



2018 VOLUNTEER HANDBOOK

TOWNIE STREET PARTY

DART FOR ART

MONDAY, JULY 16TH

5 – 9:30PM

ANN ARBOR STREET ART FAIR, THE ORIGINAL

JULY 19TH – JULY 22ND

THUR-SAT: 10AM-9PM

SUN: 12PM-6PM

VOLUNTEERS COORDINATOR: MARCEY TERRIEN

CELL: 480-833-7019

Many thanks to

(insert: "OFFICE MAX" logo phrase)

for generously printing this Volunteer Handbook

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INTRODUCTION

A. GREETINGS

Welcome to the team! Staff, Artists and Volunteers of the Ann Arbor Street Art Fair, the Original, work together to continue the 59-year tradition of presenting art to our community. However, *YOU* are the face of the Art Fair and play a vital role. Only a few of the hundreds of thousands of visitors to the Art Fair will interact with the year-round staff, but they *will* interact with you. Simply by being courteous and helpful, you will help visitors remember a good time at the Art Fair.

This handbook is meant to give you a basic understanding of the Street Art Fair and your responsibilities as a Volunteer so that you can be confident in your role. Please do not hesitate to ask any questions not addressed in the handbook.

B. ABOUT THE STREET ART FAIR

Established in 1960, the Ann Arbor Street Art Fair is the original of the four award-winning fairs that make up the Ann Arbor Art Fair:

- * Ann Arbor Street Art Fair, the Original (1960)
- * State Street Art Fair (1967)
- * Ann Arbor Summer Art Fair (1970)
- * Ann Arbor's South University Art Fair (2000)

Together, the fairs attract nearly 400,000 visitors from across the nation. They are continually rated as the best in the country.

The Original Art Fair is a 501(c)(3) non-profit arts organization. Our mission is to increase public knowledge and appreciation for contemporary fine arts and fine crafts by creating opportunities that connect artists, the Ann Arbor community and the general public in a mutually beneficial way, including a top quality juried street art fair

The 2018 Street Art Fair is located on North University, E. Washington and Ingalls Mall on the University of Michigan campus. It's surrounded by beautifully landscaped walks and stately architecture, including the landmark Hill Auditorium.

There are 225 artists participating in the 2018 Street Art Fair, including the Potters Guild and the New Art, New Artists program. (Note: there are approximately 1000 artists participating in all four fairs.) The list of Street Art Fair artists can be found on our website (artfair.org). A list of artists from all four Fairs can be found in the Official Guide or on the four Fairs mobile responsive website: theannarborartfair.com.

C. WHO’S WHO (by shirt color)

BLUE – Staff

Casey Cafego	Communications Intern
Niki Hogan	Artist Manager
Kate Norton	Programs Intern
Maureen Riley	Executive Director
Denise Schuh	Business Manager
Jon Sutherland	Operations Manager
Marcey Terrien	Volunteers Coordinator

YELLOW – Volunteers

NEON GREEN – Operations Crew Members

Waste Management & Labor

LIGHT GREEN – Boy Scouts & Skyline Robotics

Water sales and labor assistance

II. WORKING AT THE ART FAIR

A. MAP (see hand-out)

B. VOLUNTEER POSITIONS - Art Fair

(Thursday, July 19th - Sunday, July 22nd 2018)

