



CONVERGENCE VOLUNTEER HANDBOOK

Introduction

We thank you in advance for your smiles, energy and enthusiasm— for your gracious greetings of welcome, and friendliness, your offers to assist travelers who are sometimes overwhelmed, harried and tired.

You see, as an HGA Volunteer for Convergence, you are the person who Convergence participants see at the forefront—you represent HGA, the local host group and the fiber community.

You help set the tone of the conference and can make the difference in a person's experience at Convergence.

We really appreciate your help in making Convergence a pleasant experience for everyone involved and for helping to promote the fiber arts.

Thank you!

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**LEADER ASSISTANTS
QUALIFICATIONS & REQUIREMENTS
FOR ALL LEADER ASSISTANTS: WORKSHOP, STUDIO, AND/OR SEMINAR OR
SUPER SEMINAR**

General Qualifications & Requirements:

Fiber experience is an asset, knowledge of the class topic or technique, as well as some experience using the tools and equipment necessary for the particular class or technique. The Assistant must also be patient with individuals from various backgrounds who may have varying degrees of fiber skills and expectations.

Eligibility:

- * Current Membership in HGA
- * Register for Convergence and desired workshop and/or studio during registration period using regular registration form or via online registration.
- * Indicate the desire to volunteer as assistant on the HGA website citing a particular workshop, studio or leader

If selected to assist the leader, the assistant agrees to:

- * Attend training class prior to serving as a workshop and/or studio assistant
- * Follow guidelines as outlined in volunteer handbook

Selection Process:

Assistants will be selected in the following sequence:

- * Student grant recipients who have been nominated by their professors
- * HGA Members or Host Group members who are registered for Convergence and the desired workshop, studio, seminar and/or super seminar

Position Description

WORKSHOP AND/OR STUDIO LEADER ASSISTANT

Purpose of Workshop and/or Studio Positions: A workshop and/or studio Leader Class Assistant will be matched in the class to perform duties as needed to assist the Convergence Leader. An assistant to the leader is not the same as attending the class. Although the assistant has the bonus of meeting and working closely with the leader, as well as enjoying the class topic, the assistant is responsible for performing certain duties that will take her or his attention away from the topic.

Lines of Communication: The Coordinator for Convergence Volunteers, the Convergence Education and Facilities Coordinators and the HGA Staff will be on site throughout the conference for direction.

Commitment Required: approximately 3-4 days for Workshop Assistants including set up and training; 1-3 days for Studio Assistants including set-up and training since Assistants are often assigned to assist a particular Leader for the Conference.

Training Session:

The Leader Assistant Training Session will be held in the Tampa Convention Center. Room assignment and time: to be announced.

Set-up Times:

Workshop Class: Saturday—12 noon-6 PM, help Leader Set-up,

Set up 1 hour prior to class time:

Sunday, Monday & Tuesday—9 AM-12 noon and 1-4 PM

Studio Class:

Set up 1 hour prior to class times:

Tuesday, Wednesday or Thursday—9:30 AM-12:30 PM and 1:30 PM-4:30 PM

Benefits:

To receive benefits for volunteer work, each Assistant must check in with the Volunteer Office by signing in and signing out daily.

In Exchange for this service, the Workshop/Studio Assistant will receive:

- * Convergence logo pin
- * Educational experience with Leader
- * Reimbursement of workshop and/or studio registration fees after successful completion of the duties as an assistant per the leader at the conclusion of Convergence. Convergence Registration is NOT reimbursed.

Note: Reimbursements will be made by November 2008.

Duties & Responsibilities for the Workshop and/or Studio Assistant:

1. Attend a Leader Assistant Training Class
2. Arrive at least one hour prior to class to help with set-up and to introduce yourself to the Leader
3. Set up class space as needed by the leader
4. Within the limits of your abilities, assist with class set-up (i.e. unpacking, moving materials and equipment to ready the classroom)
5. Know placement of emergency phones and phone number/s for the facility and be prepared to contact emergency number, if necessary
6. Be aware of policies (see below)
7. Collect class tickets at the door, checking that the registrant is attending the correct class/time
8. Check tickets/registrants against list of attendees registered for that class
9. Settle registrants before class begins
10. Make announcements and reminders (see below)
11. Assistants should seat themselves next to the door to take tickets from late arrivals
12. Assist Leader with seating arrangement, if necessary
13. Have knowledge of AV equipment and operation of equipment
14. Operate light switches for A/V presentations
15. Assist with hand-outs, kits, and collection of material fees
16. Assist with clean up at end of class as necessary

Announcements—Reminders Before Class:

- * Please inform registrants to turn off their cell phones or put them on silent/vibrate mode during the duration of the class
- * No food may be consumed during the volunteer time in the classroom, but you may have a screw-topped beverage available
- Convergence is a non-smoking event so there is no smoking in the classrooms. Please observe the smoking areas

Policies to Know:

- * No un-ticketed individuals and no children, toddlers or infants are allowed in the classroom.
- * If there are special need participants, the Leader & the Assistant will be notified of their needs and how to accommodate them. These special needs will have been requested and noted prior to conference time.
- * If there are any unsolvable problems in the classroom, please locate an HGA Staff person or Convergence Coordinator at the HGA office on site.
- * Assistants are expected to wear casual business attire and comfortable shoes. Cover-ups and/or aprons should be worn to protect clothing where applicable.

