

LOOM Members' Handbook Cheat Sheet Rev. 2025

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 to 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 the 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, clean, comfortable and professional.

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 pagers are asked to relocate to an unoccupied small 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 the 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. Members are welcome to utilize the Media lab / podcast studio, meeting rooms, or Studio building in this case as long as they are not impeding on a previously scheduled function.

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 the main **building from 7am-7pm Mon-Fri, 9am-12pm on Saturdays. Studio building: 5am-Midnight**. It is recommended that members check with management before using the workspace on the weekends, to ensure they are not interfering with a scheduled event. Members are welcome to use the unoccupied spaces but should not enter or circulate through an occupied event space. Visitors and Day Passers may access either building 8am-5pm on weekdays only, no weekend access. 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 the 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 latched
 - If issues, call 704-516-9949

Reserving meeting room, podcast studio and the lab:

- All 2-6 top meeting room spaces MUST be reserved using the Cobot booking calendar at least **2 business days** in advance.
- Members may reserve **up to 2 hours** of time in a meeting room only on the same day they are checked in for coworking. Additional time may be reserved for the same day based on availability, and not guaranteed.
- Give a 15-minute window before and after your slot if you have any setup needs.
- Clean up after you use a room, return 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 (>2 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 TV 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 : LOOM members have use of the printer/scanner/copier while coworking. It has the ability to scan to a pdf via USB drive, or print via network (must be on the member wifi) once you have added it to your printer preferences. More than 3 copies per day (b/w or color) should be logged on the provided clipboard located next to the printer to be added to member's monthly charges. B/w copies = 10c/sheet; color copies = 25c/sheet.

Breakroom, Bathrooms and Supplies

- Coffee and tea are always free. The first person in is encouraged to make a pot of coffee to share. LOOM is **BYOC- Bring Your Own Cup!**
- A variety of snacks, sodas and bottled water are offered at \$.50/each and recorded on a **tally sheet** is on the refrigerator. Add one hash mark per item and this will be added to your bill at the end of the month.
- 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 : Monthly members receive discounts on rentals during non-peak times. See management. Should outside rental space set-up ever need to take place during work hours, members will be informed in advance.

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 nearby where we receive discounts. Group lunch plans will be posted on the kitchen marker board.

Mail : Members may receive mail/packages, use our **address** for business filings by adding a Virtual Membership to their plan. Members receive a significant discount (Tier 2 at the Tier 1 rate) while maintaining a coworking membership.

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 : There are several options for free parking on our property and throughout the area. Please refrain from parking in front of the neighboring business, M-F 8-5p. There is NO overnight parking allowed as per the property owner.

Contact information : **Issues** regarding building maintenance or security warrant an immediate phone call to 704-516-9949. For emergencies, call 911 first! The non-emergency number for the police is 803-547-2022 and do not hesitate to call!