

Discovery Day: Volunteer duties

The following information tells you more about the jobs that we need to get done on 22 August.

ALL VOLUNTEERS:

Please look out for any suspicious behaviour or unattended baggage. If you spot anything of this nature, please inform a member of staff or the library security guard (Kwame)/Civic centre guards asap.

IMPORTANT:

All staff, volunteers and stallholders are being asked to make sure that the visitors do not get close to, lean on or climb the balustrade surrounding the atrium in the library, or on the mezzanine floor. Warning notices and barriers are in place but if you spot anyone ignoring those, please contact Library/Security staff asap.

PUBLIC HEALTH:

In the current high temperatures, please look out for anyone who may be feeling ill due to the heat.

If you spot anyone in distress, or looking uncomfortable:

- **Firstly, approach them and politely check if they are ok**
- **If they need water, please fetch them some from one of our water stations (positioned on each floor)**
- **If they need medical assistance, please get them a chair to sit down, reassure them that you are going to get help, then contact library staff on the ground floor asap, so a first aider can assist. We can then call 999 if necessary.**

Helping stallholders to their stall from the rear car park. (Back of foyer – into library)

This needs to be done **before the event opens.**

Security guards / volunteers will wait near the Print room ramped area (Sarah G will show you this), for stallholders to arrive. We will ask the Security guards to open the barriers and coded doors, for easy access.

Please give a friendly welcome and direct stallholders to trollies (left in that area) to transfer goods into the library, or to their allotted pitch in the foyer/on the mezzanine floor.

Accessing the mezzanine floor - there are stairs and / or a lift on the right side of the foyer, as you walk towards the front of the building.

Please make sure that ALL stallholders and their helpers sign in at the front counter on the ground floor of the library, where they will also need to collect a stallholder badge.

Please make sure that stallholders know that they need to return their trollies to the back of the building, so that others can use them. They will also need to hand in their badges before they leave.

Meet & Greet (Library, Ground floor):

Please be a friendly face, welcoming visitors to the event. Take a look at the itinerary sheet, so you know where things are.

Give all visitors a Discovery Day itinerary, tell them about the Heritage Quiz (12 question panels - 4 on the pillars of floors 0-2)

Question sheets and pencils available from ground floor counter.

Completed sheets to be taken to the 2nd floor tea stall for checking.

Advise on where toilets can be found (Council foyer to the left of the stairs, Library 1st floor – adults and accessible toilet and back of Junior library on ground floor for children's toilets.)

*Master copy of itinerary sheets can be found on the Ground floor and 2nd floor counters, if you need to copy more – ask Library staff to help.

Northern Line memories: This year, to mark 100 years of Merton's Northern Line station, we are encouraging all visitors to share a memory of Morden Station and / or the other Northern Line stations/services in Merton. There is a Tube display on the side of the pillar near the yellow Amazon lockers. Customers need to write their memory on to one of our pre-cut speech bubbles and event staff will then add this to the Tube track on our display.

Signing in desk for Talks programme (Mezzanine floor near council chamber). You can get there through the 1st floor door near the public pcs, or via the stairs from the foyer.

There will be lists for each talk – as people come up, ask if they have booked for a talk - if yes, check off their name on the relevant list. Once told by Library/Heritage staff that people can enter the council chamber – you can send them in.

If someone has not booked – please note their name on the sheet and the number of people in their party. They will be allowed to attend the talk if space is available (up to our fire limit.)

Tea Stall (2nd floor)

Staff here need to serve tea / coffee and cold drinks to stallholders and the public. Hot water will be in plunge flasks to avoid scalds. Spare cups, extra biscuits, sugar, spoons, etc will be in boxes under the table. Top-up milk and squash will be in the staffroom fridge.

Please put recyclables in the bins provided and keep the stall tidy. Refreshments are free but we have a donations basket, so please keep an eye on the cash.

If you run out of disposable cups, there are china ones in boxes under the tables.

Helping with tea runs for stallholders.

