



Volunteer Information Packet

Last-Minute Emergencies, call: Mashaune Hardy - 312.684.8545

For Everyone

- **STAY AT YOUR POST:** Please stay at your post. Even if it seems quiet for a moment (for example, at an entry way or bus stop), it's critical that you stay at your post during your shift to ensure that programs run smoothly.
- **ENJOY THE SHOW:** Before and after your shift. Remember, if you miss entertainment because you are diligently working at your volunteer venue, we hope that you will stay before and after to enjoy plenty of great entertainment throughout the day.
- **SECURITY AWARENESS:** Take a look around your venue when you arrive and be aware of locations of Outdoor White Security Phones (along the Midway and any on-campus locations). Keep your eyes and ears open and report any concerns.
- **TEAMWORK:** If you're able-bodied, before each performance, please help with whatever set up is necessary. After each performance, if scheduled, please stay and help with clean up. So please stay until the Site Manager or Venue Manager no longer needs assistance.

Job Descriptions

Bus Stop Manager

Please check in at the Information/ Volunteer Check-In booth on the Midway. From there you will be sent to your venue where you will check in with the venue manager at the location you have been designated, where you will remain for the rest of your shift. All locations will be at venues, so you will have access to restrooms.

Your job will be to stay outside venues at the Bus Stops so that people know where to wait and to let them know buses run on a loop, so they may need to wait as the buses circle around. Festival shuttles will transport attendees (free of charge) before, during, and after all performances. The shuttles will run from 12:00pm through 11:00pm. Bus maps will be available at each venue.

The majority of the jazz festival venues are located in close proximity to each other. Festival attendees are encouraged to park and then walk to the venues of interest. The Midway will serve as the

transportation hub for the festival. Some, but not all of the transportation services will be available for persons with mobility limitations.

Greeter/Usher/Crowd Control/Information

Please check in with the Site Manager or Venue Manager of the venue where you are volunteering. If you are volunteering at the Midway, please check in at the Information/ Volunteer Check-In booth. If you are volunteering at the Logan Center, please check in at the North Desk at the 60th Street entrance.

These volunteers will be staged at key spots, outside when lines are forming, in lobbies, and inside performance locations to welcome guests, guide them into concert venues, and help to fill up empty seats as venues fill up (as in, “please move all the way into the middle of the row to make space at the ends,” etc.). You will be giving out program books and festival maps.

For venues with multiple performances, please remember to clear out the house between performances. To give others the chance to sit, no one is allowed to save seats for the whole day.

So that you can fully assist festival patrons at your venue, please do a quick review of your venue for restrooms, accessible entrances, etc. when you arrive.

If you’re able-bodied, before each performance, please help with whatever set up is necessary. This might include hanging signs, moving boxes, tables, chairs, etc. After each performance, if scheduled, please stay and help with clean up. I have scheduled the last shift to end a half hour after the last performance, so please stay until the Site Manager or Venue Manager no longer needs assistance.

Money Collector

Please check in with the Site Manager or Venue Manager of the venue where you are volunteering. If you are volunteering at the Midway, please check in at the Information/ Volunteer Check-In booth. If you are volunteering at the Logan Center, please check in at the North Desk at the 60th Street entrance.

While the Hyde Park Jazz Festival is free and open to the public, it is not free to produce. Fundraising helps support our ability to hire world-renown entertainment, but individual donations help, too. A plastic collection box will be set up at each location. The money collector will stand near the box and/or carry it through the crowd to welcome voluntary donations. When someone makes a donation, give them a sticker to wear on their clothing.

At the end of the shift, the Venue Manager will coordinate with the established security plan to arrange for the money to be picked-up and deposited. At some venues, the money collector will also serve as a Greeter at the entrance. The collection box must be guarded at all times during the shift.

Info Booth/Volunteer Check-in/Merch

Please check in at the Midway Information/Volunteer Check-In booth. You will help distribute information and direct festival guests as well as assist with volunteer check-in. You will have programs to hand out and provide general information about the Festival. You will also be selling our commemorative

HPJF merchandise. At the beginning of the shift you will be trained on how to use the credit card payment system. During your shift, Dave Rempis will be doing cash drops and pickups. You may also be asked to help out with set-up and tear-down on the Midway.