When you replace someone, *please ask that person about the position’s details.*

1. **Art Activity Zone** – Volunteers work with families, helping them with prepared make-and-take art projects. At the end of the Fair, Volunteers will help pack up supplies and clean up the area.
2. **Artist Hospitality Tent** - Volunteers are responsible for keeping food and beverages stocked for artists and sponsors as well as maintaining the appearance of the tent. At the end of the Fair, Volunteers will help pack up supplies and clean up the area.
3. **Artist Lunch** – Assist serving catered sandwich lunch on Friday at Artist Hospitality Tent.
4. **Barricade Duty** - Volunteers help people with the appropriate credentials to access the Art Fair site, answer questions and redirect traffic away from the barricades, as appropriate. Firm and friendly folks welcome! Must be familiar with Ann Arbor.
5. **Boothsitter** – Volunteers watch a booth while the Artist is on a break, checking with each Artist to see how he/she wants to handle questions or potential buyers. Upon arrival at Volunteer Central, Volunteers are given a schedule with Booth ID numbers and times. Breaks are scheduled in 30-minute increments. It's important to have a team of boothsitters available to deploy as needed for unexpected requests. When not on assignment, boothsitters check with Volunteers Coordinator, then circulate the Art Fair to offer quick breaks, water, etc. to make the Artists' experience more enjoyable. Artists will love you!
6. **Floater / Runner** – Floaters are assigned to cover shifts as needed due to unforeseen circumstances. A great spot for an easy-going, flexible Volunteer.
7. **Information Booth @ North University** - Volunteers are the answer-people for Visitors. Clear and friendly information from people who know their way around Ann Arbor helps make Visitors feel welcome.
8. **Information Booth @ Washington Street / Wheelchair** - Volunteers are the answer-people for Visitors. Clear and friendly information from people who know their way around Ann Arbor helps make Visitors feel welcome. Volunteers also manage check-out and check-in procedures for complimentary wheelchairs to guests.

9. **Set-Up (re-set from TSP)** – What goes up, must come down. Volunteers help re-set the site from Monday’s Townie Street Party to Art Fair.
10. **Site Tear Down** – Volunteers help stack chairs, fold tables, load truck going to storage and any other tasks necessary to restore order to Ingalls Mall.
11. **The Store** – Volunteers help sell Art Fair merchandise and posters. No money handling is required. At the end of the Art Fair, Volunteers help pack up supplies and clean up the area.
12. **The Store (Set-Up)** – Volunteers help to unpack, sort, assemble and set The Store on the day before Art Fair.
13. **The Store (Tear-Down)** – At the end of the Art Fair, Volunteers help pack up supplies and clean up the area.
14. **Volunteer Central Tent** – Volunteers assist staff in organizing Volunteer Central: check-in procedures, Volunteer Prize Drawing, replenish snacks, etc.

C. SUPERVISION

All Volunteers must check in at the Volunteer Central Tent, located at the base of Burton Tower. Your assignment will be confirmed and you will receive more detailed instructions on your duties, as needed, and location. After checking in, proceed to your location as follows:

- Most Volunteers will go directly to their assignments to receive further information. *Please ask if information is not given to you.*
- **Boothsitters** will pick up their schedules and go to their assigned booths, *making sure to ask each artist how they would like their booth handled during their break.*

If you have questions/concerns about any of your shifts, please ask Marcey before you go to your assignment. If you need assistance during your shift, there is always someone at the Volunteer Central Tent. Staff members also can guide you through your assignment.

At the end of your shift, please communicate the details of your assignment to the Volunteer who replaces you. Remember also to check out at Volunteer Central.

D. ATTENDANCE & PROMPTNESS - GETTING THERE

Every shift has a start and end time. Please check in **on time** at Volunteer Central (at base of Burton Tower). At the end of your shift, remember also to check **out** at Volunteer Central . . . and to learn if you're a Volunteer Award Drawing winner! Shifts overlap, giving you time to get to your assignment before the previous Volunteer leaves. This also helps communication and reassignment of positions if necessary.

Downtown traffic in Ann Arbor is congested during Art Fair. Allow extra drive time. We recommend taking one of the Art Fair Parking Shuttles (see Brochure and map hand-out for details). If for any reason you cannot make a shift, or if you are running more than 15 minutes late or if you must cancel for illness or other reason, please call: **Marcey: 480-833-7019**

E. DRESS CODE

You must wear your Volunteer shirt on every shift. This makes you easily visible to visitors and artists – and also recognized by other Volunteers as part of the team! Pending weather, if you wear long sleeves, please wear your Volunteer shirt *over* your other shirt.

Wear comfortable walking shoes. Volunteers are on their feet most of the day during the Art Fair – no one likes blisters.

There is no storage for personal items; please keep belongings with you. We suggest a fanny pack or small sling-style bag rather than a purse. Pants with pockets are a good thing!

F. VOLUNTEER PARKING

The best place to park is one of the out-lying parking lots (see Q&A page 10). The Art Fair gives you a complimentary parking shuttle ticket for each day you work. (**Note:** *No tickets available Sunday to Pioneer H.S.*) Seniors with an AATA senior pass may use that instead of a parking shuttle ticket for a free ride to and from the Art Fair.

