

Workshop Procedures for Greeters and Supervisors

Rev. 10/20/21

First . . . Thank You for volunteering in the workshop.

This is a description of the systems and procedures in use as of the revised date above. We will always be appreciative of your comments and suggestions for improvement.

Overview

Some of this is basic information that many of you know. But some of you are new to this volunteering, and we want to level-up so all of you can work as teams – no matter the greeter-supervisor pairing.

In every shift, greeters and supervisors are a team. During a shift, greeters manage sign ins and know how many people have come to the workshop and are waiting for problem solving. Greeters should be aware when there are backups of people who have come needing help and will keep the supervisors from getting bogged down with one resident in busy times. And if you use a computer on your shift, please use the desktop computer at the greeter desk. Supervisors should remain aware of the needs of the room and allocate their time with any one resident accordingly. It is easy to get into a deep dive with someone and lose track of other residents needing help.

If you need to miss a shift

- if you're going to be absent, it's your responsibility to get a substitute.
- The roster has a list of substitutes. It's best to contact subs one at a time. If you have made every effort and cannot find anyone, please call the Workshop Manager and/or Greeter Chair. Names and phone numbers are in the Supervisor book in the drawer.
- Make sure your shift partner(s) are aware of your absence AND who you've gotten as your sub.

Problem solving for residents

It's not unusual to see people look up from their work with a question on their face. When they see you looking back, they may ask for help. Some people needing help the most can be reluctant to ask. So, a friendly, 'Hi, how can I help?' is usually met with some relief that they can get their problem solved and continue with what they're doing.

In slow times, supervisors don't have to patrol around the room, but you should always be visible and central. You should be circulating frequently in a friendly way. There is often someone quietly struggling. You'll not see this person from across the room. And sitting in the back working on your own stuff isn't supervising.

Some other situations in helping residents

- Supervisors all find times in which they don't have an answer for the problem at hand. This becomes a wonderful time to demonstrate the power of an online search. The more inquisitive residents will be empowered, and you will have found a solution.
- There will be times in which a fellow supervisor may have the answer. Collaborate.
- Often, residents bring in their own computer for us to look at and problem solve. As a courtesy, you can assist them at a back table if you feel capable and there is time. This back table assisting often becomes more involved – and eats up your time. You'll soon become enmeshed in the problem being solved and find it difficult to conclude. Your job is not computer repair but keeping focused on the needs of the room.
- We get calls from residents having computer issues in their unit. Some can be answered over the phone. For others, suggest coming in – or if not practical, connecting with one of our fee-based independent contractors. There are handouts on the greeter desk listing these independent contractors.

Basic procedures during a day in the workshop

Opening

The room key is kept overnight in the Recreation office at the end of the 1st floor corridor behind the building's reception desk. We do not allow residents in the workshop before opening. Your name tags are in a little bin on top of the file cabinet near the front door.

If a supervisor or greeter is not there by starting time, please call one of the following people: the supervisor coordinator, the greeter coordinator, the PC president and/or Vice President. One of them will try to find a substitute. See the supervisor notebook for the names and phone numbers.

Arriving first for a shift, whether greeter or supervisor, turn on all the computers, straighten up the room, check the printer for paper. And open on schedule. During the day, the key is kept in the second drawer down in the file cabinet near the front door.

A note on phone etiquette . . . callers deserve a friendly, welcoming voice, not a terse 'PC Workshop'. Please identify yourself answer the phone by saying: **PC Workshop and your name**. If a caller needs an answer you don't have, ask a supervisor to take the call. The Supervisors are a great resource and are here to handle computer questions.

Greeters are expected to abide by the 'No Food or Drink' rule. Exception: A small [non-messy] snack and small beverage at our desk is acceptable. However, having your lunch is not acceptable for such a short shift! Be discreet about it so we don't set a bad example. Patrons must leave any beverages on the bookshelves across from our desk. Having lids on beverages does not give them a free pass!

During the day

All LWV residents may use the Workshop. Be gracious about checking the LWV ID. Those who are not familiar with the workshop operation may scoff at having to show their cards. You may use your discretion if the person is an acquaintance, or a regular patron you've come to know. Just remember, checking IDs is important. ONLY Village Residents may use the workshop.

If a resident brings a guest, the resident should stay in the room with the guest. All need to sign the attendance sheet – including guests. This documents room usage to GRF.

A policy on young children

- Children under 16 must be attended/controlled by the member they are with.
- Must respect the workshop, i.e., a reasonable noise level, no damage to the equipment, no running around, etc.
- Some equipment is out of bounds, i.e., shredder, printers, paper cutter & scanners.
- Any abuse (as decided by the supervisor) they get one warning and then they're asked to leave if not resolved. You can phone Security for help, if needed.

Occasionally, you'll have to maintain order. Mostly it is using common sense in this. There's also the issue of cell phones. There are times when people are working on a computer and must be talking to someone on the phone to accomplish their task. It's the responsibility of the supervisors to deal with each issue on a case-by-case basis. Normally we ask the person using the phone to take the call outside, but there can be exceptions.

