

LOOM Members' Handbook (rev 01/18)

We are glad to have you! This handbook will help you integrate into the community. We hope that you plug in and gain a sense of ownership of the coworking spaces. If you have any questions, please don't hesitate to ask any of the owners/directors, or any other member, for help. See the LOOM Terms and Conditions on Cobot for membership for information regarding liabilities and prohibited activities.

Membership

What the community expects of its members

- Treat other members with courtesy and respect, understanding their primary role for being here.
- Help to create a comfortable but professional environment.
- Connect with other members.
- Treat the space with respect especially to art exhibits!
- Keep current with membership dues and keep payment methods up to date.
- Contribute work for the good of community, including cleaning, marketing, and other activities that increase the livability of the space and financial viability of the community.
- Please make sure that your guests recognize and be respectful of LOOM as a shared work space.

What the community expects of the leadership

- Be open to suggestions from the members.
- Actively communicate and connect with Members
- Keep the space running so that it is functional and comfortable.

Culture

Our culture is important to us. We aim to make LOOM a welcoming, inspiring and friendly community, away from the professional distractions of household chores, kids, dogs, etc. We value openness, curiosity and collaboration; the key factors that drive success. Our hope is that you will naturally make friends, meet people, collaborate, and bring your positive energy and ideas to LOOM creating an innovative and exciting environment. Please make sure that you and your guests recognize and be respectful of LOOM as a shared work space.

We believe in work/life balance and positivity. When you are here, we ask everyone leave negative vibes, confrontational behavior and personal problems at the door.

Please look after our wonderful building and consider doing the following:

- If you see something which is broken or not quite right, please let us know.
- If you think something isn't working as it should, or, could be better, please let us know.
- Please help to keep the place clean and tidy. Make yourself at home in the space, but treat it with respect.
- Please clean up after yourself and return items where you found them.
- Please make visitors feel welcome, let them know who you are and what you do
- If you notice anything out of the ordinary, please let us know.

We are a welcoming and friendly community. We do not accept discrimination in any way, shape or form. We also ask that publically acceptable language be used in business and social situations at all times for the respect of all members. If something is clearly inappropriate, please speak directly to us. Smoking is not permitted anywhere on the property, around the main building or the studios.

Plans

Please see the website for details on membership levels. Your plan can be adjusted at any time.

Working, noise and using the space

Hot desk members can work anywhere within the space except a dedicated desk that has been assigned. We encourage you to work in different places throughout the day & sit by different people! Some dedicated desk members allow others to use their desks when they are not here. Check with the coordinator on this.

Those who need large equipment in addition to their laptop (such as a screen too large for one of our lockers) must become a dedicated desk member.

A shared environment will never be completely quiet (nor do we want it to be!), but all members are expected to be respectful of the needs of others. Noise needs to be kept at a reasonable level. Please be conscious of those around you and their need to focus on their work. Please consider to the guidelines below:

- LOOM is not a library. Members should feel comfortable making the noise they need to get the work done!
- Feel free to have voice/phone conversations in the space at a reasonable level just like in a regular office. Most members do take conference calls out in the work areas.
- Go ahead and work with others – that's what collaboration is all about!
- Please keep phones on vibrate, don't use speaker phones in main space, and be aware of headphone volumes.
- Be conscious of cell-yelling. Most cell phones can handle a normal speaking voice! It is suggested that members use only one earbud, which makes you aware of your own volume.
- Bluetooth headsets are encouraged for privacy and ergonomics.
- If you need to focus & don't want to be interrupted use the balls of yarn by placing it on your desk to signal to others you wish to be left alone ("don't mess with me, I'm on a roll!").
- If a person doesn't have a ball on their desk, it is assumed you are welcome to engage unless it is evident they are on a conference call.
- Phone booths are used for more private conversations or for intense concentration for less than one hour unless no one is waiting. These do not have to be reserved ... just jump in!
- If there is an unexpected need for use of a speaker phone or an impromptu meeting and an unclaimed room (meeting room, podcast studio, lab) is available, members can duck in and use it or reserve it last minute.
- Louder conversations and those who pace while they talk are asked to work in the back work areas, an open meeting room, outside or to use the adjacent Studio building.
- If someone is not following supportive coworking etiquette, members are encouraged to address it directly rather than going to management as we aim to create an environment where members feel ownership of the environment.

