

General Information for Volunteers and LCLS Staff

Please print, read and bring with you for reference.

FESTIVAL PURPOSE

- To promote reading, literacy and library services.
- Start a conversation about the library with as many folks as you can! ASK EVERY PERSON if THEY HAVE A LIBRARY CARD – **Send them to the E-library #A3 or Bookmobile#A10.**

WEEK PRECEDING FESTIVAL - Staff may wear festival t-shirts and jeans to work the week preceding the festival!

BE PREPARED

- **A majority of the locations have changed this year so please familiarize yourself** with the festival app, map, venue names and locations, events and activities! People **WILL** ask you questions. Know these basics – find them in the festival app and in this information:
 - Restroom locations?
 - Emergency and First Aid locations?
 - Where to go when children/parents are lost?
 - Disability parking lot location?
 - Where a venue is?
 - When an author is presenting?
 - Who can help if you don't know the answer?
 - If so assigned, please remember the tour at 9:00; Security meeting at 9:30.

ATTIRE

What to wear

- Comfortable footwear, keeping safety in mind.
- Wear a Reading Festival T-shirt (any year) if you have one, otherwise any sleeved shirt is fine.
- Please dress appropriately – you are representing the Lee County Library System.
- **All activities take place outside. Event goes on rain or shine.**

What to bring

- Sunscreen, hat or visor, money for merchandise.
- THERE IS NO STORAGE AREA FOR PURSES, WALLETS OR PERSONAL BELONGINGS.

PARKING

- Allow extra travel time.
- CARPOOLING is strongly recommended.
- Parking meters are free on weekends.
- Obey all signs or you will get a parking ticket (The Reading Festival is not responsible for parking tickets or other infractions incurred).
- Public Works building at First Street and Heitman St.
- The City of Palms parking garage, Monroe and Bay Streets – open at 9 a.m.; \$5 all day.

DISABILITY PARKING

- Location in the post office parking lot, Edwards Drive; enter via **Monroe Street**.
- They will have to show a standard disability parking pass to parking attendant on Heitman Street.
- Disability Drop-off is at the post office lot or turn around on Monroe Street at Edwards.

GROUP VANS

- Community groups of six or more coming in their vans may also pull into post office parking lot as described above.
- Parking attendant will direct them to a parking place in the lot, or direct them to park on Monroe Street.

SCHOOL BUSES

- Direct them to the lot at the corner of West First Street and Carson Street. Directly across from the west side of Centennial Park. This lot is for school buses only.

FESTIVAL OPENS AT 9:45. BE IN YOUR VENUE and READY AT 9:45!

CHECK-IN REQUIRED

- Arrive downtown at least 30 minutes before your shift so you can park, check in and be at your venue on time (someone is waiting for you).
- All workers **MUST** check-in before going to their assignment to receive your lanyard and wristband.
- **Check in is at #R2** on the map at the end of Carson Street.
- Know your assignment, point person's name and shift time for a speedy check-in.
- Students or others needing paperwork signed to document volunteer hours should present the paperwork at check-in.
- Depending on your assignment, you will meet your point person either at the check-in area or at a specified venue of the festival. Check your assignment sheet to see who your venue point person is and be sure to introduce yourself to them. That is the go-to person for information the day of the festival. They will tell you when you take a break, etc.
- Bring this information and the festival map so you can help the public with questions.
- **Please pick up a stack of festival Guides to hand out in your venue. Guides belong in the hands of our attendees!**

CHECK-OUT REQUIRED

- All workers have closing duties if they are there at the end of the day.
- At close, cleanup and pack-up your venue. Take everything to #R2 on the map, where you checked in. Need help, ask others around you. This is a team effort!
- Prior to 3:30, check-out is still at #R2 on the map.
- **Check out and return your lanyard before leaving.**

REFRESHMENTS

- See #R2 on map; **Will be AIR CONDITIONED.**
- Must have unaltered wristband for private and worker hospitality.
- Refreshments are **ONLY** for officially registered LCLS workers and volunteers working a **minimum 4 hours.**
- Refreshments are provided to you as a courtesy and are donated by Jason's Deli, Flat Top Larry's and Costco. The refreshments are the same in both locations. We feed our volunteers as well as we feed our authors!
- If you have dietary restrictions, bring whatever you need with you.
- You may not eat at your workstation – enjoy a well-deserved break – tables and chairs are provided.
- Only bottled water (no food or soda) may leave the refreshment area.
- Additional refreshments may be purchased from food vendors located on Edwards Dr., #F2 on map.
- Be courteous – take only what you will consume; portions may be monitored to ensure there is enough for everyone.

GENERAL INFORMATION FOR THE PUBLIC

Be prepared - People will ask you questions. Know the basics – Familiarize yourself with the festival map, venue locations, events and activities in [festival app](#), festival guide or www.readfest.org.

NEW LAYOUT – See attached map

- West side of Centennial Park will be Adult area.
- Some teen venues are under the US 41 bridge.
- East side youth area **has changes and new numbers.**
- Venues will have their identifying location number on them.

WHEN YOU CAN'T ANSWER THE QUESTION...

