Volunteer Tool FAQs for Book Fair Chairpeople

Creating a Sign-up Sheet

Will this sign-up sheet be saved for the next Book Fair? Yes, the sign-up sheet will be saved after each Fair ends, so the Chairperson can see the time slots created for the past Fair and who volunteered. It will be available in your current Toolkit in the Past Fairs section on the main Volunteer page.

What happens when I start with a past sign-up sheet? We will pick up all of the time slots from your past sheet and move them to your new Fair dates. We will remove any past volunteers who were assigned to time slots. You can then edit your past sign-up sheet to work for your current Fair.

How do I duplicate a volunteer time slot? To create multiple time slots for the same date/time, use the SAVE & DUPLICATE feature at the bottom of the page.

How do I stop email alerts when volunteers sign up or cancel? On the “Create Your Volunteer Schedule” page, you will see two options for Email Alerts. You may remove check mark to no longer receive email alerts for volunteer sign ups or cancellations.

How can I add my sign-up sheet to my Book Fair homepage? When you publish your sign-up sheet, it will automatically be added to the volunteer section on your Book Fair homepage.

How can I track volunteers who sign-up for time slots?
- You can opt-in to receive an email alert each time a volunteer signs up or cancels
- When viewing the volunteer calendar, time slots that have been taken are indicated in green
- Progress bars display on the AT A GLANCE page and Volunteer Dashboard and list how many volunteers have signed up, as well as total volunteer hours

My Fair dates moved — where is my sign-up sheet and the time slots I created? If your Fair has moved by 11 days or more, we will move the time slots on your published sign-up sheet to your new Fair dates. Any volunteers who selected a time slot will be unassigned and your schedule will be unpublished. If your Fair has moved by 10 days or fewer, your sign-up sheet will not be moved and your volunteers will remain assigned to their original time slots. If you need to make any adjustments, simply click on EDIT SIGN-UP SHEET in the Volunteer Tool.

Can I delete my sign-up sheet and start over? Yes, the delete sign-up sheet option if available on the volunteer dashboard. If you choose to delete your sign-up sheet, this action cannot be undone and your sheet’s URL will be invalid. If you create a new sign-up sheet, it will be assigned a new URL link.

Volunteers Signing Up

Why do volunteers have to register for a Scholastic.com account? We ask volunteers to register on Scholastic.com in order to protect the sign-up sheet from being accessed by the general population, keeping it confined to the school community. Other benefits of registering include:

- Volunteers receive email reminders with helpful training tips and tools
- Access to a Volunteer Dashboard to manage commitments and track volunteer history
- Staying in touch with the Book Fair organizer

Update 2/1/17
Why is a SELECT button not visible next to the time slot on my published volunteer sign-up sheet? Once the date has passed, the SELECT button is no longer available, as the time slot is in the past.

Can a volunteer see if a particular person has signed up for a time slot? For instance, I want to volunteer at the same time as my friend Suzy. When a volunteer accesses the sign-up sheet, they will be able to see which time slots have already been selected, and who selected each one.

Can a volunteer leave a comment for the Chairperson in the sign-up sheet? Yes, a COMMENT FOR ORGANIZER box is available after a time slot has been selected.

How can a volunteer cancel his or her commitment? If a volunteer is no longer able to help, they can select CANCEL on the school’s sign-up sheet or on their Volunteer Dashboard.

If a volunteer cancels, does that time slot automatically become available again on the sign-up sheet? Yes, after a volunteer cancels, that time slot will become available for another volunteer to select on the sign-up sheet.

All of the time slots are taken. Can I still volunteer? In the event all of the time slots have been selected, the volunteer can email the BFC that they are available for back-up should someone cancel. The Book Fair organizer’s contact information can be found at the bottom of the sign-up sheet.

If I assign a volunteer to a time slot, will the volunteer receive a notification? Yes, the volunteer will receive a confirmation email including training materials for their volunteer role. A reminder email will also be sent 48 hours prior to his or her volunteer time slot.

What if a volunteer does not have an email address? An email address is required in order to register for a time slot — otherwise we would not be able to send confirmation and reminder emails. A printable schedule is created in the tool and a person without an email could be added next to "unassigned".

Why do I see the message "Disabled during preview" when I click SELECT on a time slot on my sign-up sheet? This dialog box is displayed because you are looking at your sign-up sheet in preview mode, which is only meant for previewing your schedule while you are creating it. The link to your Live sign-up sheet is located on your Volunteer Dashboard on the Volunteer main page.

Managing Contacts

How do I add a contact in the Address Book? Select the ADD A CONTACT button on the Contacts main page and fill in the information fields, then select save.

When a volunteer signs-up for a time slot, will they be added to my address book? Yes, the volunteer’s first name, last name, and email address will be automatically added to your address book. Volunteers are prompted to provide their phone number, but it is not required. In addition, their volunteer details will display for current or past Book Fairs.

Can I send an email to contacts in my Address Book? Yes, you can send an email to anyone in your Address Book that has an email address. From the main Volunteer page, click SEND EMAIL, choose a template, then enter the names or email addresses of the contacts you would like to email.

Update 2/1/17
How do I remove Toolkit access from someone in my Contacts Address Book? From the Contacts section, select “Toolkit Users” from your Groups. To remove access, select the name of the person you wish to remove, select EDIT CONTACT, and uncheck the Toolkit Access box.

Can I remove a contact when they are assigned to a volunteer time slot? No, you are not able to remove a contact from the Address Book if they have already selected a volunteer time slot.

Can group distribution lists be created for contacts? Yes, a group distribution can be set up by going to the CONTACTS section in the menu and then selecting the MANAGE GROUPS button on the left. Once the group is named, you can add any contacts listed in your Address Book to a group by selecting a contact name and then clicking ADD TO GROUP.

Are any groups automatically set up within the Contacts Address Book? Yes, Current Fair Volunteers and Toolkit Users are automatically set up in your Contacts section. Current Fair Volunteers are those who have already selected time slots from your sign-up sheet. This way you can easily communicate or review the contacts in this group. Toolkit Users include the Book Fair Chairperson and their Scholastic Representatives.

How do I import contacts? Select the IMPORT CONTACTS button on the main Contacts page. Here you can import contacts into your Address Book from a CSV file or from Outlook, Gmail, or Yahoo. Once you select an option, you will have the ability to groom your list and choose which contacts you would like to import. Contacts can be edited after the import and will be available to you for future Fairs.

How do I create a CSV file to upload my contacts? In order to import contacts, your CSV file must contain the following four headers corresponding to the appropriate column: First, Last, Email, Phone. If you would like to import address information, the column headers must be labeled as: Home Street, Home City, Home State, Home Postal Code.

Can I view the time slots a volunteer signed up for in the Contacts section? Yes, each time a volunteer selects a time slot from your sign-up sheet, their information will display when your click on their name in the your Address Book.

Sending Emails

If I input a new email in the SEND TO box while I am sending an email, will that person be added to my contacts? No, the email address will not automatically be added to your contacts. You can add the contact by selecting the ADD CONTACT button at the top of the CONTACTS page.

How do I email my sign-up sheet or thank volunteers? After setting up your sign-up sheet and selecting PUBLISH, you will be asked if you want to email it. You will be able to choose from three templates: a recruitment email containing a link to your sign-up sheet, a thank you email, or the option to start with a blank message. If you want to email your volunteers again later, simply select the SEND EMAIL button on your Volunteer Dashboard.