect their books check ticket numbers carefully.
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 Cash people who are available to help them. In general they try to keep the lines tally and cash lines moving. If the number of volunteers allow, a third monitor tries to keep the main exit line in order.
3. **One person** on each shift, as identified by a sale coordinator, will be responsible for making sure the tables do not run low on books, and replenishes them if more books are available.
4. 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.
5. If there are sufficient volunteers, there will be some **Floaters** on the floor, 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

1. **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 (this includes young adults, up to age 16. (Do not take a hard line on this) a ticket which gives them a free, 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 before repetitive strain injury sets in.
2. **Exit Monitors.** There will also be a group of three people at the exit, sharing the following tasks: **a)** counting the departures, **b)** collecting the tickets that verify that a customer leaving with books has paid for the books and **c)** assisting departing customers with their books, directing them to the area where they may pull their cars up to collect their books. This group will also want to share the duties, particularly the counter. If it is cold, they should wear jackets or coats because they will be right beside the door.

Tally

1. The volunteers on the tally tables total up, using the provided tally sheets, the customers' purchases and initial the sheet beside "Total Tally Sheet". 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**, and include their value in the "Coupons" space. (The cash person will subtract this.) Include the coupon with the tally sheet to be given to the cash person.
3. All children who come to the sale will be given a ticket for \$2.00 off a book. This should **NOT** be subtracted from the total in that area.
4. Occasionally customers will bring you *initialed* tally sheets that have already been filled in by a member of staff in a particular area, such as the Special Collections books. These latter books should be in a stapled bag. Make up a new tally sheet for any *additional* books they have, and initial. Send them on to the cash desks with all the tally sheets.
5. There is a special tally area for dealers on Friday night. 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.)

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

Cash

1. Customers *must* bring with them a tally sheet which has been initialed. If they don't have one, send them back to the tally area. They may sometimes have two if they are also buying books in the special collection area.
2. Subtract the value of the coupons and Children's tickets (**\$2.00**) 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, Elaine Lilley, 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.

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!