Memberships and class registrations

If you are not yet comfortable with the online membership and class sign-up procedures of our web site home page, please let your respective coordinator know, and we will set up an introduction and/or a review of the process.

For memberships. if a resident would prefer to pay at the desk, he/she will use the blue membership slip. Please check that their information is readable – especially the email address as that is how the club communicates with the member. Drop the form and payment in the locked white mailbox on the wall by the greeter desk. Give a receipt for the payment. The receipt book is on the shelf under the sign-in-rostrum.

As with the membership procedure – class registration can be by completed using the white class registration form – and attaching payment. Give a receipt to resident and drop form and payment in the white mailbox. Please check for legibility here also.

Printing policy

For the workshop's B&W laser printer . . . the first 5 pages are free. Additional pages are 10¢ per page. Cash goes into the black box by the printer. You do not have to be 'police'. Yet do please remind folks who appear to be printing over the limit.

Cash Box: There is a 'change fund' [\$35.00] in the tan metal box in lower left drawer of the greeter desk. The PC Treasurer will keep this box supplied with appropriate \$1 \$5 and coins for making change. The cash for all sold items is put in the black donation lockbox by the printer.

A note.

All the computers are 'frozen'. No matter what anyone does on them, the machines reset to their original state when they are restarted. This also means that residents need to save their work – other than on our machines.

Residents may purchase a 16GB flash drive for \$6. These are kept in the white safe back by the workbench. The key is in the greeter desk top drawer.

Lending Library is for PC Club members only. The library checkout binder is on the shelf under the rostrum. Remind members they should return books in two weeks. When a book is returned, mark the date and sign. Check the binder occasionally and call to remind those who are overdue.

Closing

About 20 minutes before closing, make the announcement, and ask for everyone to finish up. Repeat this at 10 minutes before closing. Most people are good about this, some people take advantage.

Make sure the back door is locked. And 5-10 minutes before closing time, lock the front door. Each shift should determine who will return the key and attendance sheets to the Recreation Department.

At closing, ensure all computers are on and visibly booted up. The software that freezes the computers takes control at about 4:30PM. It does any updating and shuts down the machines.

Straighten up the room and lock up. Lights off. On your way out, **PLEASE** check the Learning Center doors to see if they are locked as you pass. There is a key to the Learning Center on the key ring.

Computers and other electronics

Room Wi-Fi is: pclubws This is also on a sign at the back of the room.

Computers

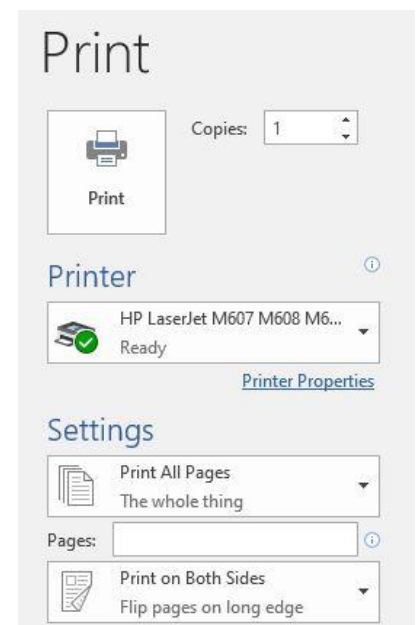
All computers have Microsoft Office 2019 – with Word, Excel, and PowerPoint. Many of the computers also have other specialized software. For everyone's reference, we have a complete mapping of the software that is installed on the computers posted on the front wall.

Comments on scanning and printing

For the main printer – near the file cabinet. At busy times in a day, it may need extra time to process documents, and there will be a printer queue. It may take some minutes to output jobs. Residents sometimes get impatient, and occasionally will push printer buttons. This can create a mess in connectivity. There have also been problems when a resident tries to reload paper, and does a sloppy job, creating a paper jam. Other than taking jobs from the output, no resident should ever be allowed to touch this printer.

And regarding single side and double side printing. The default is double side. Changing this to single side happens here. →

The user can also get to this from Printer Properties.



Color printer – Epson 7700

When printing you must pull out the output tray before it will print.

Generally, the printer software on the three computers controls this printer.

If the inks are low, and you have experience refilling, please do so. If you've not done this, please notify Ron Nelson at Roncnelson@gmail or Jack Schnabel at educationchair@thepcclub.org.

Using the 2 SnapScan machines:

Especially for single or double side scanning settings, instructions are on display in a holder on top of one of the computers in this area.

Photo Scanner next to computer #36

Instructions are with this machine.

Other Information

- Gym Wipes (wipes on the post by the greeter desk) refills are stored in the unlocked supply cabinet. When you get low, call recreation to reorder.
- Replacement laser cartridges are on the shelf above the bench, When the low toner message on the laser printer comes up, take out and shake – do not replace unless there are lines on the copy. Put the empty cartridge in the box to be returned.