COMPUTER CLUB
OF
GREEN VALLEY

**MONITORS
MANUAL**

OCTOBER 2014

CONTENTS

SECTION 1. MONITORS, THE COMPUTER CLUB, AND GREEN VALLEY RECREATION, INC.

Monitors are the image our club most often presents to members and the public. The first impression, and maybe the lasting impression of our club, could be that made by monitors. It should be a good one.

ROLE OF MONITORS

The goal of the monitoring operation at the Computer Club of Green Valley is to make every member's visit to the club a pleasant, rewarding experience. Monitoring is a voluntary experience which allows the members and the monitors to feel good about themselves and learn at the same time. The role of the monitor can be very interesting, and even challenging at times, but for the most part it is wonderful to be able to assist our members.

Monitors should be good public relations representatives for the Computer Club at all times. Monitors need to be cheerful, courteous and helpful. We should greet members and visitors with a friendly smile and offer assistance if needed. Monitors are not expected to be computer experts, but willingness to help is a good start.

Another attribute of a good monitor is dependability. This is important not only to individual members, but also to the entire operation of the club. Just think of the problems that would arise if the monitor failed to show up, open the doors and prepare the classroom for a scheduled class.

Monitors should arrive at the club about 15 minutes before their shift starts. Morning monitors should be through the "Opening Procedures" on page 35 in time to welcome members at 8:00 o'clock. Afternoon monitors should also allow about that much time to check with those they are relieving for changes or news of activities in the club, and allow them to leave at noon.

Computer Club of Green Valley Shop Rules, approved by Green Valley Recreation, Inc. state: "Monitors shall be present in the reception area and the MAC Room during normal open times of the Club, and shall be in charge of the facilities." Monitors duties are many and varied. The primary duties are to greet and register members, guests, and visitors; manage part of the club's business transactions; provide assistance to members and others in the club; and operate and manage the club's facilities and equipment. Duties involved in greeting and registering are explained in Section 2. Section 3 covers business transactions, and Section 4 covers assistance monitors may provide. The rest of the duties, including managerial, technical, and administrative duties are covered in Section 5.

MONITORS SCHEDULES, ABSENCES AND SUBSTITUTES

Schedules for monitors normally include two for the desks in the reception area and one in the Mac Room. Substitutes are also available to fill in if a scheduled monitor can't serve due to an emergency.

MONITORS SCHEDULES

The monitoring schedule for each month normally will be published on the web site and distributed by email to all monitors about the middle of the preceding month. If you are regularly scheduled to

serve at a preferred time, and you know, before the 15th of the month, that you will be unable to monitor in that time period in the coming month, you should notify:

Head Monitor Mike Kearns   (648-1122) (gvazcomputerclub@gmail.com), or
Assistant Head Monitor Terry Flanagan (399-3687) (taflan28@aol.com).

If you normally leave Green Valley for part of the year, it would be very helpful if you gave them your planned departure and return dates in advance, also.

SUBSTITUTE MONITORS

Some monitors volunteer to substitute for scheduled monitors who can't work due to emergencies or unforeseen complications. Every month a list of those available to substitute at the front desks is emailed to monitors and posted on the bulletin board. The list also includes those who may be available to monitor in the Mac Room at any time.

After the monthly schedule is published, monitors are responsible for finding their own substitutes. Some who volunteer to substitute also monitor regularly, others only as substitutes. They are not always available on short notice, and they are not obligated to accept a request at an inconvenient time, so it may be necessary to call more than one to get a substitute. If no one on the list is available for that time period, call a member of the Monitor Committee: Mike Kearns (648-1122), Terry Flanagan (399-3687), or Jerry Wallin (393-1470).

RESPONSIBILITY AND AUTHORITY

Monitors are the most visible representatives of the club, so it is our responsibility to make it operate as smoothly and efficiently as possible. We should make every effort to facilitate and coordinate the work of instructors, maintenance people and users to accomplish that. It is also our responsibility to ensure compliance with the policies and rules of the club.

