

Birchway Book Riot



BOOK RIOT VOLUNTEER INFORMATION PACKAGE

Thank you for donating your time to help Birchway Niagara in support of members of our community experiencing abuse.

This document will provide guidelines to help ensure that we are all “on the same page” as we set up the Birchway Book Riot and to ensure that you are working in a way that respects your health.

Thank you!



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Guidelines for sale tables

Part of the reason the Book Riot is so popular is because it is so well organized! Volunteers helping to set up or organize sales tables are asked to keep the following guidelines in mind:

Categories

–please make sure that any books that you unpack are appropriate for the category sign on the table(s) in the section you are working in. The boxes at each table should already match the category listed on the table, but occasionally you may have to deliver a book or box to another table if it was delivered incorrectly.

Berry boxes/cut down boxes

–please organize all books in berry boxes or in boxes that have been cut down to a height of about two inches. This makes it easy to move boxes of books as tables start to empty at the end of the sale.

Title direction

–Please ensure that all titles in your section face the same way (ideally facing the aisle if possible) and that the spines of all books face the ceiling. See the example on the next page:



-If you run out of room on the tables assigned to your category, please organize them neatly in berry boxes/cut-down boxes under the table so that shoppers can look through those titles as well. Make sure that boxes are completely under the table and not sticking out into the aisle.

Grouping Books

-Where appropriate and as time permits, please try to group subcategories of books within your section (e.g., if you are organizing “crafts”, try to put all knitting books together).

"Filler" Materials in Boxes

To ensure the boxes are stable when they are stacked our book sorters sometimes add “filler” materials to boxes of books. If you find

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plastic bags, please set them aside as we will reuse them. If you find books without covers, these are also fillers and can be recycled.

Section Leaders

-In some sections, there are volunteers who take on the role of section leaders (e.g., fiction, children's books, romance, mystery/suspense). If the leader has left for the day, please look for the sheet of paper titled "Section Instructions" that will tell you what needs to be done (usually this is printed on coloured paper) or if the section should be left alone for the time being. Section leaders should see the staff member on duty if they need an instruction sheet. If you are not sure what needs to be done and which section needs your support, please find a committee member or staff member for information.

Questions?

Committee members will be clearly identified by their t-shirts with "Committee Member" on the back. Staff will be wearing Birchway teal golf shirts, teal t-shirts or black sweatshirts or long-sleeved shirts and should also be wearing a silver Birchway Niagara nametag (and possibly a Birchway fanny pack!). We are happy to help!

Guidelines for garbage and recycling

Shopping carts will be provided for volunteers to take garbage and recycling out to the large bins behind the Gale Centre. Please use the door at the back of the rink for this purpose. Ask a staff person to show you where to go the first time... and bring a partner who can hold the exterior door (or prop it open) as it may lock behind you.

Please note that berry boxes that have been aside in one of the changerooms will not be broken down at the end of the sale. If you come across a box with the word "Abbot" on it, these are also be saved, so please move them to one of the changerooms during or at the end of your shift.

A few health reminders

Please follow these techniques to reduce the risk of injury. If any accident/injury occurs during one of your volunteer shifts, please complete an Incident/Accident Report form and submit it to a member of our staff and ensure that you seek necessary medical attention.

Proper Lifting Technique

The potential for back injuries is tremendous if proper lifting techniques are not used as well as proper back care maintenance.

A healthier back means a more productive you. Good posture is one of the simplest things each of us can do to help our backs stay healthy and pain free. Proper posture can prevent muscle pain, stiffness, tension and back aches. By using good posture through out your day

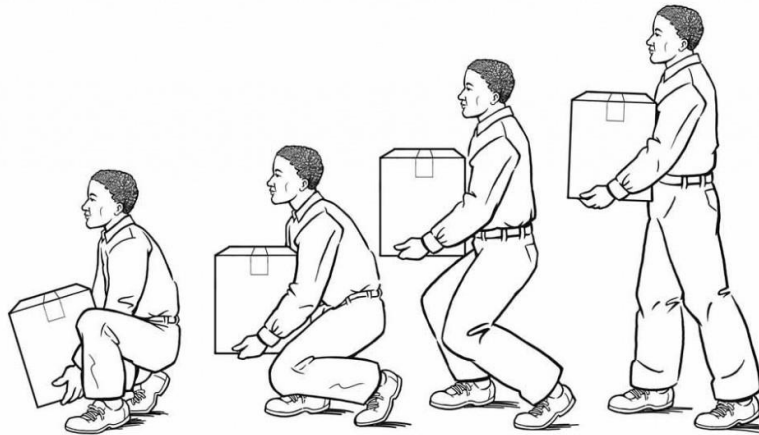


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you can reduce your risk of back problems. Maintaining good posture means using your body safely at all times.

When transferring or lifting an object you want to always remember to bend your knees not your waist. Hug the load, the further the object is from your body, the heavier it feels and the more stress it adds to your back. Avoid twisting this can lead to serious injury, always make sure your feet, knees and torso are pointed in the same direction.

