



VOLUNTEER HANDBOOK

MISSION

Lotus Education & Arts Foundation's (Lotus) mission is to create opportunities to experience, celebrate, and explore the diversity of the world's cultures, through music and the arts.

ABOUT THE ORGANIZATION

All Lotus programming supports the institutional mission: our annual Lotus World Music & Arts Festival, our Lotus Blossoms Educational Outreach program, the Lotus Firebay, our community space for performances and workshops, and Summer Night/ Edible Lotus, our fundraiser, as well as a vibrant visual arts program. Lotus also offers special programming and events with community partners throughout the year. Lotus is supported by a diverse funding base that includes individual contributors, business sponsors, foundation and governmental grants, and ticket revenues.

LOTUS BLOSSOMS AND WORLD BAZAAR

Lotus Blossoms is an annual four-week series of artist workshops and performances focused on outreach and education, via globally and culturally diverse music and arts experiences. Every spring, Lotus Blossoms connects students, families, and communities with performing artists from all over the globe. Serving South Central Indiana since its inception in 1996, Blossoms has reached more than 150,000 students and community members and has amplified the diverse voices of over 50 international artists.

A cornerstone of Lotus Blossoms programming is a focus on engagement with underserved urban and rural communities. These constituencies often lack access to people of diverse backgrounds and to multicultural experiences. By presenting global music and arts experiences, Lotus strives to inspire a love of diversity in these communities. Through Lotus Blossoms' programming, Lotus also

serves populations that have limited opportunities to engage in in-person musical experiences, including those in retirement homes, preschools, detention centers, or economically disadvantaged communities.

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The Lotus Blossoms World Bazaar is a free multicultural arts and education event for kids, families, and community members. Volunteers from the Bloomington community (and around the world) present arts, music, language, and international crafts that let attendees get hands-on experience with more than 30 vibrant, high-energy activity stations.

Created in 1996 with the help of area teachers, the Lotus Blossoms World Bazaar has become a tradition in Monroe County schools — public, private, and charter — as well as in our community. Friday of the Bazaar is open only to local 4th-graders. Saturday's Community Day is free and open to the general public. The Bazaar is typically held in late March or early April.

LOTUS WORLD MUSIC & ART FESTIVAL

Lotus Education & Arts Foundation's flagship program is the Lotus World Music & Arts Festival. Established in 1994, the Festival is one of the oldest world music festivals in the U.S. and the only festival of its kind in the state of Indiana. The festival attracts thousands of people to downtown Bloomington each fall, for 4-5 days of music and arts from around the globe.

Lotus is committed to selecting world-class performers who represent the highest standards of musicianship and professionalism. Lotus is distinguished among festivals by not relying on "headliners", but rather presenting a non-hierarchical mix of performers and prioritizing discovery and inspiring encounters with the new and often unfamiliar. Lotus is also somewhat unique in considering American music as part of the "world" in "world music"— be that American roots and folk music, or music reflecting our tapestry of immigrant experiences. Each year, the festival typically showcases a roster of 25-30 different artists or groups.

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During the festival, Lotus presents free events including Lotus in the Meadow, Lotus in the Park, and Educational Outreach with Indiana University with workshops, concerts, and an interactive arts village displaying community-generated visual arts, as well as parades, processions, and exhibits. Lotus is committed to accessibility and to drawing the widest possible cross-section of participants of all ages, ethnicities, abilities, and backgrounds to become part of the music and arts of the world around us.

LOTUS VOLUNTEERS

Lotus volunteers help with all aspects of Lotus programming. We are honored to host over 500+ community volunteers each year who contribute time, expertise, and good will to make Lotus events happen. Lotus recognizes that volunteers are essential to the purpose and programming of the organization and our events. Lotus volunteers will receive adequate preparation for their

responsibilities, work in an environment where they feel valued and appreciated, and receive respectful treatment.

BENEFITS

- All volunteers receive a volunteer t-shirt and a volunteer button designed each year by a local artist and the grand feeling of being part of impactful and exciting music & art events.
- World Music & Arts Festival volunteers receive an exchange of one night's admission on either Friday or Saturday of the festival.