Monitors are also responsible for interaction and communication with each other. Teamwork is the ingredient of better relationships and accomplishment. Monitors' relationships are critical for maximum effectiveness, particularly when there are two or more monitors on duty and at the changeover from morning to afternoon shifts.

GREEN VALLEY RECREATION, INC.
AUTHORITY AND RESPONSIBILITIES

Our club is an approved Green Valley Recreation, Inc. (GVR) club, located in a GVR facility. Our identification badges state that we are "Volunteer Staff" of GVR. That indicates that we have both the authority and protection of that corporation. It also makes us responsible for following its rules and regulations, and the rules and policies of our club approved by GVR. As long as we are in compliance, we should be protected by their liability insurance, and we should have the backing of the corporation and the insurance company in lawsuits. That may be very helpful if it becomes necessary to enforce the GVR and club rules, or in case of accidents or emergencies.

GVR provides assistance to volunteers with regulations and members activities. The September 2013 issue of GVR's publication, "Keeping Current" contained an article about staff members who are available to help monitors. It states:

"Green Valley Recreation has someone on duty from 5:30 am to 9 pm every day, 365 days a year, to provide assistance and support for GVR volunteers, members and their guests..."

"They're called 'Center Operations Assistants,' better known as COAs, and they're here for you."

"Their phone number, which is posted at every GVR courtesy telephone, is 343-2440."

"They answer inquiries and concerns regarding facility rules and regulations, and identify and report property damage or unusual occurrences."

"COAs make sure GVR visitors are members, tenants, or legitimate guests by checking cards, and expelling non-members who are not allowed in our facilities. If you think someone or something looks suspicious or out of place, call the COA. They will investigate immediately."

GVR clubs are governed by GVR policies and rules. When the club was established, its proposed rules were approved by GVR. Changes to the rules must be approved by GVR also.

Our club's approved rules, the COMPUTER CLUB OF GREEN VALLEY SHOP RULES ("SHOP RULES") are posted on bulletin boards throughout the club. They incorporate the GVR CODE OF CONDUCT by reference. The "SHOP RULES," Code of Conduct, and GVR policies define the authority of monitors and the conduct that can be expected of members. Instances where Computer Club rules differ from GVR regulations are covered in this manual.

IN CASE OF ACCIDENTS AND EMERGENCIES

In a retirement community like Green Valley, accidents and medical emergencies may occur at any time. Monitors should be aware of the resources available and guidelines to follow in an emergency.

Guidance for Emergencies by GVR

The book provided in January 2011 entitled "**Green Valley Recreation, Inc. Emergency Manual**" is on the table in the reception area near the door to the PC Lab. It provides a comprehensive listing of information and procedures to follow in emergencies. Every monitor should take some time to become familiar with its contents. It may not be possible to memorize every detail, but monitors should know the critical parts and where to find details if needed. Some points and information applicable specifically to the Computer Club are covered in the following sections.

Computer Club Guidelines

Monitors are responsible for handling accidents and medical issues if there are no GVR personnel, club officers, or medical personnel present. Personnel in our Maintenance Room have their own telephone. They should handle accidents and emergencies in that area, unless someone is there alone.

Possible action in each incident must be judged by the monitor based on the situation, the monitors' knowledge and experience, and potential legal liability.

Management personnel at GVR have said the basic rule is: WHEN IN DOUBT, CALL 911.

GVR employees are trained in first aid, CPR, and use of Automatic External Defibrillators (AEDs) and are familiar with the location of the equipment. If they can be contacted and they can respond quickly, they may be better qualified to decide what action, including calling 911, is appropriate.