- Direct people to one of the **TWO Info Booths** red/yellow “i” on map.
- Workers wearing a bright safety yellow/green T-shirt with **EVENT STAFF** in bold letters across the back can help with difficult questions and are equipped with radios to communicate with all areas.

ALPHABETIC LIST OF TOPICS

ANIMALS

- Dog are not allowed in the park unless they are guide dogs for the blind, per the City of Fort Myers.

APP

- **We encourage you to download the FREE festival App and be familiar with it.**
- **Download app from www.readfest.org/app, or directly from the [App Store](#) & [Google Play](#).**
- **Please rate the app (if you like it).**
- **Encourage attendees to download the app.** They can: see the entire festival schedule and create a personal schedule, find emergency info for lost child/parent, see list of featured author books for sale, marketplace vendor locations, drawing info, menus, locations and payment options, etc.

ASPIRING AUTHORS AWARDS / WRITING CONTEST AWARDS (see Schedule)

- Awards will occur at teen stage #T5 and Storytelling Stage #K4.
- Commissioners will give the awards; direct them to the correct location on the schedule.
- Winning entries displayed #K2 on map; Presented by the Reading Festival and Lee County Teachers of English.

ATM

- Located at Edison National Bank -2105 First Street, Fort Myers.

AUTHORS – FEATURED AUTHORS

- **If approached by Featured Authors please TAKE them to the Private Hospitality area #R1, NOT to an Information booth.**
- Listed in the GUIDE by Target Market Age / Alphabetically by Last Name.

AUTHORS MARKETPLACE

- **You may be asked about an author who is NOT a featured author, but IS at the festival.**
- Check out the marketplace listing in the Guide as there are many additional authors selling books in the marketplace. See the Marketplace booth map to help them find that author.
- **The app has all marketplace vendors listed and their exact location.**
- The information booths also have a map of Marketplace authors.

AUTOGRAPHING

- **Adult signing is at #A1; Youth signing is at #K5 – Books-A-Million tent.**
- Authors sign books immediately following their presentation.
- Tell folks to be sure to get into the correct signing line; there are multiple lines for simultaneous author signings.
- All authors will have two signings. Times are on schedule and by their bio.

BLOODMOBILE

- #A9 under the bridge - Benefits Lee Health System.

BOOK FOR EVERY CHILD – Sponsored by Suncoast Schools Credit Union

- #K8 on map.
- One book free per child for toddlers through fifth grade.
- Mark their hands when giving them a book.

A BOOK FOR EVERY TEEN – Sponsored by Suncoast Schools Credit Union

- #T4 on map.
- One book free per teen for sixth grade through age 19.
- Mark their hands when giving them a book.

BOOKMOBILE

- #A10 on map - **Can sign up for Library cards here.**

BOOKS FOR SALE

- Festival author books are only sold by Books-A-Million.
- Accept cash, debit and credit cards and local checks with identification.
- Adult book sales - #A4 on map.
- Youth book sales - #K5 on map.

CHILDREN'S ACTIVITIES AND CRAFTS

- #K7 on map.
- NO FACE Painting.

CHILDREN'S AUTHORS AND ILLUSTRATORS STAGE

- #K6 on map.
- See schedule for times and performers.

DRAWING – for Four tickets to SeaWorld Orlando or Aquatica, SeaWorld's water park

To enter the drawing a person should:

- Sign up for a new card, renew a library card, or have an e-library demonstration.
- Create a profile in the app.
- Complete a survey and provide their email address when taking the festival survey (phone if no email address).

E-LIBRARY

- Library staff and representatives from Hoopla & Overdrive will be providing demonstrations of our e-resources including: our website, databases, downloadable e-books, e-magazines, music, streaming videos and GENEALOGY.
- Library card sign up available here and at the Bookmobile.
- Talking Books/BBM will be in the Adult marketplace.

EMERGENCY SERVICES AND FIRST AID

- **See red & white cross on map (Edwards at Heitman St).**
- **Info Booths, Police and workers wearing bright safety green T-shirt with EVENT STAFF in bold letters across the back are equipped with radios and will help in any emergency situation.**
- **If incident occurs bring injured person, guardians and witnesses to EMS area. If person cannot walk, go to an Event Staff worker and report it on the radio.**
- **Call Catherine Vaughn on radio so she can bring an incident report to be completed at the site.**
- **Fort Myers Police and EMS.**

FOOD FOR PUBLIC

- #F2 on map.
- Menu and prices are in the app.
- Pay by cash, debit or credit card; NO Checks.
- #F3 Jason's Deli will sell boxed lunches in marketplace; Menu and pricing is in the app.
- #F1 Seated dining area see F1 on map.

INFORMATION BOOTHS

- **See "i" on map there are TWO of them!**
- Have all the answers and radios.
- Will have magazines to give away.

LOST CHILD/PARENT

- **Missing persons: Immediately stop what you are doing and take the person to an Event Staff person in yellow/green shirt, the Info Booths (red/yellow "i" on map) or Emergency Services (red/white cross on map).** They will use the radio to begin a search of the area and take the person to the Police for a meeting point.