POSITION DESCRIPTION:**SEMINAR AND/OR SUPER SEMINAR LEADER ASSISTANT**

Purpose of Positions: A seminar or super seminar Leader Class assistant is placed in the class to perform duties as needed by the Convergence coordinators and/or the HGA Staff and to assist the Convergence Leader. Being an assistant to the leader is not the same as attending classes. Although the assistant has the bonus of meeting and working closely with the leader as well as enjoying the class topic, the assistant may be called upon to perform certain duties that will take their attention away from the topic.

Lines of Communication: The HGA Staff and the Convergence Education and Facilities Coordinators will be on site throughout the conference for direction.

Training Times: The Training Session for class Assistants will be held in the Tampa Convention Center. Room assignment and time: to be announced.

Commitment Required:

Approximately 2 days for Seminar and Super Seminar Assistants, including Assistant Training Session (approximately 1 hour), arriving 45 minutes prior to help set-up seminar or super seminar class and 30-45 minutes after class to help Leader pack-up and move materials.

Seminar times: Thursday, Friday and Saturday

Super Seminar Times: 9:30AM-12:30PM

Seminar Times: 9:30AM-11AM and 2:15PM-3:45PM

Benefits:

To receive benefits for volunteer work, each Assistant must check in with the volunteer office by signing in and signing out daily.

In Exchange for this service, the Seminar Assistant will receive:

- * Convergence logo pin
- * Educational experience with Leader. Fees will not be waived

Duties & Responsibilities for the Seminar & Super Seminar Assistant:

1. Attend a Leader Assistant Training Class
2. Arrive at least one hour prior to class to help with set-up and to introduce yourself to the leader.
3. Set up class space as needed by the leader.
4. Within the limits of your abilities, assist with class set-up (i.e. unpacking, moving materials and equipment to ready the classroom)
5. Know placement of emergency phones and phone number/s for the facility and be prepared to contact emergency number, if necessary
6. Make announcements
7. Be aware of Policies (see below)
8. Be ready to collect class tickets at the door, checking that the registrant is attending the correct class/time
9. Check tickets/registrants against list of attendees registered for that class
10. Settle registrants before class begins and make announcement reminders (see below)
12. Assistants should seat themselves next to the door to take tickets from late arrivals
13. Assist Leader with seating arrangement, if necessary
14. Have knowledge of AV equipment and operation of equipment
15. Operate light switches for A/V presentations
16. Assist with hand-outs, kits, and collect material fees
17. Assist with clean up at end of class as necessary

Announcements—Reminders Before Class:

- Please inform registrants to turn off their cell phones or put them on silent/vibrate mode during the duration of the class
- No food may be consumed during the volunteer time in the classroom, but you may have a screw-topped beverage available.
- This is a non-smoking event so there is no smoking in the classrooms. Please observe the smoking areas.

Policies to Know:

- * No un-ticketed children, toddlers or infants are allowed in the classroom.
- * If there are special need participants, the Leader & the Assistant will be notified of their needs and how to accommodate them. These special needs will have been requested and noted prior to conference time.
- * If there are any unsolvable problems in the classroom, please locate an HGA or Convergence staff or supervisor at the HGA office on site.
- * Assistants are expected to wear casual business attire and comfortable shoes. Cover-ups and/or aprons should be worn to protect clothing where applicable.

QUALIFICATIONS & REQUIREMENTS ART EXHIBIT ATTENDANTS

General Qualifications & Requirements:

The Art Exhibit Attendant should be knowledgeable about the fiber arts and fiber art techniques. The Exhibit attendant should be pleasant, friendly and outgoing, welcoming viewers to the exhibits. Patience with individuals from varying backgrounds, friendliness, a welcoming demeanor and helpfulness are essential.

Knowledge of HGA and Convergence schedule of events and the basic layout of the facility are extremely important. Throughout the day the Art Exhibit Attendant may be asked questions about HGA or Convergence activities and where different activities will take place. Where is the Vendor Hall, the closest restroom, food service, etc.