POLICIES

To volunteer at any Lotus event, volunteers must agree to the following policy with the Lotus Education & Arts Foundation:

I agree...

- To complete and submit a General Volunteer Application and any additional forms, waivers, and orientations required for specific events, even as a returning volunteer.
- To abide by the policies of Lotus including, but not limited to, zero tolerance for use of controlled drugs and alcohol, and for harassment of any kind, while working my shift.
- To arrive on time and stay for the duration of my shift.
- To treat other volunteers, staff, performers, and patrons with respect.
- To notify the Volunteer Coordinator or appropriate Lotus staff if my availability changes after I have already accepted my shift.
- That the service of any volunteer is accepted at the discretion of the organization and staff.
- That Lotus may decide to terminate my relationship with the organization at any time.
- That I assume responsibility for the risks associated with COVID-19 and other contagions while working with the public and other volunteers.

NOTE: Volunteers for most positions need to be 18 years of age or older. A limited number of positions for volunteers aged 15-17 are available.

ORIENTATION

In-Person Orientation: Orientation is required for all festival volunteers. Dates will be determined and communicated during the summer before each festival.

Virtual Orientation: For volunteers out of town and those who could not make it in person we are offering a virtual orientation.

VOLUNTEER OPPORTUNITIES

The following opportunities are available each year at Lotus

- Year-round General/ Community Volunteers

- Blossoms Educational Outreach and World Bazaar Volunteers
- World Music & Arts Festival Volunteers and Festival Committees

GENERAL/ COMMUNITY VOLUNTEERS

General/ community volunteers are valuable contributors to Lotus operations. General office assistance – helping with mailings, postering, and/or ad-hoc program and event tasks. Schedule varies.

ROLES & RESPONSIBILITIES

Board of Directors - The Lotus Board meets monthly and is responsible for oversight of executive functions, governance, financials, and development.

Office Volunteers - Opportunities are available throughout the year to help with the following

- Office Cleaning
- Clerical Office Support
- Marketing and Promotion Support

Special Event Volunteers - Opportunities are available throughout the year to help with event set-up, tear-down, ticket sales, stakeholder engagement, and other activities for the following events:

- Summer Night/ Edible Lotus Fundraiser
- Firebay Workshops and Public Performances
- Volunteer Recruitment and Volunteer Appreciation Party

LOTUS BLOSSOMS AND WORLD BAZAAR

Lotus Blossoms and World Bazaar Volunteers are essential to successful execution of performances, events, and artist relations.

ROLES & RESPONSIBILITIES

Blossoms Liaison - The Blossoms Liaison is responsible for transporting artists and their instruments to each performance, acting as the emcee, getting a crowd count, and collecting payment after a performance is complete.

Blossoms Sound Technician/ Roadie - The Sound Technician/ Roadie is responsible for attending Lotus Blossoms performances, transporting, setting up, and tearing down sound equipment, and supporting Lotus staff and volunteers as needed. Additionally, this is an opportunity to learn how to run sound for a performance.

World Bazaar Volunteers - The World Bazaar is a two day event. Volunteers are responsible for set-up, tear-down, art partner support, and event logistics.

World Bazaar Committee - The World Bazaar Committee is responsible for planning, organizing, and overseeing activities, event logistics, and communication with arts partners. Expectations include

- 10-30 hours for planning meetings, event execution, and post-event discussion.
- Complete assigned duties and follow-up communication outside of meetings.

- Serve as the main contact for assigned art partners, as well as an ambassador for Lotus Blossoms and World Bazaar to the community.
- Act as a lead volunteer and supervisor during set-up, tear-down, and during the event.

LOTUS WORLD MUSIC & ART FESTIVAL

ROLES & RESPONSIBILITIES

Festival Committees – want to become more involved with Lotus program planning and logistics? Committee work might be for you!

Below is a brief overview of some of the common roles at the festival. Areas with extra detail and instruction have links to documents provided by the area managers. If details have not been listed for your role don't worry! You will receive more instructions day-of when you check in to Volunteer HQ. Please reach out if you have any questions or concerns.

ADMISSIONS ([Ticket Sales](#) or [Wristband Exchange](#))

Location: Kirkwood Avenue, near the Buskirk-Chumley Theater. The area is split into two separate tents: Ticket Sales, Wristband Exchange.

