

Indiana Library Federation Conference Volunteer Roles and Responsibilities

ILF values those who take time and resources to attend conference in person. ILF aims to provide an outstanding conference experience—from the moment of registration to arrival at the venue to sharing feedback on the drive home. ILF needs your help to make this conference experience positive and engaging.

What do we mean when we say the **Conference Experience**?

1. **INCLUSIVE COMMUNITY** - Warm welcome, friendly and positive interactions, working through solutions to issues
2. **NETWORKING** - Meet, mingle and build relationships with people from all types of libraries and positions, with speakers, leaders, attendees, authors, vendors.
3. **QUALITY LEARNING**- Increase knowledge, skills, and confidence.

Expectations of ILF Annual Conference volunteers:

- Support and promote the mission of ILF – *ILF leads, educates and advocates to advance library services for the benefit of Indiana residents.*
- Be a role model attendee – Be positive, try sessions that challenge thinking, promote masking, welcome new attendees and connections.
- Commit to at least a 2-hour shift at the conference.
- Review the preparation materials, including a short “welcome to volunteering at ILF Annual Conference” video.
- Problem-solver – The unexpected happens. Help report issues to the ILF staff, Annual Conference Committee members, or the ILF board so that they can be addressed quickly and quietly.
- Be welcoming & appreciative – Thank attendees, exhibitors, speakers, and sponsors. As a face of the conference, welcome those you come across and ensure they are having a great experience.

Volunteer opportunities at the conference include:

- **AV/Technology**
- **Social Media**
- **Registration desk**

- **Hospitality – thank you note**
- **Social activities – Bus/Garage**
- **Replace paper signs – end of day**
- **Handlers**

AV/TECHNOLOGY

AV/Tech volunteers ensure that all ILF provided technology is set-up and working prior to the conference start (laptops in computer lab, projectors in all session rooms, remote clicker). They also ensure that all technology is working for each speaker in the minutes prior to the session start.

What is needed?

AV/Tech Volunteer Team Lead Manage all tech volunteers, their assigned rooms, and what technology is needed where and at what time.

AV/Tech Volunteers

Key Skills – Know how to connect equipment quickly and problem solve on the spot (while speakers are informed of available technology, it is guaranteed that some speakers will make special requests—some that we can accommodate, some not). Requires significant walking between rooms. 10K steps by midday.

Commitment– Preference is a half-day block or entire day; 4-6 people are needed during the early AM on Tuesday 11/15 and then 2-4 throughout the conference.

| Tuesday, November 15 | Volunteer Name (2 per time period) | Wednesday, November 16 | Volunteer Name (2 per time period) |
|----------------------------------------------------------------------|------------------------------------|----------------------------------------------------------------------|------------------------------------|
| 9:30-11:30 (or until all equipment is working) Veteran Rooms Area | | 9:30-11:30 (or until all equipment is working) Veteran Rooms Area | |
| 9:30-11:30 (or until all equipment is working) Salon Rooms Area | | 9:30-11:30 (or until all equipment is working) Veteran Rooms Area | |
| 1:00-3:30 (or until all equipment is working) Veterans Room Area | | 1:30-3:30 (or until all equipment is working) Veterans Rooms Area | |
| 1:00-3:30 (or until all equipment is working) Salon Rooms Area | | 1:30-3:30 (or until all equipment is working) Salon Rooms Area | |

SOCIAL MEDIA

What is needed?

Attendees willing to upload session pictures, share important events, share vendors to not miss, where snack breaks are located, etc. On social media with the event hashtag and tagging ilfonline. This role is fluid and does not require formal check-ins with staff or leaders, but it is assumed you will be posting on social media throughout the conference day to the best of your ability.

Key Skills – Familiarity with Facebook, Twitter, Instagram, Tik Tok, etc. and best practices (use of hash tags, retweeting and attribution, etc.).

Commitment– Volunteers for all day on 11/15 and all day on 11/16; 8-10 people each day.

| Tuesday, November 15 | Volunteer Name (slots for 10 names) | Wednesday, November 16 | Volunteer Name (slots for 10 names) |
|----------------------|----------------------------------------|------------------------|----------------------------------------|
| All Day | | All day | |

REGISTRATION DESK

What is needed?

Registration volunteers welcome registered attendees and session speakers to the conference. Volunteers will check them in, distribute conference materials (name badge, bag, program), guide attendees & speakers to the right locations, answer questions about special events and the conference schedule, etc.

Key Skills – Welcoming personality with undivided attention given to each attendee that approaches the registration desk; ability to problem solve and direct attendee to ILF staff or annual conference committee member when necessary; attention to detail.

Commitment - Desk shifts are in 2 hour blocks throughout the entirety of the conference with the highest volume Tuesday morning.

| Tuesday, November 15 | Volunteer Name (4 people for first slots, 2 for others) | Wednesday, November 16 | Volunteer Name (4 people for first slots, 2 for others) |
|----------------------|---------------------------------------------------------|------------------------|---------------------------------------------------------|
| 8:00-10:00 | | 7:30-9:30 | |
| | | | |
| | | | |
| 10:00-12:00 | | 9:30-12:00 | |
| | | | |
| 12:00-2:00 | | 12:00-2:00 PM | |
| | | | |
| 2:00-4:00 | | 2:00-4:00 PM | |
| | | | |
| 4:00-6:00 | | | |
| | | | |

HOSPITALITY

What is needed?

Thank you notes All speakers receive a handwritten meaningful thank you note.

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|--------------------------|---------------------------------------|---------------------------|---------------------------------------|
| Tuesday, November 15 | Volunteer Name (slots for 5 names) | Wednesday, November 16 | Volunteer Name (slots for 5 names) |
| Throughout Conference | | Throughout Conference | |

First time attendees When a first time attendee checks in at the registration desk, they will be redirected to a specific registration desk volunteer who can take more time to help them feel welcome, familiarize them with the conference venue, answer any questions, etc.

Welcome Station These volunteers will be positioned at the two main entrances and within the atrium guiding and welcoming attendees. Remind all attendees that masking throughout the conference space is required.

Key Skills – Welcoming and kind personality; familiarity with the conference venue, sessions, events, and ILF in general.

Commitment– Hospitality positions will generally be first thing in the morning as registration and the conference day begins; Thank you notes can be completed throughout the conference and left with the speakers name badge.

| | | | |
|----------------------|---------------------------------------|---------------------------|---------------------------------------|
| Tuesday, November 15 | Volunteer Name (slots for 2 names) | Wednesday, November 16 | Volunteer Name (slots for 2 names) |
| 8:00-10:00 | | 7:30-10:00 | |

SOCIAL ACTIVITIES

What is needed?

Social Night A social after hours event that is typically sponsored. Volunteers are needed to direct members to the busses outside of the hotel and the venues. Answer questions.

Key Skills – Ability to engage in a social setting and have fun!

Commitment– 2-3 hours during the evening of Tuesday, 11/16

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|----------------------|---------------------------------------|
| Tuesday, November 15 | Volunteer Name (slots for 5 names) |
| 5:00 PM-10:00 PM | |
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