

VOLUNTEER GUIDE



COME GROW WITH US!

Updated: February 16, 2025



Dear Volunteer,

Thank you for being an essential part of ArtFields®! Your time, energy, and enthusiasm help make this event and our year-round art programming a success. Volunteering with ArtFields isn't just about giving back—it's about connecting with an incredible community, meeting new people, and being part of something truly special.

We appreciate you more than words can say. Your warm hospitality and dedication create lasting impressions on our guests, visitors, local businesses, and students. Whether you're greeting visitors, supporting artists, or helping behind the scenes, your role makes a difference.

As an ArtFields volunteer, you'll gain valuable experiences, build friendships, and enjoy the joy that comes from celebrating creativity. You'll see firsthand how the arts bring people together and transform communities. Plus, volunteering can be a great way to develop new skills, explore your passion for the arts, and have fun along the way! This your official ArtFields Volunteer Guide. For more information, visit www.artfieldssc.org and check your Volgistics calendar weekly.

We are so grateful to have you as part of the ArtFields family! We hope your time with us is meaningful, rewarding, and filled with inspiration. If you ever have questions, don't hesitate to reach out—we're here to support you every step of the way. We hope that your involvement will provide you opportunities to learn, grow, and be lovers of the arts!

Please feel free to contact me with any questions at any time at carla@artfieldssc.org or (843) 374-0180.

With Gratitude,

Carla S. Angus

Director of Community Engagement & ArtFields Jr.

Mission Statement of ArtFields

ArtFields is a program of the Lake City Creative Alliance, a federally recognized 501(c)(3) organization in Lake City, SC. The Lake City Creative Alliance believes the arts have the power to transform individuals, communities, and society. By promoting exposure to the creative arts, we aim to enhance the quality of life for all citizens.

VOLUNTEER ROLES AND RESPONSIBILITIES

Volunteer Roles

There are many ways to contribute as a volunteer, including:

- Distributing promotional materials/posters
- Preparing packets for guests and sponsors
- Assisting in the ArtFields office
- Monitoring art venues / galleries
- Encouraging attendance at ArtFields events and activities
- Recruiting additional volunteers
- Attending one official volunteer training session and signing required paperwork

Specific volunteer opportunities include:

- **Information Desk & Booths:** Greet guests, answer questions, direct visitors to venues, and distribute ArtFields Field Guides.
- **Directional Team:** Assist during major events by giving directions, monitoring cleanliness, and communicating needs to team leaders.
- **Event Support:** Take tickets, issue wristbands, distribute programs, escort guests to seats, and collect guest satisfaction surveys.
- **Merchandise & Sales:** Help with on-site ticket or merchandise sales.
- **Venue Docent/Gallery:** Manage venues, assist with art sales, greet guests, and showcase artwork.
- **ArtFields Jr. Educational ArtWalk Docent:** Supervise and facilitate activities for students in grades 5K-12th (Background check required).
- **Welcome Center/Registration & Voting Center:** Assist guests with registration and voting for selected artwork (some computer skills required).

After the competition and festival, volunteers assist with:

- De-installing artwork in ArtFields venues (by selection only)
- Writing thank-you notes to ArtFields supporters
- Removing signs, materials, and assisting with general clean-up
- Performing office duties at the ArtFields office
- Taking inventory of ArtFields supplies

Volunteer Responsibilities

- Provide warm Southern hospitality to guests with a smile!
- Review important ArtFields materials, including the Field Guide, Gallery Manuals, and calendar of events. Stay connected by joining ArtFields social media platforms and subscribing to Visit Lake City.
- Sign in and out each time you volunteer unless otherwise noted on your assignment. Incentives are awarded based on Volgistics calendar records.
- Sign up for shifts via the Volunteer Schedule on Volgistics. Contact us if you cannot fulfill an assigned shift.

- Each shift during the competition and festival typically lasts a minimum of three hours.
- Remain at your assigned post until your relief arrives. If they do not arrive within 15 minutes, notify the Volunteer Manager.
- Be flexible! Event changes happen, and your adaptability is key to a successful experience.

Volunteer Parking

- Throughout the year, parking is available near the ArtFields office at 118 Sauls Street.
- During the competition and festival, parking is available at The ROB (245 Church Street), the lot near the Caboose (104 East Thomas Street), East Main Drive, and The Continuum. Parking can change, so please review the Field Guide that is provided during the Festival.

Volunteer Check-In & Check-Out

- **Check-in** at the ArtFields office (118 Sauls St.) to receive identification, attire (if needed), and instructions.
- Arrive **at least 15 minutes before** your scheduled shift.
- **Check-out** at the same location at the end of your shift to return your identification, apron, and any materials used.

Volunteer Attire

- Wear **neat, business casual attire** (black, tan, or white pants, jeans, or skirts are appropriate).
- Comfortable, sturdy shoes are recommended.
- Depending on your role, you may be required to wear an ArtFields volunteer t-shirt, apron, or waist apron. Your event leader will inform you of the appropriate attire, which will also be noted on the volunteer calendar.
- When provided, wear your official ArtFields identification card on the provided lanyard.
- After your shift, remove volunteer attire unless continuing in a volunteer capacity.

ArtFields Safety & Security

The safety of visitors and staff is a top priority. While security is primarily managed by the City of Lake City Police Department, we all share a responsibility for maintaining a safe environment.

- Be alert for any potential threats to guests, facilities, artwork, or property.
- Report emergencies to an on-duty officer and then to the Volunteer Manager.
- Trust your instincts—if something feels wrong, err on the side of caution.
- Do **not** put yourself at personal risk.
- Report any leaks or issues affecting artwork security to the ArtFields Team.

Examples of Safety Concerns:

- Unattended packages/bags
- Medical emergencies
- Lost children
- Smoke or fire
- Accidents involving guests

- Agitated visitors
- Unauthorized weapons
- Threats or damage to artwork

***If in doubt, contact a security officer or dial 911.
Then contact the volunteer coordinator immediately.***

Lost & Found

- The primary lost and found location is at the ArtFields Office at 118 Sauls Street.
- During the Competition & Festival, lost and found items will be kept at the Welcome Center.
- Guests must describe lost items before they are returned.

Hospitality: Key Information

- Restroom locations
- ArtFields event layout and locations
- ArtFields District (competition artwork locations)
- Building exits, including emergency exits
- Parking options (especially for handicapped guests)
- First aid station locations
- ArtFields Field Guide and Venue Manuals for reference
- Volunteer support contact: (843) 374-0180

Handling Difficult Situations

- Smile warmly
- Listen carefully
- Stay calm
- Use meaningful, professional responses:
 - “I understand your concern.”
 - “I appreciate your feedback.”
 - “Let me find the best way to assist you.”

Volunteer Code of Conduct

As an ArtFields ambassador, we expect you to provide excellent customer service. Any use of alcohol, drugs, or abusive/profane language while volunteering is grounds for immediate dismissal. Thank you for your time, dedication, and enthusiasm. Your efforts make a lasting impact on ArtFields and the community!

ArtFields Volunteer Promise:

I promise to KNOW, GROW, and GLOW ArtFields!