

Rotary Club of Nanaimo – Book Sale Volunteer roles and duties Spring 2024

TABLE DUTIES THROUGHOUT THE SALE

SALE SET-UP

SALE TEAR-DOWN

- Thank you for volunteering! Your support is key to ensuring the success of our annual fundraiser.
 - SMILE! Value the customers; thank them for their support – we wouldn't be successful without the shoppers; enjoy yourself and enjoy being with others
 - **All volunteers** – please check in with Floor Manager (formerly Foreman) at Centre Court at the start of your shift; although you will likely be able to choose where you wish to work, the Floor Manager is the 'boss' of the shift and will, if needed, direct volunteers to the area of most need.
 - A reminder that there are no 'meal breaks' during your volunteer shift; if you need a break to use the loo, please let the floor manager or banker know so they can cover your duties
 - Public Health protocols – there are currently no public health orders hence no covid protocols however
 - Hand sanitizer is available at all mall entrances/exits, and at Book Sale cashier stations
 - Masks are no longer mandatory but if you wish to wear one, feel free to do so; we are tolerant of everyone's preferences
1. **Table workers** (Overview, Main duties, Micro-sorting after first weekend, final Sunday) (p. 2)
 2. **Book Sale set-up** (mall & table layout; book set-up) (p.3)
 3. **Book Sale tear-down** (captain & volunteers) (p.4)

1 TABLE WORKERS' DUTIES

- Upon arrival for your shift, **check in with the Floor Manager** at Centre Court for assignment and put on a Rotary apron
- Thank you for volunteering! Your support is key to ensuring the success of our annual fundraiser.
- SMILE! Value the customers; our #1 goal is to sell all the books
- Walk around, familiarize yourself with the layout of the sale, and be prepared to answer shopper questions; anything you cannot answer, refer the customer to the Floor Manager
- Help customers find books, provide boxes for transport, help wherever needed
- Complaints/concerns should be directed to the Floor Manager – don't be afraid to ask for help
- Please do your own personal shopping before or after your shift

1a TABLE WORKERS - main tasks during the 10-day sale

- During the first weekend of the sale, the main goal is presentation so:
 - All book titles should be facing the same direction so they are easy to read
 - Books in wrong category should be returned/placed in the correct category
- Whenever possible, bring books from the floor up onto tables. Leave until last the particular authors of large groups of books (i.e. Binchy, Steele, Patterson, etc.) – only have a few of each title on the tables
- Fiction is sorted by authors' last name (A, B, C, etc.)
- Non-fiction is sorted by category, and is identifiable by signs. Note that many books are micro-sorted into sub-categories so familiarize yourself with the system before moving books around. Maintain the sorting system where possible please.
- Damaged or otherwise 'un-sellable' books should be removed and returned to the sorting room as discards.

1b TABLE WORKERS - MICRO-SORTING AFTER THE 1ST WEEKEND OF SALE

- Group authors together in the same box
- Integrate books under the table into empty spots in appropriate boxes. Don't pack boxes super tight, make it easy for shoppers to put books back.
- 'full box' tightening is NOT required until the final Sunday
- Once a box is empty it can be returned to the sort room

1c FINAL DAY CULLING (Saturday April 13, 6-8 pm and Sunday April 14, 9-11 am)

- Non-fiction culling is assigned to designated members familiar with specific categories
- Pull out damaged or poor-quality books for discard
- Pull out multiple copies of the same title (leave maximum 3 of each title) for recycling
- Condense books/boxes as you are able – no need to fully tighten yet

1d TABLE WORKERS FINAL SUNDAY (April 14)

- Remove all empty boxes and return them to the sorting room
- Make sure titles are all facing the same way
- **Starting 4 pm** the end of sale shift will:
 - Tighten up boxes in preparation for packing up. Fill centre spaces of rows in the box as able
 - Ensure the four corners of the box are strong hardback if possible, all same height. 'shore up' the corners so the boxes stack well on pallets
 - Tall boxes – place extra books on top of packed books so boxes are levelled off for stacking safely onto pallets

