

## FAQs – Wee Write & Aye Write Volunteer Programme 2020

### 1. What is Aye Write! 12<sup>th</sup> – 29<sup>th</sup> March 2020

Aye Write! is Glasgow's Book Festival, founded in 2005 and since 2007 has been an annual fixture on Glasgow's culture calendar. The festival takes place in the beautiful Mitchell Library, one of Europe's largest public libraries. Celebrating the best in national, international and local writing, Aye Write! annually brings national and local speakers to Glasgow's iconic Mitchell Library, allowing audiences to enjoy appearances from big name writers and emerging talent alike.

The Aye Write! programme comprises a wide range of ticketed author events for adults and children, but also extends to a schools festival, and a variety of free community and family events.

### 1. What is Wee Write! 2<sup>nd</sup> – 7<sup>th</sup> March 2020

Wee Write! Glasgow's Book Festival for Children and Young People.

This year there's a wonderful mix of authors, illustrators and storytellers, offering something for every age and stage. This year's family day takes place on Saturday 7th March with lots of award-winning children's authors and the return of many Wee Write favourites.

Each year we engage with approx. 70 volunteers to help support and enhance the customer's experience. They bring a wealth of skills and experience with many returning year after year. Click on the link to learn more about our volunteering programme in 2019.

<https://youtu.be/O44FHiPwSxA>

### 2. What roles/opportunities do volunteers take on at Wee Write! And Aye Write!?

2020 roles/ opportunities include;

- **Wee Write! Festival Assistant;** volunteers are asked to meet school classes from buses and escort them safely into the venue and escort them back to the bus at the end of the event. They are also asked to engage with festival audiences of all ages and promote events and services.
- **Aye Write! Event Assistant,** volunteers will be asked to engage with festival audiences of all ages and promote events and services. Usher and direct audiences. Assist customers with access needs. Assist with the set-up of staging and props at each event. Assist with queue management and book signings.
- **Aye Write! Green Room Assistant;** volunteers are asked to greet authors, lead them to and from the Green room and event venue rooms. Also ensure the Green Room is kept tidy and there refreshments are kept stocked.
- **Aye Write! Extended Session Facilitator,** new for 2020. Volunteers will be asked to facilitate discussions with customers after events.

Full training is provided.

### **3. What are the benefits of volunteering?**

We recognise that everyone is different and their motivation for volunteering varies, each year we ask our volunteers what they gained by helping at the event. This is what they told us:

- Enjoyed meeting people and making new friends
- Felt I used my skills to help others
- Learned new skills
- Gained practical experience
- Enjoyed the buzz and excitement of the event and meeting authors
- Made good use of my spare time
- Had FUN!

Each volunteer also receives a Festival T- Shirt and a welcome bag with a water bottle, lanyard, pin badge, pen and notebook.

Lunch vouchers are provided and reasonable travel expenses can be reimbursed.

All volunteers will be invited to our popular Thank you event.

### **4. Who can apply to volunteer?**

- Minimum age is 14, those under 16 will need parental consent.
- No previous experience is necessary, however we are looking to recruit individuals who have a willingness to engage with members of the public, champion the event and activities and follow instruction.

### **5. Will volunteers be able to watch author's talks and take part in events?**

We appreciate volunteers may want to watch authors talks and take part in events, due to the nature of the volunteering roles we cannot guarantee this will be possible and ask volunteers to understand it very much depends on what is required on the day.

### **6. How long are the volunteer shifts/ sessions?**

Shifts or sessions as they are referred to on Kinetic (the website we use to recruit and manage volunteers) are 4-5 hours long.

### **7. Can I volunteer in the same sessions/shifts as my friends?**

We understand that you may want to volunteer with someone you already know, and where possible we will do our best to accommodate.

Once allocated a role or opportunity as they are known on Kinetic (the website we use to recruit and manage volunteers) volunteers will be able to select the shifts/ sessions they would like to attend. If there is someone you want to volunteer alongside, chat to them first and agree the shifts/sessions you both prefer before joining them.

If you would like some help with this process, wait till you have been allocated roles and then get in touch with staff.

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

**8. I have limited mobility, can I still volunteer?**

Absolutely! Just let us know at the Skills Matching Session if there is any additional support we can offer to make things easier for you.

**9. I am a person with a disability, will I be able to volunteer alongside my Support Worker /Personal Assistant?**

Yes. At Skills Matching sessions, let us know that you will be volunteering with your Support Worker /Personal Assistant so we can put the necessary arrangements in place and discuss with you both the best way to support you.

**10. What are Skill Matching Sessions?**

This year rather than host individual informal interviews with all our applicants we are hosting Skill Matching Sessions. Volunteers will attend in groups.