Supervision:

The Ticket Sales Manager oversees Ticket Sales and the Wristband Exchange Manager oversees Wristband Exchange. Both will contact the Volunteer Coordinator with questions or problems. After checking in at Volunteer Headquarters, please introduce yourself to your area manager when you arrive at your job site.

Job Duties:

Ticket Sales: Assist with ticket sales. Make sure patrons get the correct ticket for their purchase and instruct them to exchange the ticket for a wristband. Check student ID's for student tickets. Handle cash and credit cards (you will be trained). **Wristband Exchange:** Exchange the correct ticket for the correct color wristband and place tickets in the correct slot box. Do not give wristbands directly to the patron. Every ticket must have a face attached to it, and the wristband must be placed directly on the wrists of all patrons. Once they are snapped closed, you'll use scissors to cut off the excess tag. Direct would-be ticket purchasers to the ticket tent.

Special Requirements:

Must be able to handle money and crowds, give directions to the public.

[ARTIST SHUTTLE](#)

Location: [121 E. Kirkwood Ave. Suite 300](#) outside Artist Hospitality.

Supervision:

After checking in at Volunteer Headquarters, Shuttle Drivers report to the Shuttle Captain at the start and end of their shifts. If a problem arises, drivers should first communicate with the Shuttle Captain. If there is a serious problem, the captain will contact the Festival Director or Volunteer Coordinator.

Job Duties:

Shuttle Driver: Transports artists to and from hotel(s) and downtown venues for sound checks and performances (you are not responsible for taking them anywhere else). All shifts begin and end at Artist Hospitality. Please wear a watch and be aware of the time for everyone's benefit. Keep your two-way radio with you at all times, even when you are away from the van. You must also carry your cell phone. Please stay at Artist Hospitality when not on a run. Shuttle Captain: Acts as dispatcher, receiving requests on a cell phone or via two-way radio. Radio drivers with requests if they are making a run. Must stay at Artist Hospitality. Handle requests sensibly.

Special Requirements:

Valid drivers license with a clean driving record. Must be 21 or older to drive rental vehicles. Familiar with Bloomington area, especially downtown.

ARTIST HOSPITALITY

Location: 121 E. Kirkwood Ave. Suite 300 (Above CVS downtown)

Shares space with the Artist Shuttle.

Supervision:

The Hospitality Manager will supervise the work flow for this area and will contact the Hospitality/Sites Coordinator with questions or problems. After checking in at Volunteer Headquarters, please introduce yourself to your manager when you arrive at the hospitality area.

Job Duties

Create a welcoming space: Keep the room tidy and pick up trash regularly. Keep the coffee pot going and fresh cream on hand.

Inform artists of the hours of operations: Friday, Noon to 12:00 a.m.; Saturday, 10 a.m. to 12:00 a.m.

Monitor instrument check-in: Using forms and tickets provided, record instruments being checked in and inform the artist of when Artist Hospitality closes.

Inform artists of massage and internet access.

Last shift of the night includes a half-hour of clean up: Please wrap all perishables carefully and put them back in the fridge. Put all other snacks back in bags or boxes and seal. Make room look neat and leave any messages for the opening shift the next day.

Work with Shuttle Captains (stationed in the Artist Hospitality area) to arrange for artist transportation.

Special Requirements

Artist Hospitality is designed to provide a "calm from the storm" for the artists. Not all artists will want to be social during this time but will appreciate a friendly face and attitude.

ESSENTIAL SERVICES

Location: Varies

Check in at Volunteer Headquarters for your assignment location.

Supervision

Volunteer Festival Coordinator, or other Volunteer Managers.

Job Duties

Vary from shift to shift. Assigned to position during shift such as floater, ice/cooler delivery, and computer set-up, tear down.

Special Requirements

Assignments will be matched with volunteer talents and interests. Special requirements depend on the nature of task, but generally involves some walking, so wear comfy shoes.

LOTUS IN THE PARK (Waldron, Hill, and Buskirk Park)

Location:

331 S Washington St, Bloomington, IN 47401

Supervision:

Will have a Site Manager. Report to the Volunteer Check-In table at the park.