Eligibility and Selection Process:

Art Exhibit Attendees will be selected in the following sequence:

Current HGA Membership
Current Host Committee Membership
Community Volunteer

If selected as Art Exhibit Attendant, the attendant agrees:

- * To attend training class prior to serving as an Art Exhibit Attendant
- * Follow guidelines as outlined here for the Art Exhibit Attendant

Position Job Description: Convergence Art Exhibit Attendants

Art Exhibit attendants are a vital part of HGA's Convergence experience as they may present the first impression of the organization. The Art Exhibit Attendant is on the front line of Convergence greeting guests as they walk through the Art Exhibit door with a welcoming smile, good humor and energy. Ideally the Art Exhibit Attendant has knowledge of the fiber arts and can confidently answer questions about techniques. In addition the Art Exhibit Attendant should be able to accurately answer questions about the Convergence schedule or locations of interest—such as the Vendor Hall, closest bathrooms, etc. There will be a laminated information sheet available to Art Exhibit attendants.

Purpose of Positions:

An Art Exhibit Attendant's purpose is to augment the Art Exhibit experience for the exhibit visitors. Ideally the Art Exhibit Attendant has knowledge of the fiber arts and can confidently answer questions about techniques. The Art Exhibit Attendant aids in the security and protection of the artists and their art work—preventing people from handling the works, from potential stains, from photography and/or misuse.

Lines of Communication: The HGA Exhibits Manager, the Convergence HGA Exhibits Coordinator, the Convergence Facilities Coordinator, and the Convergence Volunteer Coordinator, as well as the HGA Staff, will be on site throughout the conference for direction.

Training Times:

The Art Exhibit Attendant Training Session will be held in the Tampa Convention Center. Room assignment and time: to be announced

Commitment Required: approximately 4.5 hours

Art Exhibit Attendant Training Session (approximately 30 minutes), 30 minutes prior to check in at Volunteer Check-In Desk, 15 minutes after shift to update next Art Exhibit Attendant, and check-out at Volunteer Check-In Desk

Wednesday, June 25, through Saturday, June 28, 2008: Shifts to be announced
To receive credit for your work, you must sign in and sign out with the Volunteer Check-In Desk.

Benefits:

- Meet people from all over the world who have an interest in fiber art and techniques
- Share your passion for fiber with others

To receive credit for your volunteer work, each Art Exhibit Attendant must check in with the Convergence Volunteer office by signing in and signing out daily.

In exchange for this service, the Art Exhibit Attendant will receive:

- Convergence Logo pin
- For each 4-hour shift, the Convergence Art Exhibit Attendant will receive a complimentary day pass which entitles the Art Exhibit Attendant access to the Art Exhibits and the Vendor Hall for that day.

Duties and Responsibilities for Art Exhibit Attendants:

1. Attend a training session for Art Exhibit Attendant Volunteers prior to the beginning of the Art Exhibit Attendant Shift
2. Sign in at the Volunteer Check-In Desk upon arrival to check in for your assignment.
3. Complete a 4-hour shift
4. Before taking your position in the Exhibit Hall, check for the closest emergency exits, bathrooms and house phones in or near the Art Exhibit Hall
5. Know placement of emergency phones and phone number/s for the facility and be prepared to contact emergency number, if necessary
6. Check that everyone who would like admission to the Art Exhibit Hall has either a wristband or name badge or the correct color hand stamp for that day's admission.
NOTE: All HGA Board of Directors, HGA Advisory Council, Convergence 2008 Steering Committee, HGA volunteers, HGA employees and Convergence Registrants wear specially printed name badges which allow them access to the Exhibit Hall at any time the Exhibit Hall is open.
6. Watch over works in the Convergence Exhibits to make sure no one touches, moves, pilfers, photographs or damages any art work

7. Become familiar with the exhibit and gallery brochures, the Convergence program, floor-plan of the facility, Art Exhibit Hall, Vendor Hall, stage and restroom locations in order to answer questions as they arise.
8. Knowledge of HGA Policies for Art Exhibit Hall

Policies to Know:

- No Food or Drink is allowed in the Convergence Art Exhibit Hall
- Children 18 and under are free when accompanied by adult
- The hand stamp color changes every day. Thursday's ink color is not an admission for Friday, etc. Art Exhibit attendees must have the correct color day admission/hand stamp or wristband to gain access to the C08 Art Exhibit Hall.
- All volunteers are expected to wear casual business attire (i.e. dress slacks, sweaters, etc.) and comfortable shoes. Food is not allowed in the Art Exhibit Area. You may have a screw-top bottle of water available.
- The Convention Center is a non-smoking facility. All who wish to smoke must exit the building to proper location.

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March 2008