

## Wrangler

Wranglers work directly with our guest authors, meet their immediate needs and escort them to their venue on time. The Wrangler shadows the assigned writer throughout each of his or her events, and afterwards, through the book signing. In your role of Wrangler, your warmth, discretion, and common sense will add immeasurably to the visiting artist's sense of comfort and their enjoyment of the Festival. Because you are the person with whom an author may have most contact, you are expected to know the festival and its protocols inside out, and be able to answer their questions or direct them to someone who can. You report to the Volunteer Manager, and your main responsibilities are:

- To act as the dedicated point person for your author while he or she is at the festival
- To attend to your author's needs before, during and after their event
- To remain in the venue when the author is on stage
- To assist with their book signing

### *Step-by-Step*

Please attend a training session, and bring any questions you may have.

Shortly before the festival begins the Volunteer Coordinator will confirm your assigned author(s). Please study the author's profile and events on our website before your first meeting. ([www.kingstonwritersfest.ca/authors.php](http://www.kingstonwritersfest.ca/authors.php)) Your familiarity with your assigned author's work will go a long way towards making him or her feel welcome. You should know the theme, title, or subject of the event(s) in which your author will participate, and the other performers with whom he or she will share the stage. Please know also the name of your author's Author Patron.

If you can be available when the writer arrives at the Festival, it would be a great courtesy to introduce yourself at that time. Be ready to offer them your services. Essentially, once the Driver has handed them over to you, you become the author's Personal Assistant. Be prepared to recommend restaurants and shops, run to the drug store for Aspirin or throat lozenges, or take your author to the downtown walk-in clinic.

Before the event:

Report to the Volunteer Lounge to pick up a Festival scarf. Allow time for a visit and a cup of coffee or tea.

Please be in the Author Hospitality Suite no later than twenty minutes before each of the author's scheduled events. Authors are instructed to present themselves in the Author Hospitality Suite, which also serves as a Green Room, no later than 15 minutes before the event; if they don't show, it's up to you to find them.

Wait for the phone call from the event Captain (they will call the Writers' Services desk), and then escort your author to the event.

Make sure he or she is seated comfortably and has everything he or she needs. Make sure there is water available. If the author has any requests or concerns to do with the event itself, including seating, lighting or mics, please refer these concerns to the Stage Manager of the event. If there are any special requests involving seating of patrons (perhaps friends have arrived and the author would like them to have VIP seating) please refer these requests to the event Captain. If your author has specific requests in regards to meeting and/or being photographed with their fans, please let the Captain of the event know.

Confirm the writer's personal preferences in regard to the event itself and communicate these to the Captain, including preferred placement on stage or willingness to pose for pictures with fans after the book signing.

Be flexible and prompt in responding to requests. If your author makes numerous requests or has extraordinary needs, politely delegate one of the tasks to an event usher. Have the usher report back to you; you will continue as primary contact with the writer.

Certain requests must be denied. This includes fetching alcohol during an event or signing, or purchasing anything that makes you uncomfortable. If in doubt, speak to the Festival Producer.

After the event:

Immediately after the event, the author may be needed for a meeting and photo with Author Patrons. *If the Author Patron is there and would like a photograph, please ensure they get priority.* The photo usually takes place in the venue, either onstage or just off stage. Offer your help, and otherwise stay out of the way.

After the photo escort the writer to the signing area. Show leadership in clearing a path to shepherd the writer through the crowds; be firm but kind to both writer and fans.

Please carry extra pens. Your author may have a favourite type, please ask them. If the line-up for signing is long, please assist. Take the book from the next person in line, pre-open it to the writer's preferred signing page and print the name of the person the book is to be dedicated to in clear lettering on a post-it, then place the post-it on the signing page.

Be aware that book signings are hard work and can be stressful for the writer. Writers must engage with numerous strangers, many of whom want some kind of personal acknowledgement.

If no one is buying your author's books and they seem at a loss, initiate conversation and keep him or her occupied until the others are done. This is one of the most awkward and potentially humiliating moments for a writer!

Stay with your writer until the signing is over, then escort the writer back to the Author Hospitality Suite to pick up her belongings or, if the writer prefers, fetch the belongings and bring them to him or her.

Please leave the writer with a reminder about what time he or she is next expected to present herself at the Green Room.

Your job is over until the writer's next event.

After the writer's last event, it will be a great courtesy if you can be on hand to assist her at check-out to see that she gets away smoothly and in time for her flight or train. Please report any hitches immediately to the Festival Producer. Be prepared with solutions, particularly if there are any questions about the payment of the bill or credit card issues. We want the writers to go away feeling great about their experience at the Festival.

Wait with the writer until transportation arrives, or arrange transportation if necessary. Wave a final farewell and head up to the Volunteer Lounge to relax and enjoy that newly autographed copy of a favourite writer's book!