We will offer these at **12 noon and 2.30**. Each stall will be given a sheet to order drinks. Liaise with the 2nd floor tea stall and you will need to collect the relevant tea-break sheets from each floor, take them upstairs and work with the tea stall staff to get the requested drinks, then deliver them to the stalls. I suggest covering the ground floor, foyer and mezzanine floor stalls first, as stallholders on the 1st and 2nd floors can get to the tea stall more easily.

Use the lift and provided trolley/trays to deliver everything. PLEASE BE CAREFUL TO AVOID SPILLS AND SCALDS.

Checking Quiz sheets (2nd floor)

This is done at the tea stall – you can check a customer's quiz sheet against our master answer sheet (kept under the tea stall – copy also at the 2nd floor counter.) There are give-away answer sheets if people want them – with more information. If someone has 11 or 12 correct answers – give them prize (a copy of one of the books in the boxes beneath the tea stall.

Helping with talks in the council chamber.

Sarah G and an assigned staff member or volunteer(s) will do most of this but you may be asked to help. Touch points and the arms of seating need to be cleaned between talks (anti-bac wipes). Evaluation sheets need to be put with each of the first 50 chairs (possibly more if visitor figures are high.)

After each talk – collect up the evaluation sheets and put them in the box near the front of the chamber.

If for any reason, Sarah/or the designated support need to leave the chamber – this will ONLY be for a minute or so. You may be asked to keep an eye on the clock – 10 mins before the speaker's talk is due to end – discreetly hold up our "10 Minutes left" notice, to help them to keep to time.

An I T rep will be on hand to deal with any I T issues in the chamber.

Children's events: (DBS checked volunteers ONLY)

PLEASE NOTE: Children MUST be accompanied by a parent or guardian.

At Morden Library (11.30 - 3.00) – there will be the following children's activities:

Colouring competition – make sure that crayons and felt tips are available. Library / junior library volunteers can get these out for you. The children can choose a sheet to colour.

Make sure that their name, age and a contact number or email are on the back of their sheet.

Completed sheets can be pinned to a board for **judging at 3.15.**

3 lucky winners will get a prize.

Brass rubbing – children can do a small individual brass, or work together to do the large one.

Stick the allocated paper over the brass and secure it at the edges with masking tape. Use your finger to rub over the edge of the shape, to show where the brass image of a person can be found – then the children can use crayons or brass rubbing waxes to colour and reveal the pattern underneath.

Womble Hunt:

The children can take one of our “hunt” sheets and need to find the womble pictures that we have hidden around the **junior library** (ONLY). If they find all of them, they can have a small prize. Prizes will be kept at the counter near the Junior Library.

Family friendly drawing workshop – inspired by Merton’s historic sweet factories (1.00 – 3.00).

Our Museum of Wimbledon colleague, Louise Hung will be running this – she may welcome some help and can advise on what she wants you to do.

At 3.30 staff / designated volunteers can help to clear things away in the junior library. If in doubt – put everything in a box or crate and take it to the 2nd floor and we will sort everything out on Monday.

Evaluation:

We are asking people to complete a simple one sided evaluation sheet to offer feedback on the event. Please ask people if they would be happy to complete a sheet – telling them that it helps us to plan future events.

The evaluation sheets are anonymous, so they do not need to worry about their personal data. Put all completed sheets on the 2nd floor back counter. If anyone needs help with completing a sheet, please offer to assist them.

End of day close down:

Help library staff to clear up.

Remove any posters, direction signs and quiz questions from all floors, Link, council chamber and mezzanine floor.

Fetch trollies (from first floor Catch 22 room) to help stallholders to shift their materials – assist them in getting to the back of the building.

Clear the tea stall and put the donations money in the 2nd floor workroom.

Make sure the arrows are taken down from the rear car park.

Clear away the tea stall.

Help Sarah to put the study tables back on the 2nd floor (if there is time.)

Help to clear the tables and panels from Merton Link and put chairs back in rows on the carpeted section (foyer).

Civic Security will collect all the committee room tables from the ground floor.