Job Duties:

Visual Arts: Volunteers work in one of four or five different activity booths, assisting with crafts, face-painting, etc. Set-up and tear-down: In the morning, assist crews in getting the venue ready for activities and performances at the park; dismantling and cleaning up at the end of the day. Green Room monitor: Keep artists' green room area clean and orderly. Stage monitor: Assist stage manager in keeping audience members from accessing stage area; help as needed with transitions between sets.

Special Requirements:

Must be able to handle crowds, give directions to the public, and work with patrons of all ages. Wear comfy shoes.

FESTIVAL STORE John Waldron Arts Center (Rose Firebay Theater)

Location:

122 S Walnut St, Bloomington, IN 47404

Supervision:

The Merchandise Manager will oversee your work at the merchandise tent, assign breaks, and answer any questions you may have. After checking in at Volunteer Headquarters, please introduce yourself to this person when you arrive at your site.

Job Duties:

Sell artists' CDs, festival t-shirts, and other merchandise. Handle cash, checks, and credit card machine (you will be trained).

Special Requirements:

Must be detail oriented and good with numbers, handling money, and dealing with crowds in a pressure situation.

SET-UP

Location:

Entire Festival site, including indoor and outdoor venues. Check-in at Volunteer headquarters or if outside of headquarter hours, the location will be communicated to you at a date closer to the Festival.

Supervision:

The Venues Coordinator and Committee leads will direct you. You may also receive direction from the Festival Director or Volunteer Coordinator.

Job Duties:

Include: Hang signs, put up barricades/tents/tables/chairs in street, set up admissions tent, volunteer headquarters, food tent(s), information tent, risers, PA. Assorted lifting and moving.

Special Requirements:

Must be able to handle heavy lifting. Bring work gloves if you have them. Wear good shoes and check the weather report (sunscreen or rain gear? Hot or cold?) before you leave your house!

TEAR-DOWN

Location: Various locations

Meet at Volunteer Headquarters for your assignment location.

Supervision:

Tear-Down crew will be broken into small groups. Your work may be directed by the Venues Coordinator and Committee leads, Festival Director, Volunteer Coordinator, or other Volunteer Managers.

Job Duties:

Move/dismantle tents, chairs, barricades, take down signs, empty trash cans, assist with dismantling some sound equipment at venues. PA load out (heavy).

Special Requirements:

Must be able to handle heavy lifting. Bring work gloves if you have them. Wear good shoes and check the weather report (Rain gear? Hot or cold?) before you leave your house!

VENUES

Location:

Various indoor and outdoor venues.

Supervision:

Each venue has a House Manager who is in charge of the venue, supervises volunteers, and assigns breaks. The House Manager contacts the Volunteer Coordinator with questions or problems. After checking in at Volunteer Headquarters, please introduce yourself to your manager when you arrive at your site.

Job Duties:

Door Monitor: The major role of the Door Monitor is crowd control. At indoor venues, audiences should enter or leave in between numbers out of respect for our visiting artists. At outdoor venues, make sure that no one leaves with a beer. Wristband Checker: Make sure all patrons entering your venue have the correct color wristband or Festival credentials (staff, artists, media, etc.). Tidy up venue at end of shift. Outdoor venues may require "perimeter checkers" to ensure access only to wristband holders.

Special Requirements:

Must be able to handle crowds, be helpful, and give directions to the public. Wear comfortable shoes.

DAY-OF

Unless you've been directed to check in elsewhere by your shift supervisor, please check in at Volunteer Headquarters (Waldron Arts Center Education Gallery at 122 S Walnut St). Once there, you will sign in and receive your volunteer button and any last-minute information. This is also where you will come to receive a Festival admission wristband on Friday or Saturday night. Next, go to your shift assignment and let your House Manager know you are there.

Please Note: If you are working the Friday before noon you will need to check in on the Southeast corner of College and 6th on the courthouse lawn.