Remember: *If my knees are bent, my back is straight. If my abs are tight, I'm lifting right.*



Box Cutters

We ask that volunteers 16 and over provide their own box cutters for this event as it will make your role much easier. Please observe the following guidelines to ensure your safety:

- Volunteers under 16 are asked not to use box cutters even if adult supervision is present.
- Make sure to always cut away from yourself.
- We recommend wearing work gloves when using box cutters. Please bring your own if you have them. A limited supply will also be available to borrow at the event.



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General notes

Please make sure to work within your own physical limitations. If you have any concerns about the work you are doing or find that a role is too much for you (or that a shift is too long), just speak with our staff and we will find a solution! Your health is our first priority.

Thank you!

Information for Cashiers

Thank you for offering to act at a cashier at today's event! Below is a list of prices and daily specials to help you with your role:



**Most Items
only \$3!!!**

EXCEPTIONS

Recent Fiction: \$5.50-\$7

Games & Puzzles: \$3 and up

Youth Titles: \$2.50

**Bargain Books,
Children's Books: \$1.50**

**Light Romance, DVDs,
CDs, Vinyl & Sheet Music: \$1**

*Some items
individually priced.*

DAILY SPECIALS

Tuesday:
Pre-sale (\$10 entry fee)

Thursday: "Entertainment Night"
**Buy two CDs/DVDs,
get one free!**

**Friday: Kids' Day! Buy two
children's/youth books,
get one free!**

**Saturday: Buy two hardcovers,
get one free
(does not include
individually priced items)**

**Sunday: \$5 per bag/
3 bags for \$10**

If you are uncertain of a price, please ask for the assistance of a committee or staff member.

Additional notes regarding pricing/specials

- Individually priced items should have a round pricing sticker on them. If a puzzle or game does not have a sticker on it, it is \$3.00.
- On bag day, individuals can fill a berry box for the same price as a bag. ALL items remaining on the floor are part of the bag sale.



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- \$10 Pre-sale admission fee on June 6 is only charged to individuals age 14 and older. 13 and under can come in for free. There is NO admission fee on other days.
- "Light romance" are thinner romance novels (often by Harlequin or Silhouette, but not necessarily), about 100 pages or shorter. If in doubt, just ask if the guest got it from the light romance table.
- If someone presents you with a \$5.00 coupon from the Portage Family Health team, please ignore the date on it. It can be used any day during the sale.
- Additional gift certificates may be issued by Birchway Niagara as part of social media promotions. Just fold and place in cash tray if received.

Payment

The preferred form of payment is CASH but we can accept cheques and "tap" as payment using one of the ipads provided. Please collect a phone number and full address if the customer pays by cheque.

There is an ATM in the main hallway (turn right out of the rink).

American cash will be accepted at par.

**Please ask if customers would like to round up their purchase as a donation to Birchway Niagara.*

Using the iPad to accept payment – One or two of the cashiers at each checkout will be trained to use the iPad to accept payments. Reading this information ahead of time may make this process easier. While it looks like there are a number of steps, it is actually pretty straightforward once you try it! There is also a video tutorial available at: <https://birchway.ca/square-app-training-video/>

How to find the Square App

Let's make it easy 😊

1. Turn on I-Pad by clicking the button on the top right corner one time.
2. The I-Pad will light up – unlock it by scrolling UP
3. Tap on the "Square" Application (See photo below)



How to use Square for Debit/Credit check out

1. On the bottom of the app – there are 4 options "Checkout" "Transactions" "Notifications" "More"
2. Click "Checkout"
3. There will be 3 options at the top of the I-Pad "Keypad" "Library" and "Favourites"
4. Click "Keypad"
5. Type in the item amount that you would like to charge.
6. ***Click "+" if the person is purchasing more than 1 item and add the amount of the second item. Square will add them together for you.
7. When you have entered the entire payment the guest wishes to make, click "Review Sale" (the blue button on the bottom)



8. This will bring you to a new page called "Current Sale"
9. See a mistake? Click the line item you wish to edit – from here you can increase/decrease the quantities of that item, remove the item, or change the price point.
10. Once you have confirmed the amount – click "Charge \$____.____" (the blue button on the bottom)
11. If the client pays with cash – click "cash", if paying with card – use the card reader – no need to click anything.
12. ****On the reader
 - a. 1 green light means the customer can tap or insert the chip into card reader; remove the card when you hear a beep and see 4 green lights.
 - b. Apple Pay, Google Pay, Debit and Credit (contactless or insert) all accepted.
 - c. If the customer takes a little while to get their card out, a red light may appear and time out. You will just have to click the blue words indicating to reconnect contactless payment.
13. It will ask how the client wants a receipt. We can email, text or no receipt. You can also hand write a receipt. (Please note: Email receipt takes a few minutes to send).
14. Transaction ID Number will pop up – record this number on the sheet provided.
15. All Done!!! Success 😊

How to use Square for Debit/Credit refund

1. Oops! A mistake was made! I charged \$1000 instead of \$10.

Along the bottom of the tablet, please click "Transactions"

2. Highlight the transaction that you did.
3. At the top it will say "Issue Refund" or "New Receipt"
4. Select "Issue Refund"
5. Select the item(s) you wish to refund.
6. Select how you will issue the refund (please select to the same card they paid with) and the reason for the refund (Accidental Charge)
7. "Refund" in top left corner will light up blue and you can tap.
8. Success!
9. Head back to checkout along the bottom to continue on with your next customer 😊

Important information:

- Sometimes the square reads time-out and you will have to click the button on the bottom corner to turn them back on.