G. RADIOS

A few positions may require use of a two-way radio. Radios are simple to use, but require specific instruction to use properly. Please make sure you tell Marcey or the person you are replacing that you need instructions.

H. ART FAIR PUBLICATIONS

Whatever your assignment, as a Volunteer and as the “Face of the Art Fair,” you’ll be fielding plenty of questions from visitors. You won’t have to answer all of these questions off the top of your head, but you should know where to find the answers. Your greatest source for Art Fair information is available in print at any of the Information Booth or on line:

1. **Ann Arbor Art Fair Official 2018 Event Guide**

This guide covers all four fairs that comprise the Ann Arbor Art Fair. Notable features include:

- a) Artist List (by name and by medium)
- b) Pull-out maps of four combined Fair & individual fairs
- c) Stage schedules
- d) Activity schedules
- e) Demo Schedules

2. **Street Art Fair Map and Directory**

This 8-1/2 x 11 map is specific to the artists and layout of the *Street Art Fair*. It contains a map with booth IDs on one side and the Artist Directory on the other side.

If you are asked a question and don’t know the answer, suggest the visitor pick up one of these publications, available at both Information Booths: North University at Thayer and at E. Washington at Fletcher.

3. **The Ann Arbor Art Fair Website**

This mobile-responsive website offers a wealth of information on all four Fairs. If a visitor has a Smartphone, please suggest they use this feature: <https://www.theannarborartfair.com> If you have a smartphone that you’re willing to use for the cause, please do so!

III. EMERGENCY INFORMATION

A. WEATHER

In the event of severe weather, emergency warnings will be issued by City and County officials. If a tornado siren sounds, everyone (visitors, artists, volunteers and staff) is advised to seek shelter. Please help direct others to areas before seeking shelter yourself. *Our three official shelters are:*

Michigan League, basement level
Thayer Parking Structure, underground level
Fletcher Parking Structure, underground level

B. MEDICAL -- 911

Call 911 . . . immediately for any medical situation at the Art Fair. First responders on bicycles on our site use the 911 Emergency Service for dispatch specifically within the Art Fair.

KNOW YOUR LOCATION when placing an emergency call. This year, in conjunction with the City of Ann Arbor, there is a new system for identifying a booth location. This system coordinates with the traditional house number system, using a 2-letter preface code for the street followed by a number for the individual booth. Also like house addresses, the Booth IDs are assigned according to the side of the street: *even* = South & West, *odd* = North & East. The Street Art Fair street codes are as follows:

NU = North University Avenue
IN = Ingalls Mall
WA = Washington Street

All Booth IDs are printed on green paper and are visibly attached to the front and rear of each booth. If you are in sight of that Booth ID, tell the dispatcher. Otherwise, try to identify the street or any significant nearby building. Stay with the person until help arrives. Then go immediately to Volunteer Central to alert staff of the incident.

If a visitor needs a band-aid or obviously minor attention, send him/her to the HVA command post at the corner of North University and Fletcher.

C. MISSING CHILDREN -- 911

Call 911 . . . to report a child who appears to be lost. Stay with the child and provide comfort. The child may be wearing a safety wristband with the parent/caretaker cell number on the inside. Please wait for a Police Officer, who must be present during reunification and remove the wristband. You may be asked to go to an Information Booth to provide a meeting point for the parent/caretaker.

D. OTHER EMERGENCIES -- 911

Call 911. *Do not hesitate or try to make a judgment.* **Call 911.**

* * * **WHEN IN DOUBT -- CALL 911** * * *

E. LOST & FOUND

During Art Fair hours, Lost & Found is at the Information Booth on North University @ Thayer. Unclaimed items are returned to the Art Fair office.

F. WHEELCHAIRS AVAILABLE

Wheelchairs are available on loan to Art Fair visitors. Visitors may check out a wheelchair at the Information Booth located at E. Washington @ Fletcher. All wheelchairs must be returned to the Information Booth by 8:30 p.m. Thursday-Saturday, and by 5:30 p.m. on Sunday.

