Super Conference Volunteer FAQs

1. **Do I get full access to the conference as a volunteer?**
   If you are an OLA member, you will automatically gain access to the full conference (excluding any paid ticketed events, such as the Ontario Public Library Gala or Library Tours). You must be an OLA member before you sign up to volunteer to obtain full conference access. If you are not an OLA member, you will only have access to the conference on the day of your volunteer shift.

2. **How do I become an OLA member and how much does it cost?**
   Current students and library job seekers: You are eligible for the discounted annual OLA membership rate of $20.00. As an OLA member, you gain full access to the conference when you sign-up for a volunteer shift. To become an OLA member, please visit www.accessola.com

3. **What should I wear to the conference?**
   Professional and comfortable clothing. Comfortable shoes will be handy as you may be on your feet for most of your shift. Dress in layers, some find it very hot while others find it cold. Every volunteer will be required to wear a blue vest during their shift.

4. **Where can I store my personal belongings during my shift?**
   You can store your bags in the Volunteer HQ room, but only on the day you are volunteering. There will always be someone in the room from the planning team or from OLA staff. We cannot be held responsible for any missing or stolen items. The blue vests that you will be wearing do have pockets that zip up. This is a great place to store small personal belongings, just remember to remove them after your shift!

5. **Will any food be provided during my shift?**
   There will often be snacks in the Volunteer HQ room for volunteers during their shift. Coffee and tea will also be available. We recommend you bring a lunch/dinner or ensure you have money to purchase something to eat. There are many options nearby to purchase food, including a food court across the street. Food in the Volunteer HQ are snacks - not meals. Unfortunately, we are unable to accommodate specific dietary restrictions at this time.

6. **When and where do I go to sign-in for my shift?**
   Please sign-in at the Volunteer HQ room. The Volunteer HQ is located in room 205A on the main level of the Metro Toronto Convention Centre (MTCC) North Building, at 225 Front Street W. in Toronto . Please arrive at least 10 minutes before your shift. This will give you time to set your things down, sign-in and meet your fellow volunteers.

7. **How long is a shift?**
   The duration of a single shift ranges from 3 hours to 4.5 hours.

8. **What types of tasks will I be doing during my shift?**
   As with any large event, things often change and new tasks arise. We ask that you please be flexible. For example, a speaker may come to us needing last minute help bringing supplies to their room. This is something we cannot plan for in advance, but something that we will definitely need your help with! See examples of some tasks you may be doing below:
   - Scanning badges as attendees enter a session
   - Directional help

- Preparing conference materials
- Registration desk
- Helping attendees use the Super Conference app
- Event set-up and take-down
- Hanging signage