Door Prize

As customers come into the venue, please encourage them to fill out a ticket for our door prize. This is important, as it will allow us to contact email addresses for promoting next year's sale.

Bookmark & Client Story



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Please make sure that every customer receives a bookmark and a story of one of our clients. Encourage them to fill in the survey on our website (the webpage address is on the book mark). They will be entered for a chance to win a \$50 Indigo gift card if they complete the survey by June 26.

NEW THIS YEAR!!!! Bags and Blankets

Branded bags that were sponsored by local businesses will be available for sale for \$2.00 each. If an individual purchases \$100 or more (not including fudge/raffle), they will receive one of these branded bags for free. If they purchase \$200 or more, they will receive a blanket AND a bag (they can take two bags if they prefer). Individuals can also purchase a blanket for \$20.



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Information for Greeters

Thank you for offering to greet our guests and support this year's Book Riot!

A few quick details...

1. Please help any **volunteers** to get started who may be registering for their first shift. They should:
 - a. Read the Book Riot Volunteer information package if they did not do so ahead of time
 - b. Sign a volunteer commitment and put it in the accordion folder if we do not have one on file for them
 - c. Log-in in the sign-in book
 - d. Find a committee member or staff member to get them started.
2. **Direct guests Bathrooms and the ATM** are both located in the main hallway
3. Please ensure that each guests receives a copy of the **floor plan** (and become familiar with it so you can help them find categories!) and bring their attention to the **price list and daily specials** listed on the back (Please make yourself familiar with this information, which can also be found on a large sign just inside the entrance, or in the Book Riot Volunteer Information Package under Cashier Information.
4. Please encourage guests to take part in our **door prize draw**.
5. **If a guest needs help getting items to their car**, you may help them if you are double-staffed and feel this is physically appropriate for you. If not, please ask a staff or committee member to help you find a student or adult volunteer to help.
6. Encourage guests to purchase fudge, 50/50 tickets and raffle tickets (for a \$500 Home Depot gift card) just inside the rink. We



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are also selling tickets for a daily draw offered by local Royal LePage agents to support Birchway Niagara and Gillian's Place.

7. Let guests know that if they spend \$100+, they get a free re-useable bag. If they spend \$200+, they get a free blanket AND a bag (or 2 bags if they prefer)!



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Information for Fudge/Raffle Ticket Sales (CASH SALES ONLY)

50/50 Ticket sales

You have been provided with a float & money box and raffle tickets for this year's 50/50 raffle. A copy of our lottery license is also provided should anyone inquire.

- Tickets are \$2 each, 3 for \$5 or 10 for \$10.
- We accept cash only for ticket sales (American cash is accepted at par)
- Small end of ticket (with contact information) goes into draw box. Buyer can keep large portion.
- Please be proactive in asking people to purchase tickets.
- winner does not have to be present to win.
- purchaser must be 18 yrs +
- Please keep cash for 50/50 ticket separate from other sales (e.g., book sales/fudge sales.

Home Depot Raffle Tickets

You have been provided with a separate float & money box and raffle tickets for this year's Home Depot raffle (for a \$500 gift card). A copy of our lottery license is also provided should anyone inquire.

- Tickets are \$2 each, 3 for \$5 or 10 for \$10.
- We accept cash only for ticket sales (American cash is accepted at par)
- Small end of ticket (with contact information) goes into draw box. Buyer can keep large portion.
- Please be proactive in asking people to purchase tickets.



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- winner does not have to be present to win.
- purchaser must be 18 yrs +
- Please keep cash for Home Depot raffle tickets separate from other sales (e.g., book sales/fudge sales.

Royal LePage Raffle Tickets

You have been provided with a separate float & money box and raffle tickets for this raffle.

- Tickets are \$10 each and draws are daily in July.
- We accept cash only for ticket sales (American cash is accepted at par)
- We keep bottom of ticket (with contact information). Buyer can keep top portion with prizes listed.
- Please be proactive in asking people to purchase tickets.
- winner does not have to be present to win.
- purchaser must be 18 yrs +
- Please keep separate from other sales

Fudge Sales

Fudge is sold for \$6 each or 3 for \$15.

Samples are no longer provided to minimize health risks.

- Please keep cash for fudge separate from other sales A separate cash box is provided.