Musician Assistant

Please check in with the Site Manager or Venue Manager of the venue where you are volunteering. If you are volunteering at the Midway, please check in at the Information/ Volunteer Check-In booth. If you are volunteering at the Logan Center, please check in at the North Desk at the 60th Street entrance.

In this critical role, volunteers will provide a variety of access points for performing musicians. They will wait curbside in designated loading zones to guide musicians where to pull-up, unload, and how to access the building. Once inside and on-stage, Musician Assistants will get musicians water and overall make sure musicians have what they need and that performances are going well technically. For sites with multiple performances, once one group is in and on-stage, the next may be pulling up to the loading zone, so this will be constant throughout the shift at the venue (see "Please Stay at Your Post," above). Musician Assistants also need to monitor parking and move sawhorses for musician parking spots, as needed.

FAQ's Frequently Asked Questions for VOLUNTEERS

1. Where do I report for my volunteer shift?

Please report directly to your assigned location at the assigned time.

- If you are volunteering at the Midway, please report to the Volunteer Check-In Booth.
- If you are volunteering at the Logan Center, please report to the North Desk at the 60th Street entrance..
- If you are volunteering as a Bus Stop Manager, please report to the venue where your bus stop is located.
- If you are volunteering at a venue, please report to the Venue manager at your designated venue.

2. What should I wear?

Your Hyde Park Jazz Festival Volunteer T-Shirt! Feel free to wear whatever you like. Most importantly, do not forget to wear COMFORTABLE SHOES. You may end up on your feet for long periods of time, so good shoes are a must. We recommend layers underneath your HPJF t-shirt if it's cold and, remember: the festival takes place, rain or shine.

3. What else should I bring with me?

The short answer: PACK LIGHT! While we have asked venues to find a place to secure valuables, we recommend you try to fit everything you need into your pockets or a small pack. Try to limit it to ID and cell phone, plus money for food and any medication, eye drops, etc.

4. Who do I look for when I show up?

Each site has both a Site Manager (who works for the venue) and a Venue Manager (who is either the Site Manager or a volunteer). Please ask for them when you arrive.

5. HELP! An emergency came up and I can't volunteer!

Please call Mashaune Hardy (312.684.8545) immediately if you can't report for your shift or need to arrive late / leave early. We are grateful for your commitment. We are now counting on you. The entire event will fall apart if you don't show up!

6. Where should I park?

All University of Chicago parking lots are open to the public all weekend. Sometimes you can find street parking as well. If you are working more than one shift, you might want to think about parking where you will be at the end of the day. Most venues are fairly close, and allow for walking or biking between sites.

7. How much are tickets (It's FREE!)

The most amazing part of the Hyde Park Jazz Festival is that it is FREE! However, we ask that you encourage guests to donate during the Festival. There will be boxes at each venue for voluntary donations.

8. Might my assignment change once I show up?

Upon arrival, the Site Manager or Venue Manager will assign a position to you. Sometimes it will be necessary to move volunteers to other venues, but we will try our hardest to keep you at the venue that you signed up for.

9. I'm hungry...where can I eat?

We encourage you to eat prior to showing up for your volunteer shift, or plan to eat after your shift. There will be food available for purchase from the vendors at the Midway, and there are plenty of great restaurants in Hyde Park. Feel free to pack snacks (that fit in your pockets or fanny pack). We will have water and some snacks at each venue.

10. Why does my shift start an hour before and end a half hour after the entertainment?

In some cases, shifts start even longer than an hour in advance. Because some venues fill up quickly, crowds begin to form long before the doors open. It's important that you are in place to help with crowd control BEFORE the patrons get there. As for end time: Last one out, shut the door...as in you are there to make sure everyone gets out safely and that the venue is clear and clean of Jazz Festival materials (e.g. pick up extra program books, maps, etc.) after all the patrons have left.

11. Who do I call in an emergency?

If someone is in imminent danger, call 911 or call the UC Police Dispatch at 123. If there's an emergency during your volunteer shift, find and talk to the Venue Manager for your venue.

12. I finished my shift, but it was so much fun I want to do more. Who do I tell?

Thank you, kind jazz-loving soul. Please stop by the main Volunteer Check-in Booth on the Midway Plaisance to see if volunteers are needed in other venues.

13. Who is Playing? When and Where?

There's a schedule and Festival map included with your packet. You can also view all Festival info at www.hydeparkjazzfestival.org.