IV. ART FAIR WRAP-UP

When you wear the Volunteer t-shirt, you become a representative of the Art Fair. Following are some common questions to expect:

A. FREQUENTLY ASKED QUESTIONS

NOTE: *Past Visitors have confused “trolley” with “parking shuttle.” The **Art-Go-Round** mini-bus circulates all four Art Fairs (see below).*

Q: Where do I get the bus? Where will it take me? How often does it come? What does it cost?

A: *It's important not to confuse the parking shuttle and the Art-Go-Round. Be clear about the visitor's question. Art-Go-Round mini-buses circulate among the four Art Fairs; the parking shuttles run from remote parking lots to/from the Art Fair.*

*Art-Go-Round operates FREE mini-buses traveling in a clockwise direction around the four fairs. Art-Go-Round stops approximately every 10-15 minutes at: **Fletcher & North University** and **Fletcher at & Washington**.*

Q: Where can I catch the parking shuttle?

A: *It's important not to confuse the parking shuttle and the Art-Go-Round. Be clear about the visitor's question. Art-Go-Round mini-buses circulate among the four Art Fairs; the parking shuttles run from remote parking lots to/from the Art Fair.*

There are three separate Park & Ride shuttle locations:

- **Briarwood Mall** and
- **Pioneer High School** – Shuttles service both parking sites taking people to State & Madison and to William & Main.
(NOTE: FREE shuttle tickets available to Volunteers who park at Briarwood Mall or Thursday, Friday, Saturday at Pioneer H.S.)
- **Huron High School** – Park & Ride shuttles service this parking site taking people to Washington & Fletcher and to Forest & South University.

Q: Where are the bathrooms?

A: *The Michigan League has restrooms. Portable facilities are on North University & Fletcher and on E. Washington & Thayer.*

Q: Where can I find an ATM?

A: *In the basement of the Michigan League and on North University between State & Thayer just outside Panera (Comerica).*

Q: I saw an artist in (newspaper/TV, etc.) but I can't remember his/her name?

A: *Ask if they know any information (such as the artist's medium, hometown, what publication, etc.) to help identify/locate the artist.*

Q: Can you help me find where I parked my car?

A: *To jog the memory, ask the visitor to slowly recall where they first arrived at the Art Fair. Refer to the map for parking structure locations.*

Q: Where is a good place to sit down and eat?

A: *There's a food court at the Fountain on Ingalls Mall and other food courts at other fairs; loads of local restaurants -- or suggest one of your favorites!*

Q: Is this the original art fair?

A: *Yes it is -- now in its 59th year! (In 2003 it moved from South University to its current location on Ingalls Mall.*

Q: Where is Zingerman's?

A: *422 Detroit Street (at E. Kingsley Street) in Kerrytown*

B. VOLUNTEER RECOGNITION

We know you're here because you enjoy the Art Fair and want to give back to the community. **THANK YOU** for your donated time and energy! See back pages of this Handbook for a special coupon offer!

Volunteer Appreciation Drawing. Prizes and snacks donated by:

A New Path Financial
Bead Gallery
Bellanina Day Spa
Bivouac
Blue Leprechaun
Bravo
Brown Jug
Bruegger's Bagels
Buffalo Wild Wings
California Pizza Kitchen
Cherry Republic
Chili's of Ann Arbor
Cottage Inn Pizza
Original Cottage Inn
Denny's
Dominick's
Douglas J-Aveda Institute

Edible Arrangements
Good Time Charley's
Insomnia Cookies
Knight's Steakhouse
MDen
Metzger's German Restaurant
Meijer
Moe's Southwest Grill
Nicola's Books
Pizza House
Plum Market
Red Hawk Grill
Roos Roast Coffee
Target
Weber's Inn
Wheels in Motion

. . . And more!!

How it works: Each time you sign in for a shift, your name will be entered in this drawing. Names are drawn and winners' names posted. Claim your prize after your shift at check-out.

Each Volunteer may win up to one (1) prize per day. If you win a prize during your first shift, your name will not be entered in any subsequent shifts that same day. This rule is in place to allow as many different Volunteers as possible to win while also rewarding those Volunteers who commit to multiple days.

C. FINAL TIPS FOR VOLUNTEERS

Be Informed.

When you wear a Volunteer shirt, visitors will come to YOU for information. Check the web site (artfair.org) before you get to the Art Fair to learn as much as you can. Visit www.theannarborartfair.com for more information on all four fairs.