2 BOOK SALE SET-UP CAPTAINS (Thurs April 4)

- 3 captains to oversee Pocketbooks, non-Fiction, Fiction
- You are the 'directors' of set-up in order to ensure an orderly set-up; you will have volunteers that may not have been part of Book Sale before so may need clear, specific instructions as to their duties
- Be visible and supportive, and **DELEGATE** as needed
- Consult with one another to ensure that volunteers from one team are not released until all set-up tasks are completed; only the captains can release their team members

2a BOOK SALE SET-UP

- **MALL & TABLE LAYOUT (April 4 2:30-5 pm)**
 - **Under the direction of the assigned Captain**, prepare the mall space for book display
 - Work in pairs (at least) when moving tables and boxes of books – be cautious of lifting/carrying heavy burdens
 - Ask for the lift/pallet jack to assist you as needed
 - During the first weekend of the sale, the main goal is presentation so:
 - All book titles should be facing the same direction so they are easy to read
 - Follow the direction of the captain
 - Thank you for volunteering for this critical part of the book sale

2b SET-UP BOOKS (April 4 5:30-8 pm)

- Gather at the far end of the mall (at the old Sears store) at 5:30; teams of volunteers and captains will meet to discuss rules/guidelines from the mall, noise guidelines, pallet jack use, safety concerns, etc. Captains will then lead their teams to their section to begin.
- **Under the direction of the assigned Captain**, set up the books for display in the various sections
- Set up safety signs and other signage as needed including category signs
- During the first weekend of the sale, the main goal is to sell books so presentation is key:
 - All book titles should be facing the same direction so they are easy to read
 - Books in wrong category should be returned/placed in the correct category
- Fiction is sorted by authors' last name (A, B, C, etc.)
- Non-fiction is sorted by category, and is identifiable by signs
- **Please follow the direction of your captain**; they are very experienced with Book Sale, and know how to maximize your time, energy, and enthusiasm for this task – and how to ensure consistency in presentation, sorting, etc.
- Thank you for volunteering for this critical part of the book sale

3 TEAR-DOWN LEAD/CAPTAINS

- Oversee the tear-down volunteers
- As with set-up, you are the 'directors' of tear-down in order to ensure an orderly process
- you will have volunteers that may not have been part of Book Sale before so may need clear, specific instructions as to their duties
- Be visible and supportive, and **DELEGATE** as needed
- Assign tasks, sections, etc. to volunteers
- Give a 5-minute mall closing warning to customers who are still shopping
- Remain customer-focused - **please DO NOT start tearing down until 5 pm!**
- Consult with one another to ensure that volunteers from one team are not released until all set-up tasks are completed; only the captains can release their team members

3a TEAR-DOWN VOLUNTEERS

- **BOOKS**
 - Tighten up boxes in preparation for packing up
 - Make sure titles are all facing the same way
 - Empty boxes are to go up to the sort room after 5 pm
 - Fill centre spaces of rows in the box as able (i.e. don't jam all books to either end of the box as the boxes will split or 'bow out' and cannot be stacked)
 - Ensure the four corners of the box are strong hardback if possible, all same height. 'shore up' the corners so the boxes stack well on pallets
 - Tall boxes – place extra books on top of packed books so boxes are levelled off for stacking safely onto pallets
 - Once a box is filled, take it to the pallet as advised by the tear-down lead (pallets will be stacked alphabetically so volunteers will move through each section as directed by the captain)
 - This is organized chaos so please rely on your tear-down captain for direction
- **TABLES**
 - Tables will be collapsed and stacked; moved by carts by assigned volunteers/driver
 - Tables will be moved to on-site storage room at the direction of the tear-down leader
 - Duties related to moving boxes off tables, getting tables into the storage rooms, other related challenges will be communicated to volunteers by their captains at the time of tear-down in order to minimize crowding in storage rooms, picking boxes off floor, etc.