LOST ITEMS

- Turn in found items at Info Booths (red/yellow "i" on map).
- If something is turned into info booth please let the other info booth know.
- People who lost items should take a business card from the information booths and call Monday.
- Items will be held at Library Adm. for claiming.

MARKETPLACE QUESTIONS

- Send people to information booth, "i" on map.
- Info booths can call Debbie West on the radio.

POINT PERSONS

- **Make name tags for your workers.**
- **Post a written break and lunch schedule so it is available for everyone to see and so everyone gets one.**
- **Be clear that each volunteer is needed back at a certain time.**
- **If you are missing, or have an extra worker radio Catherine Vaughn to send a replacement worker.**
- **Take note of any issues that need to be addressed for future events.**

PRIVATE HOSPITALITY

- Authors will check in here ONLY.
- Featured authors, their guests and sponsors, must have wristbands – no exceptions for sponsors.
- Author escorts will help authors get to venues without interruption.
- There is no author shuttle to/from the hotel.

RESTROOMS

- Icons on map; there are three locations for the public.
- There are "private" restrooms for authors and sponsors near the Private Hospitality area.

SCHEDULE OF EVENTS

- Please be familiar with the festival venue schedules for all activities.

SELFIE STATIONS

- There are two selfie stations where the public can have fun posting photos of themselves with props.
- # A2 on map. They are adjacent to the information booths.
- Encourage Facebook likes, posts and #SWFLReads.

SURVEYS

- Begin surveying at 11:30. **Each venue has a quota to make the survey statistically significant.**
- Surveys are taken in adult, teen and children's author venues, author signing areas and presentation tents by the workers in those venues. They are also administered by roving survey takers.
- Workers in the venue administer the survey (writes down the answers NEATLY).
- The workers are encouraged to move out of the venue to survey attendees during times without presenters.
- They are anonymous - help us to improve the festival each year.
- Need email address OR phone number to enter the drawing, but no associated name.

TEEN & TWEEN AREA

- For teens/tweens only. Small children should be politely asked to visit the youth area – orange on map.
- No temporary tattoos.
- Crafts #K7 on map.
- A free book for every teen.
- Graffiti and chalk walls #T3.
- Graffiti wall closes at 3 to allow the paint to dry.

TEEN BATTLE OF THE BANDS

- **Moved - #T1 on map.**
- Bands parallel park on Heitman St. after they drop off their equipment.
- Three bands will compete and alternate with the teen author presentations.
- Bands will warm up at low volume.
- Crowd sourced voting.
- Winners will be voted on at 3:15 and announced at 3:30 pm Saturday.

T-SHIRT and TOTE BAG SALES

- 2 locations near info booths; #K3 and #A2 on map.
- Tote bags - \$15.
- T- Shirts: Choice of two colors Light blue or Navy.
- Adult Prices - \$15 and \$17 for 2-3xl.
- No artwork this year, just logo.
- 2016 T-shirt for sale \$10.
- Cash or check; NO debit or credit card (remember the ATM location).

WIFI

- Is available for free outside.

WINK

- In the Marketplace.

Phone Numbers:

- Staff & Volunteer Coordinator, Catherine Vaughn up until the day of the festival at 239-533-4815.
- Festival Coordinator, Margie Byers up until the Thursday of festival week at 239-533-4826.

Thank you for your time! We hope you enjoy your day.



ADULT AREAS

- A1** ADULT AUTHOR BOOK SIGNINGS
Limit 3 per signing
- A2** T-SHIRT SALES & SELFIE STATION
- A3** E-LIBRARY
- A4** BOOKS-A-MILLION - Adult Book Sales
Limit 3 per signing
- A5** ADULT AUTHOR PRESENTATIONS
- A6** ADULT AUTHOR PRESENTATIONS
- A7** MARKETPLACE CHECK-IN
- A8** MARKETPLACE EXHIBITS
- A9** BLOOD MOBILE
- A10** BOOKMOBILE

KIDS AREA

- K1** MARKETPLACE EXHIBITS
- K2** ASPIRING AUTHORS WINNING ENTRIES
- K3** T-SHIRT SALES & SELFIE STATION MARKETPLACE CHECK-IN
- K4** STORY TELLING
- K5** BOOKS-A-MILLION - Teen & Youth Sales & Signings
Limit 3 per signing
- K6** CHILDREN'S AUTHORS & ILLUSTRATORS
- K7** CHILDREN'S CRAFTS
- K8** A BOOK FOR EVERY CHILD
- K9** SHOWS FOR KIDS

TEEN & TWEEN AREA

- T1** BATTLE OF THE BANDS
- T2** TEEN CRAFTS
- T3** TEEN GRAFFITI WALL
- T4** BOOK FOR EVERY TEEN
- T5** TEEN AUTHORS

FOOD VENDORS

- F1** DINING AREA
- F2** FOOD VENDORS
- F3** JASON'S DELI BOXED LUNCHES

RESTRICTED AREAS

- R1** PRIVATE HOSPITALITY
- R2** STAFF/VOLUNTEER CHECK-IN & REFRESHMENTS
- R3** DISABILITY PARKING & DROP-OFF

EMERGENCY AREAS