Drink Plenty of Water -- available at Volunteer Central, at the Michigan League or at the hydrant on North University. You're encouraged to bring your own water bottle for refills!

Dress for the Weather.

Wear sunscreen and bring sunglasses if it's bright. Bring a poncho or umbrella in case of rain.

Weather-appropriate clothing makes for a happy Volunteer. In the unlikely event of cooler weather, please keep your Volunteer t-shirt visible by wearing it *over* your warmer top.

Relax & Enjoy.

Once you complete your shift, you're invited to sit and relax at Volunteer Central. Enjoy a snack, compliments of Bruegger's Bagels, Insomnia Cookies, Kind Bars, Plum Market, Trader Joe's and other local business friends while you swap stories with other Volunteers.

Have Fun & Thank You!

You're helping art to thrive in our community – YEA!!!
The Art Fair wouldn't be the same without YOU!

V. WORKING AT THE TOWNIE STREET PARTY & DART for ART

A. HISTORY

Townie Street Party is the Monday kick-off to Art Fair week. This event is our way of thanking Ann Arbor residents for annually hosting the Ann Arbor Art Fair. The Townie Street Party is an evening of family fun filled with music, food, the Youth Art Fair, Community Central and the Art Activity Zone. The Party takes place on North University between Thayer and Fletcher and on Ingalls Mall.

B. MAP (see hand-out)

C. CHECK-IN LOCATION

Volunteer check-in is located at the base of Burton Tower.

D. VOLUNTEER POSITIONS – Townie Street Party (Monday, July 16th, 2018)

1. **Art Activity Zone** – Volunteers work with families, helping them with prepared make-and-take art projects.
2. **Floater** – Floaters are assigned to cover shifts as needed due to unforeseen circumstances. A great spot for the easy-going, flexible Volunteer.
3. **Information / Souvenir Booth** - Volunteers sell Art Fair merchandise and this year's poster. You also will get questions about the Art Fair and Ann Arbor. Clear and friendly information helps make Visitors feel welcome.
4. **Pub Assistant** – Volunteers extend hospitality to guests at the Pub and monitor that the area is kept neat and clean.
5. **Pub Gate** – Volunteers greet guests at the Townie Pub entrance. In addition, the Volunteer works with Security to maintain legal consumption of alcoholic beverages by preventing any alcohol from exiting the Pub.
6. **Pub Server** – Volunteers must be 21 or older to work in the Townie Pub; this position requires collecting Visitors' tickets and serving alcohol.

7. **Set-Up** – Volunteers set up chairs, clean signs, run errands. Townie Street Party is set up in *one day*; all help is welcome!
8. **Terrace Assistant** -- The Terrace is the exclusive outdoor area for Sponsors and Friends of the Art Fair (\$50.00+ donors). Volunteers help keep food and drink stocked, and keep the area neat.
9. **Terrace Registration** – The Terrace is the exclusive outdoor area for Sponsors & Friends of the Art Fair (\$50.00+ donors). Volunteers greet guests at Terrace entrance, collect tickets, distribute will-call tickets and give identification wristbands to each guest.
10. **Volunteer Central** – Volunteers assist staff in organizing Volunteer Central: check-in procedures, errands, etc.