In addition to the main building, the Workshop and Studio next door (when not reserved for other events) are available for individual and member/client work if needed for concentration or expanded work space. Please check Cobot to check availability of the needed and adjacent spaces.

Members should be considerate and clean their work areas when they are finished working each day. LOOM is not responsible for any personal items placed on desks or in any of the common areas although we do have a lost and found in the front entryway cabinet. Assigned desk membership (only) allows the members to leave their equipment at the assigned desk overnight and others are welcome to leave items out while they step out to meetings or lunch.

Access

Building access is supplied through the Vizpin app on the back right door. All new part-time and full-time members will be walked through this process. See last page for additional information.

The main entrance doors will typically be open between 8.00am and 4:00pm Monday to Friday although members are still asked to utilize the reader on the back rear door upon entering whenever possible.

- Accessing LOOM is restricted to members, escorted guests and event attendees in the event space.
- Do not allow strangers, non-members who are not your guest, pets or children in space during work hours.
- Members and event hosts will have door access privileges, but may not share with others.
- People associated with a private or after-hours event should not have access or be in the main coworking area unless they have prior approval.
- For events and meetings, non-members will need to be greeted by their event host at the event door.
- Returning to main coworking space, you will have to use the phone app to get back in, so don't forget it.

Part time and Full time member access to the main building is from 7:00am-7pm Mon-Fri and 9:00am-3:00pm on Saturdays. Member access to the Studio building is from 5am-Midnight. Visitor and Day Pass Member access is from 8am-5pm.

As the work space is rarely utilized on Saturdays, members should be aware that there are often other events on Saturdays in the event space and occasionally in the lounge. Members are welcome to utilize the podcast studio, meeting room, back work areas or Studio building during these overlapping times if needed. Should you decide to come in on a Saturday or ever need use of the meeting room or podcast studio after hours, please let us know and we can give you alternate entry information.

Special events, meetings and classes take place here throughout the week so please check the online booking calendar to see if there is a function that would impede your use of the space. Otherwise, we encourage you to use the Studios any time you need to work with a team member, have some heads down time, or spread out a big project!

Checking-in

When members arrive and log into the community internet, members are asked to also check in via Cobot. This information will be used to analyze member usage and for billing part-time member overages. Please also sign-in at the front table. This is as a backup to our staff documentation.

All members ... at the end of each day please:

- Make sure you have all your belongings
- If it is your last visit for the week, take any of your leftovers or fridge contents
- Ensure that your own dishes are clean
- Return any moved furniture to its home
- Make certain any guests have left before you do

If you are the last member to leave, please:

- Check that the thermostat is set to 60 for heat and 80 for air conditioning
- Make sure all lights are off throughout the space
- Ensure that the coffee maker, sound machines, Alexa, etc. are off
- Ensure the door closes and locks behind you, making sure that any of the opposing glass doors are also relatched.
- If any door is unlocked and you can't lock it, please call 803-548-5666

Guests

We encourage all members to invite friends and business associates to try out coworking as well as to host meetings in our facility with outside guests. Member incentives are in place for those who recruit new members!

If a visitor comes in for a trial day and the coordinator is absent, please feel free to set them up with guest access then let the coordinator or someone else in charge know.

All guests must be signed in at the front desk and must be guests of active members or trial day visitors. Please be aware of security within the building. Do not let guests (other than your own) in to work unless management is aware. If you notice anyone you don't know who is not a member or with a member, please do say hello, give them appropriate information about our community (in foyer), and get their information for follow up.

Your membership covers your use of the space. We define a guest as someone who is actively meeting with a member in the event space, work lounges or meeting rooms, but doesn't maintain an active membership with us.

- You may actively meet with guests throughout the space
- For non-members who are not actively meeting with you, who are staying and working alongside of you for an extended period (more than 3 hours), or who are present when you aren't, we require them to purchase either a day pass or become a member. The member who invites and gives access to non-members is responsible for their guest actions in both financial and legal capacities and must remain in the facility with them at all times.