Applications close on 6<sup>th</sup> January 2020.

Week beginning 9<sup>th</sup> January 2020, staff will be in touch with applicants who meet the age criteria by email to invite them to a skills matching session. Applicants are asked to confirm via an online link which session they will be attending.

The sessions are designed to be really relaxed, informal and fun. It is an opportunity for individuals to learn more about the festivals and the roles/opportunities for volunteers.

We aim to answer any questions you may have. It's also a chance for staff to learn more about your skills, interests and experience to take into consideration when allocating roles/opportunities.

**11. Where are volunteer Skills Match Sessions taking place and do I need to attend?**

Yes, we would like all invited applicants to attend. If you cannot attend, it may be possible to make an alternative arrangement, this will be dealt with on an individual basis.

5.30pm – 7.30pm, 22<sup>nd</sup> January, The Mitchell Library, North St, Glasgow G3 7DN

10.00am – 12.00noon, 23<sup>rd</sup> January, The Mitchell Library, North St, Glasgow G3 7DN

1.00pm – 3.00pm 25<sup>th</sup> January, The Mitchell Library, North St, Glasgow G3 7DN

**12. How do I apply?**

Individuals are asked to apply via our website, please click on the link below.

[https://volunteercommslibs.glasgowlife.org.uk/vk/volunteers/my\\_opportunities\\_info\\_ur.htm?pid=10110327](https://volunteercommslibs.glasgowlife.org.uk/vk/volunteers/my_opportunities_info_ur.htm?pid=10110327)

**13. If you would like assistance applying, please contact**

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**14. I am already registered on a Kinetic website and having difficulty logging in, who should I contact?**

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**15. I am having difficulty registering on the website to apply as volunteer, who should I contact?**

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**16. What is the next step after I apply?**

Applications close on 6<sup>th</sup> January 2020.

Week beginning 9<sup>th</sup> January 2020, staff will be in touch with applicants who meet the age criteria by email to invite them to a skills matching session. Applicants are asked to confirm via an online link which session they will be attending.

Week beginning the 27<sup>th</sup> January, successful applicants will be informed of their role/ opportunity allocation via email and asked to select their preferred dates for a brief training session and venue induction and also asked to sign up to their preferred shifts/ sessions.

**17. I haven't heard anything back about my application, who should I contact?**

Sometimes emails go to junk mail, so please check there first. If you still haven't received emails as anticipated given the above timelines please contact

Email: [AyeWriteVolunteers@glasgowlife.org.uk](mailto:AyeWriteVolunteers@glasgowlife.org.uk)

Phone: 0141 287 2869

**18. I don't use email, how will I know what stage my application is at?**

When applying, in the text box that appears to ask for your relevant experience add a line in to say you prefer to be communicated via phone and our staff will make a note to contact you by phone.

**19. I am having difficulty logging in into my account to choose a skills matching session, who should I contact?**

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**20. I received an email telling me what role/ opportunity I have been allocated and now need to login to choice my shifts/ sessions, how do I do this?**

Follow the instructions within your email.

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**21. I am having difficulty selecting my sessions/ shifts online, who can help me?**

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**22. I have chosen my shifts but now need to amend them, how do I do this?**

Login into your account;

- select opportunities
- select the opportunity you would like to amend
- select remove from the sessions i.e. shifts you no longer want to attend
- if you would like to join another session, select join.

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0141 287 2809

**23. Is training provided?**

Yes, all volunteers will be invited to attend 1 training session. The sessions will be 2 hours long and offer a mixture of morning, afternoon and evening. T-shirts and Welcome bags will be handed out at the training session.

18<sup>th</sup> February 2020  
1.30pm – 3.30pm

20<sup>th</sup> February 2020  
5.30pm – 7.30pm

27<sup>th</sup> February 2020  
10.30pm – 12.30pm

**24. I want to withdraw my application, who do I contact?**

No problem, simply contact:

Email: [AyeWriteVolunteers@glasgowlife.org.uk](mailto:AyeWriteVolunteers@glasgowlife.org.uk)

Phone: 0141 287 2869

**25. I am unable to make my shift/ session at the last minute, who should I contact?**

Email: [AyeWriteVolunteers@glasgowlife.org.uk](mailto:AyeWriteVolunteers@glasgowlife.org.uk)

Phone: 0141 287 2869

**26. Have a question that wasn't answered above?**

To answer questions specifically about volunteering at Aye Write! /Wee Write! please contact;

Email: [AyeWriteVolunteers@glasgowlife.org.uk](mailto:AyeWriteVolunteers@glasgowlife.org.uk) Phone: 0141 287 2869.

To contact staff that can help with using our online system, please contact;

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk) Phone: 0141 287 2809