E. VOLUNTEER POSITIONS -- Dart for Art (Monday, July 16, 2018)

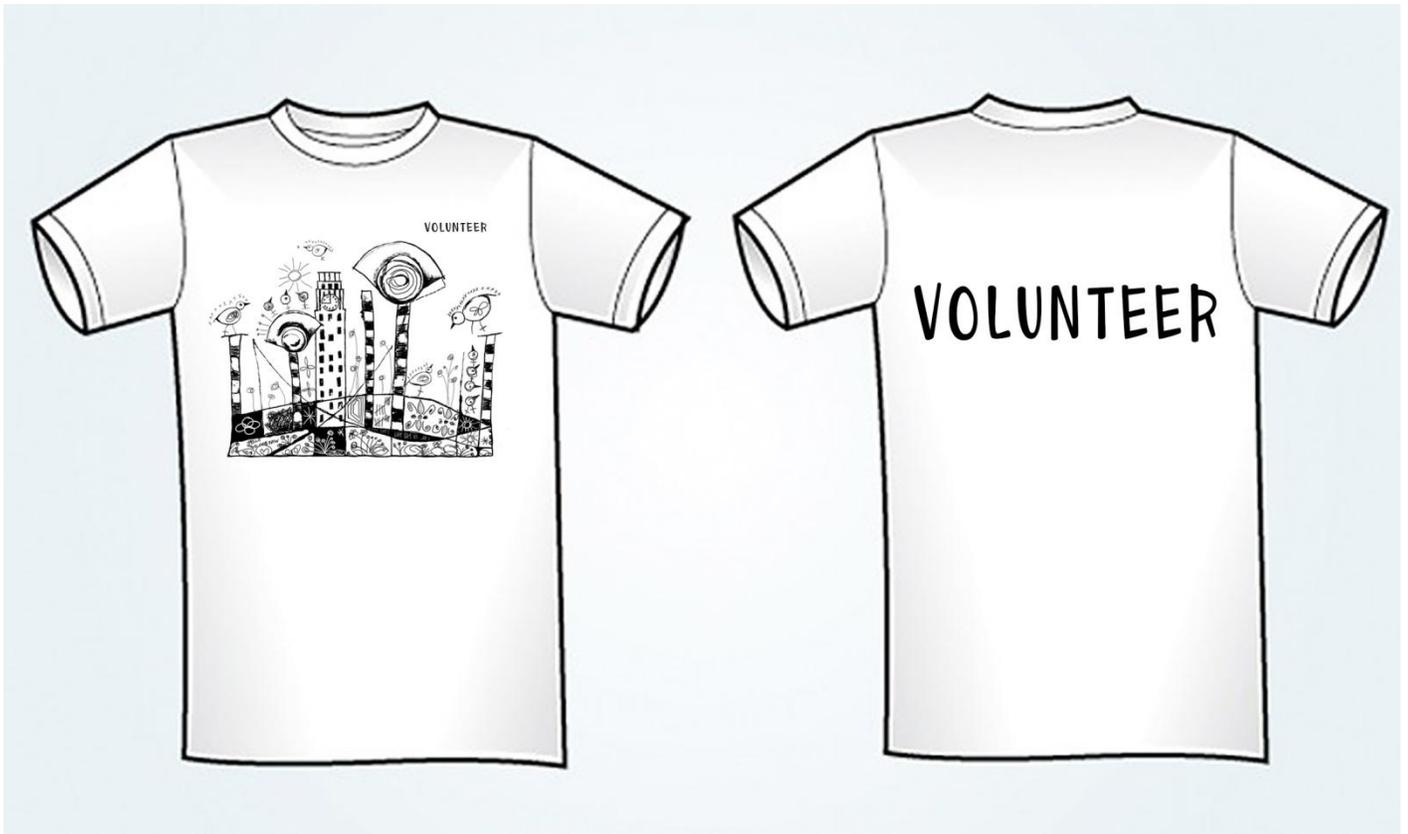
1. **Pre-Race/Packet Preparation** – Volunteers meet on July 15, 2018, to help assemble and distribute racer shirts and packets. Work to take place at AA Running Company, 901 W. Eisenhower Pkwy, Ann Arbor, 48103.
2. **Registration** – Volunteers are responsible for distributing remaining racer shirts and packets to all race participants.
3. **Finish Line** – Volunteers are responsible for distributing medals and water to all of the finishers of the race.
4. **Greeter** – Greeters welcome visitors during & after the Dart for Art race while directing them to Townie Street Party.

F. DRESS CODE

Same as dress code for Art Fair. See page 7.

A BIG thanks to Underground Printing

who has our *BACKS* !!!



And Dart-for-Art partner Ann Arbor Running Co.

who has our **FEET !!!**

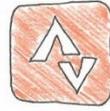
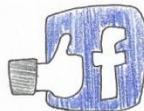
\$10 OFF

a pair of shoes



www.annarborryunningcompany.com

901 W Eisenhower Pkwy, Ann Arbor, MI 48103
200 N Fourth, Ann Arbor, MI 48104



@annarbor_rc

VOLUNTEER CHECK-IN:

Volunteer Central

(at base of Burton Tower)

VOLUNTEERS COORDINATOR

MARCEY TERRIEN

CELL: 480-833-7019