Reserving meeting room, podcast studio and the lab:

Members may reserve the smaller meeting spaces in advance by reserving the times they need them online through Cobot. At this time, use of the meeting room (max 6), podcast studio (4-6) and the lab (8) are included with your membership. However, we ask that members be reasonable and considerate of other members, especially during high use hours, and not use them excessively. Members are welcome (and encouraged) to have non-confidential meetings with clients throughout the open areas or outside without reserving a space.

- Any meetings that exceed the maximum capacity of the above rooms should be relocated to the next size space (Ex: if your group is too large for the Lab, the Workshop at the Studios can be used). Use of these larger spaces will require hourly rental by the member (at a reduced rate) or the purchase of day passes for all attendees. Management should be made aware of this need at least 48 hours prior.
- To schedule a small meeting space, you must use the Cobot website at the "Booking Calendar" Tab. Check Cobot for reservations, even if you are jumping in for a brief call. When a room is not reserved, any member may use the rooms on demand if they are available. Please check prior to jumping into the room when the next reservation is. You should not assume that these spaces are always available.
- See the Cobot Resource descriptions for available hours. Evening times available for members by request (door access can be provided).
- In general, rooms should be booked two business days in advance to avoid potential last-minute confusions. The rooms are designated places to meet with guests and other members, to have conversations in a more private setting, or when your activity might distract or disrupt others.
- Day pass members may reserve up to 2 hours of time in a meeting room only on the same day they are at LOOM.
- Members and Day passers must check -in on the Cobot system, or rental fees will automatically be charged to your account.
- We prioritize the use of rooms to those who have previously scheduled the space with their membership hours or paid reservations.
- Give a 30-minute window before and after your slot if you have any setup needs.
- If you are using a room, please check Cobot before your meeting to see when the next scheduled time is so you can be considerate of those who have booked the room. If you are using the room and it becomes someone's scheduled time, please vacate the room, even if they have not arrived yet. Feel free to relocate to another available space.
- Clean up after you use a room, returning chairs and tables to their proper places, dispose of trash, return any equipment to its proper location.

- Give management at least 24 hours' notice if you have need for any of the equipment (TVs or projector). The meeting room uses the projector only as the room does not accommodate the large TVs.
- The projector requires a USB/USB cord (member supplied). The TVs use an HDMI connection (cord provided). If you do not have an HDMI port in your laptop, you will need to acquire an adapter. Optionally, ensure that your visuals are compatible with the USB programs installed on the TVs (Ex: PowerPoints saved as a series of JPGs).
- If using technology, please do a dry run at least 24 hours in advance to ensure everything works to your liking. This is especially important if you are using the podcast studio for the first time.

*Per member requests, we have set the private rooms to at allow as little as 30 minutes to as much as 120-minute reservations and to allow members to cancel reservations with as little as 2 hours' notice. Any other needs can be taken care of through coordinator.

Hosting events

In order to minimize disruption to LOOM, members can host Gallery events that are open and applicable to other community members only during specific low use times (7:00-8:00am M-F; 5:00-7:00pm M-F, 9:00-3:00 Sat and lunches when appropriate). Private Gallery events must be during special event hours only. Members may not host events or have highly interactive meetings with multiple guests in the public areas of the main building prior to 5pm on weekdays as a courtesy to other members. If available, the Studio and Workshop can be rented by members at any hour for events too larger for the meeting rooms or during office hours.

Full-time members receive one hour of Gallery event space use (an \$80 value) each month to use as they please! Please coordinate all large event space use with the Programming Coordinator as members cannot book the event spaces directly (to avoid scheduling conflicts).

- Event organizers should include in their meeting notes all details including the audience, needed furniture arrangement, equipment needed and sponsors.
- LOOM will assist in the social media promotion of all events open to the public!
- A separate contract is used for event space rentals and uses.