EMERGENCIES

We will have private security and EMTs on site at the festival. If any emergencies arise we ask you to first notify your captain. Indoor venues each have a safety plan and we ask that you defer to those. If you are outdoors the safest recommendation is to seek shelter wherever possible and advise others around you to do the same. [Full procedures here.](#)

FESTIVAL MAP

FESTIVAL SCHEDULE

FREQUENTLY ASKED QUESTIONS

WHERE IS THE FESTIVAL?

The Lotus World Music & Arts Festival is held at indoor and outdoor venues in downtown Bloomington. The venues may include the Buskirk Chumley Theater, various downtown churches, large tents on downtown streets, and other private establishments.

WHY ARE SHIFTS SIX TO SEVEN HOURS LONG?

The standardized length eliminates a mid-evening shift change, allows Festival patrons a much smoother night, and creates a much stronger volunteer team.

WHEN AND WHERE IS MY VOLUNTEER ORIENTATION?

2024 Volunteer Orientations will be held on Saturday, September 21 from 12:00 – 2:30 p.m. and on Wednesday, September 18 from 6:00 – 8:30 p.m. at the Monroe County Public Library, 303 E Kirkwood Ave, in the Auditorium on the first floor.

WHERE DO I PARK?

Because the Festival brings thousands of people into downtown Bloomington, street parking will be understandably at a premium. There are now a number of parking garage options available both north and south of the square off of Walnut and College. You can also bike, walk, or take the bus (the Bloomington Transit Service has a downtown depot). For details about Bloomington downtown parking rates and policies, please visit the City's Parking Services web page.

WHEN DO I NEED TO ARRIVE FOR MY SHIFT AT THE FESTIVAL?

Please plan to be at the Volunteer Headquarters (Waldron Arts Center Education Gallery at 122 S Walnut St.) 15 minutes prior to the start time of your shift to start your check-in process.

HOW AND WHERE DO I CHECK IN?

Unless you've been directed to check in elsewhere by your shift supervisor, please check in at Volunteer Headquarters (Waldron Arts Center Education Gallery at 122 S Walnut St). Once there, you will sign in and receive your volunteer button and any last-minute information. This is also where you will come to receive a Festival admission wristband on Friday or Saturday night. Next, go to your shift assignment and let your House Manager know you are there. They will have a clipboard and a nametag and will let you know what to do next. Have fun!

Please Note: If you are working the Friday before noon you will need to check in on the Southeast corner of College and 6th on the courthouse lawn.

HOW DO I GET MY FRIDAY ADMISSION WRISTBAND IF I AM WORKING ON SATURDAY?

You will be on a Friday Admissions list at Volunteer Headquarters. You can go there on Friday to pick up your wristband, after 5 pm

WHO RUNS THE FESTIVAL?

The Lotus World Music Festival is the flagship event of the Lotus Education and Arts Foundation and is organized and administered by the Executive Director, a team of dedicated staff, and hundreds of volunteers like you.

WHO IS IN CHARGE OF FESTIVAL VOLUNTEERS?

Our Volunteer Coordinator works closely with the various committees, creating shift assignments that align with Festival needs.

WHAT IS A FESTIVAL VOLUNTEER MANAGER?

A Festival Volunteer Manager is an experienced Festival volunteer who is in a position of responsibility during the Festival, specifically supervising the work of other volunteers in one area. You will find Volunteer Managers in positions such as House Manager, Ticket Sales Manager, Wristband Exchange Manager, and Merchandise Manager.

CAN MY CHILD ACCOMPANY ME ON MY SHIFT?

Unfortunately, no. It is really important that all volunteers are focused first on the work they are doing for the Festival. We request that you make childcare arrangements for the times you will be on shift.

WHAT IF MY AVAILABILITY CHANGES?

If your availability changes before the first day of the Festival, please call (812-336-6599) or e-mail the Festival at executivedirector@lotusfest.org as soon as you know there is a change in your schedule. We appreciate your timeliness, as your shift is very important and we will have to work to find someone to fill it.

If your availability changes on or after the first day of the Festival, please email executivedirector@@lotusfest.org as there will not be anyone in the Lotus offices to answer the phone.

Footnote:

Please understand that this handbook is an organic document. We expect changes, updates, occasional outdated information, and of course typos. We thank you for your patience and understanding while updates are made.

Last update made: 8/7/2024