

LOOM Members' Handbook Cheat Sheet Rev. 01-20 – Please initial sections

Culture and member responsibilities : 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. Settle in and feel free to leave items out while you are out and about but be aware of any **personal items** and our image for visitors (locked storage available).
- ✦ We do not accept discrimination or harassment in any way, shape or form.
- ✦ Publicly acceptable **language** must be used in all business and social situations for the respect of all members.
- ✦ We believe in positivity. When you are here, we ask everyone leave confrontational behavior and personal problems at the door.
- ✦ **Smoking** is not permitted anywhere on property.
- ✦ Treat the space and its contents with respect. **Clean up** after yourself and return items where you found them.
- ✦ Connect with other members. Be helpful, friendly and engaged.
- ✦ Participate in or at least be connected to the in-house communication systems (**SLACK**). This is how we let you know about new amenities, policy changes, events that might affect use of the environment, etc.
- ✦ 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, security and growth of members, and financial viability of the community.
- ✦ Be a **good steward** of the space and the environment. A few small actions (such as turning off lights and HVAC, logging your snacks and printing, etc.) can save money, allowing us to provide you with.
- ✦ If someone is not following supportive etiquette, members should **address it directly** with them before going to management.
- ✦ Make management aware of any facility, security, technology or functionality issues.

LOOM promises to be open to suggestions from the members, actively communicate and connect with members, and keep the space running (and improving) so that it is functional and comfortable.

Plans : Your monthly plan can be adjusted as needed with 15 days notice.

Working, noise and using the space

- ✦ Feel free to have voice/phone conversations in the space at a **reasonable level** as you would in a regular office. Louder conversations and pacers are asked to work in the back work areas, a meeting room, outside or to use the adjacent Studio and Workshop spaces. Using **one earbud** is a great way to be aware of your volume!
- ✦ Please keep phones on **vibrate**, don't use speaker phones in main space, and be aware of headphone volumes.
- ✦ If you don't want to be interrupted, place one of the red **balls of yarn** on your desk to signal your focus.
- ✦ If there is an unexpected need for use of a **speaker phone** or an impromptu meeting and an unclaimed room is available, members can duck in and use it or reserve it last minute. Make sure to check on Cobot when the next reservation is.
- ✦ Please check the online booking **calendar** to see if there is a function that would impede your use of the space. Members are welcome to utilize the Media lab / podcast studio, meeting rooms, back work areas or Studio building during these overlapping times if needed.

Access : Access is supplied through the **Vizpin app** on the back right door of the main building and the front right of the studio. All new members will be walked through this process. See full manual for instructions. Members access main building from 7:00am-7pm MonFri, 9:00am-3:00pm on Saturdays. Studio building: 5am-Midnight. Visitors and Day Passers may access either building 8am-5pm on weekdays. Do not allow strangers, non-members who are not your guest, and children in space during work hours. Pets are never allowed.

Sustainability, Stewardship and Security:

- ✦ If you are the **last to leave a room**, turn off the lights and sound machines.
- ✦ If you are **last to leave a side of the building**, turn off lights and sound machines, reset thermostat, close doors between the spaces.
- ✦ If you are **last to leave the building**:
 - 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 all member guests and day pass holders have left.
 - Ensure the door locks behind you, making sure that any of the opposing doors are relatched.
 - If issues, call 803-548-5666

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**. We suggest rooms be booked two business days in advance to avoid potential last-minute confusion and to ensure availability. Please do not assume rooms will be available and fail to make sure they are reservation. Members may reserve **up to 2 hours** of time in a meeting room only on the same day they are checked in at LOOM. Additional time may be reserved same day based on availability.

- ✦ **Check Cobot** before your meeting to see when the next scheduled time is to be considerate of those who have already booked.
- ✦ Although they cannot be reserved online, please **consider the Studio building** as excellent daytime work and teaming space. Mobile furniture can be taken into the Studio to create private work and group meeting space.
- ✦ All users must **check-in** on the Cobot system, or rental fees will automatically be charged to your account.
- ✦ Give a 15 to 30 minute window before and after your slot if you have any setup/tech needs.
- ✦ Clean up after you use a room, returning chairs/tables and technology to their proper places, dispose of trash, etc.

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!

- ✦ Your membership covers your use of the space for work and meeting with guests. We define a **guest** as someone who is actively meeting with a member in the work lounges or meeting rooms, but does not maintain an active membership with us.
- ✦ **Arrive early** to greet your guests as management may not be present. Ensure that your guests are respectful of space and members.
- ✦ For non-members who are not actively meeting with you, who are working alongside of you for an extended period (>3 hours), or who are present when you aren't, we require them to purchase a **day pass** or become a member. The member who invites and gives access to non-members is responsible for their guest, both financially and legally, and must **remain in the facility** with them at all times.
- ✦ If a visitor comes in for a trial day and the coordinator is absent, please feel free to set them up with guest wi-fi access (password posted throughout the space then let the coordinator know. All guests must be **signed in** at the front desk.

Technology (see room reservations for additional info)

- ✦ Guests use "Loom Coworking Guest" (pw: community118). Members use "Loom Coworking Member" (pw: 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. If it persists, contact management and a technician will be notified.
- ✦ Each meeting room has a flat screen with HDMI cable. Other tech includes conferencing speaker/mic, all podcasting equipment, overhead and screen, etc. Give notice if you need anything. Do a dry run in advance, especially if it is your first time.

Printer/Scanner/Copier : Should a member need to make more than 5 prints or copies of an item, they should **log their prints** on the provided form. Black and white copies are 10 cents per sheet; color copies are 25 cents per sheet. Whenever possible, print double sided and in draft quality.

Breakroom, Bathrooms and Supplies

- ✦ Coffee and tea are free. The first person in is encouraged to make a pot of coffee to share. LOOM is **BYOC- Bring Your Own Cup!**
- ✦ Snacks and sodas are offered and a **tally sheet** is 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. If snacks and drinks are not marked, we will need to discontinue this convenience.
- ✦ There is a list on the refrigerator for where to find supplies and for listing needed supplies (use the last of something?) or requests.
- ✦ Members are asked to **wash** their own dishes (and those of their guests) and clean up any spills they create. If it is your last visit for the week, take any of your leftovers or fridge contents
- ✦ Anything left on the coffee counter or on top of the microwave is "fair game"!
- ✦ There is a **cabinet** in the bathroom for personal items and a First aid kit.
- ✦ The beer located in the refrigerator is available to members. Please refrain from partaking until after normal business hours.

Hosting events : All full-time and part-time members receive a 25% discount off of event space rentals. Full-time members receive one free hour of Gallery or Studio **space use** each month to use (max accumulation of 3 hours).

Lunches : Generally, every Friday we go out for **lunch** so check SLACK on Friday morning for location and time.

Mail : Members may (for an additional cost) receive mail/packages, use our **address** for business filings as well as use us for Google maps.

Calendar : The LOOM community calendar is kept on the **Facebook** page and announcements are found on **SLACK**.

Member Onboarding/Promotion : Please share logo and photo with management, put cards on rack, complete profile on Cobot.

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.

Parking : Please obtain a **parking** pass and display it during events, evenings, and weekends. Do not park in front of the salon and photography studio. 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.

Contact information : **Issues** regarding building access or security warrant an immediate phone call to 803-548-LOOM regardless of time. For emergencies, call 911 first! The non-emergency number for the police is 803-547-2022 and do not hesitate to call!

Name: _____ Signature: _____ Date: _____