As there are large events (meetings, dance classes, etc.) in the larger event spaces (the Studio, the Workshop and the Gallery) and adjoining areas, check Cobot for reservations and discuss with the director as these are rentable spaces. Only management can enter the reservations for these spaces (at least 48 hours in advance) and you should not assume that these spaces are always available. Be aware during office hours that these are public spaces for member circulation and tours, so interruptions might occur.

Technology (see room reservations for additional info)

- All accounts, room reservations, and member profiles (keep updated!) are maintained through Cobot
- All member communications are via Slack.com/App, Cobot and newsletters ... PLEASE UTILIZE APP AND SET NOTIFICATIONS FOR EACH CHANNEL AS YOU LIKE!
- The space has two methods of wi-fi access. Guests should use "Loom Coworking Guest" (**password: community118**). Members should use "Loom Coworking Member" (**password: collaborate118**)

It is important that no one disturbs the I.T. equipment or the networking of the printer except the operations manager. If the internet goes down, just breathe. Contact the coordinator and a technician will be notified.

Printer/Scanner/Copier

LOOM has a printer/scanner/copier located in the workspace. No one is to reset the printer (as this will mess everyone else up). You can print to it over the network once you have added the printer to your choices. It has the ability to scan to a pdf. At this time there is no printer management and printing is on the honor system. Members

are asked not to take advantage and only print a few pages per day. Should a member need to make multiple prints of an item, they should inform the director and log their prints on the provided form.

Thermostat

Should you need it cooler or warmer, please feel free to make minor adjustments to the thermostat but make sure to set back before you leave, especially in the studio as it is more sporadically used.

Sustainability

We are committed to sustainable environmental practices:

- Please reduce electricity consumption by switching off lights and electrical items when not in use.
- Please reduce energy consumption by not being too varied with the thermostats.
- Commuters are encouraged to consider cycling and walking to work as alternatives to private car travel.

Breakroom, Bathrooms and Supplies

In general, supplies are located where they are needed, based on whether event guests should have access to them. Do not hesitate to ask if you can't find something. Please let us know if we run out of any basic office, restroom or breakroom supplies via the shopping list on the refrigerator.

LOOM has a kitchen area with a refrigerator, coffee maker and microwave that members can use.

- Label your stuff! Members frequently bring food in to share with other members and should be marked accordingly as well. Perishables and leftovers must be removed at the end of the week.
- Anything left on the coffee counter or on top of the microwave is "fair game"!
- Coffee and tea are free and the first person in the office is encouraged to make a pot of coffee to share. Please place a sticky note on the machine so folks know when it was made.
- There is a list on the refrigerator for needed supplies (use the last of something? mark it!) or requests.
- LOOM is BYOC ... Bring Your Own Cup! We all have our favorite coffee mug with your team logo, inspirational message or sarcastic comment. Bring yours and claim it proudly. If you see someone with a solid generic cup, you know they are a newbie or a visitor and you will know to be super friendly!
- Members are asked to wash their own dishes and clean up any spills they create. There is a basket in the kitchen for dirty wash cloths and a cabinet with extra paper products, cleaning supplies, etc.
- Snacks and sodas are offered via honor system. A tally sheet is located on the refrigerator for you to mark with hashmarks. 25 cents per snack will be added to your bill at the end of the month unless otherwise requested.
- There is also a cabinet in the bathroom for personal items. Feel free to bring a toiletry bag with essentials in it you might need for a mid-day freshen up. First aid kit is also located there.
- The beer located in the refrigerator is available to members. However, we ask that members refrain from partaking until after normal business hours.

Storage

Locked storage available for rent.

Lunches

We encourage members to have lunch here with coworkers and even grab take out and bring business associates for lunch! There are several dining options where we get discounts. Generally, every Friday we go out for lunch so check SLACK on Friday morning for location and time. The social lunches are a great way to get to know other members.

Mail

Members may (for an additional cost) receive mail and packages at LOOM, use our address for business filings as well as use LOOM as your Google registration address. A minimum of 12-month commitment is required for this

service. If you are expecting a package, please inform the Director. LOOM will not accept articles that must be signed for. If a virtual member comes by to pick up mail and the coordinator is absent, they know where to check.

Calendar

The LOOM community calendar is kept on the Facebook page. Should a member coordinate an event or need to add something to the calendar, they should do that through the Programming Coordinator. Quite a number of events happen at LOOM, some members-only, others public. Watch the Cobot Calendar for these events. Other events can be added to the calendar for everyone's use by identifying them as an off-site event. Events, collaboration opportunities, new members, etc. are announced on SLACK each week!

Member Promotion

Members are encouraged to:

- Ensure your logo and photo are shared with management
- Complete their profile information on Cobot
- Keep cards on the literature rack
- Announce business promotions, awards, news, etc. via SLACK and share on social media
- Use our space for any lunch and learns or other public events that benefit you and your business

Community partners

LOOM part-time and full-time members are encouraged to take advantage of the members-only discounts offered from local vendors and service providers. All you have to do is show your Vizpin access screen to claim your discount. As this is an ever evolving list, you should check the Partners and Sponsors link on the LOOM website.

Social Media

Members are encouraged to actively participate via social media networks by sharing articles and other helpful information and events by tagging LOOM on LinkedIn, Twitter, Instagram and Facebook. We appreciate you checking-in at LOOM on social media when coming to work or attending events. Only professional and positive content please.

Community Parties

Generally, once a quarter there is a party (family game night, Christmas potluck, etc.) to allow families of members to get to know the community members. Feel free to suggest other social activities!

Library@LOOM

Within the space, you'll find several bookshelves with books offered by the Members to share with one another. You're welcome to browse and check them out for a max of 2 weeks (can be renewed), but please treat them with care. Note if you want "dibs"!

Fine Art

Throughout the year, LOOM will have rotating gallery exhibits in both the event and workspace. Members should take extra care not to disturb the pieces. Members are encouraged to be involved with the arts program by suggesting exhibits and assisting with curating or by submitting work for exhibit.

Parking

There are several options for free parking on our property and throughout the area. Please refer to LOOM parking plan on our Contact page for specifics. Utilize a sticker or dash board sign and let us know if you ever need to park overnight. Please keep the parking in front of the salon and photography studio clear.

Contact information:

Items below warrant immediate phone calls to 803-548-LOOM regardless of time or day of week (24/7).

Items with *call 911 first!

- Fire* (Extinguishers located at exit doors)
- Medical emergencies*
- Flooding
- Burglary or break in*
- Not able to securely lock a door when leaving
- Any other instance that threatens security or safety

The non-emergency number for the police is 803-547-2022 and do not hesitate to call!

VIZPIN Door Reader Access

For members and event organizers to access the space, we grant access based via a phone app. The app uses Bluetooth to trigger the door reader. This way, you do not have to have a key or a key fob to carry around.

- First download the Vizpin app via the app store, the app is available for both android and iphone. On Android there are several versions, please be sure you select "VIZpin Smart"
- Download the app and then open the app. The register screen will come up the first time you load the app. All the lines are required for you to fill in.
- For the phone number, use the number of your cell phone. You must fill out both lines, so enter your phone number twice, once in each field. Make sure this is the same number you have associated with your member billing account. Location ID is **LRB-9CL**
- Once you are registered you'll have to confirm your cell phone via a text message. You'll receive a text with a link. Click that link and you're registered. At that point, LOOM will have to authorize your phone for access. Close the app and wait for our confirmation.
- Once the account is set up, you will open the app and hit the refresh button in the top right. It may take a few refreshes to update the app with the "keys".
- When you walk up to the gallery back door or the studio door, open the app and select the appropriate key (you will only have one). If you are near the door (less than 5 feet) and the keys are still not highlighted (a very pale green) try refreshing the app by pressing the refresh button in the top right of the app. A few refreshes may be required to get the keys to turn active (vivid green).
- If the keys will not go active, try standing closer to the door, close the app completely and then open and refresh a few times again. If that does not work, verify you have internet access via your phone's cell provider or via wifi. If the issue persists, please give us a call at (803) 548-LOOM.

A digital copy can be found at:

<http://loomcoworking.com/loom-member-handbook-in-full/>