In making the decision on whether to call for help, many factors must be weighed, including the well-being of the person needing attention, the well-being of those attempting to assist, and potential legal liability of the monitor, the club and GVR. Management personnel have said that monitors should be aware of the potential for liability in lawsuits:

> ** Anyone involved, including monitors, the club, and GVR can be named in a lawsuit.*

> ** Arizona has a "Good Samaritan Law" that provides protection to some people responding to emergencies.*

Emergency Telephone Numbers

Santa Springs Maintenance: 625 – 3440

GVR's main office: 625 – 3440

Emergency medical assistance: 911   (Address: 921 W. Via Rio Fuerte, Anza Building # 3)

Emergency Equipment

The following equipment has been provided in Santa Rita Springs buildings:

First Aid Kit – There is a kit on the wall in the front office of the club, close to the door to the PC Lab.
CPR Kits – (1) Inside the Fitness Room
           (2) In the lobby of the Art Studio, at the far end of the corridor outside the front door.
AED (Automatic External Defibrillator) – There is one in each of the following rooms:
           Fiesta Room
           Anza Room
           Fitness Room

Emergency Telephone and Information - Outside the entrance to the Fitness Room.

GVR AND CLUB POLICIES
ON MEMBERSHIP AND USE

Entrance to, and use of, GVR facilities by members and visitors is governed by GVR's policies and regulations. To use their facilities as a club, GVR requires that monitors be present at all times that the club is open, and that monitors follow and enforce GVR policies and regulations, and club rules approved by GVR.

Basically, under GVR and club policies, people who enter the club are:
       (1) GVR members and tenants,
       (2) guests of members and tenants who have guest cards or passes issued by GVR, and
       (3) visitors.
People in the first two categories who meet our criteria may ***use*** our facilities. Visitors (those who do not have a card or pass issued by GVR) cannot. They may only tour the club and observe.

GVR's definition of use is not clear. In this club, use is considered participation in classes and use of the equipment, including use of the wireless internet connection in our rooms.

POLICIES ON USE BY MEMBERS AND TENANTS

GVR policies state that GVR members, and tenants in GVR properties who have been given GVR cards, are eligible to use GVR facilities. Computer club policies place additional restrictions on use.

Under our policies, approved by GVR, only GVR members and tenants who join the club are allowed full use of club facilities (including classes). Our rules also provide for the use of equipment (not classes) by GVR members and tenants who do not join if they pay a day-use fee.

POLICIES ON GUESTS

GVR policies also allow guests of GVR members and tenants to enter and use GVR facilities. All guests must have a card or pass issued by GVR. Cards and passes must be one of two kinds:
> (1) annual cards, or
> (2) day-use passes.

GVR allows guests given annual cards to enter facilities like pools and fitness rooms without being accompanied by the GVR member. Annual guest cards from GVR will work in scanners at pools and fitness rooms to admit guests to those facilities, but not our club. Our database that supports our scanners does not have access to GVR's database. We have only the data entered into it from our membership application forms.

Approved Computer Club policy differs from GVR policy in several ways. Our policy, given in our "SHOP RULES" revised in October 2013, states:

> "6. CCGV members may bring guests to Q & A and other sessions in the Lecture Room if space permits, but not to classes in other rooms. Such guests may sit with their host members in the labs, but may not use the computer equipment."

POLICIES ON VISITORS

GVR does not allow visitors to Green Valley who are not given guest passes by GVR members to *use* their facilities. In our club, that means the use of our PCs and other equipment, and the wireless internet connection in our rooms.

Visitors who are interested in the club and want to see our facilities are welcome to tour them with a monitor or a club member. Those who might be interested in joining may be given information on membership, classes, some advice on problems, and names of members who offer to help for a fee. Advice or help with computer problems may be provided by monitors, and maintenance people when available, if it does interfere with monitors' duties or violate GVR's policies on use by non-members. Help given to visitors has convinced many to join the club.

SECTION 2. GREET AND REGISTER

One of the primary duties of monitors is to register every member, guest, and visitor who is in the club for more than a few minutes, or receives help related to club activities.   The best way to do that is to give everyone who enters a friendly greeting and an offer of assistance if they appear to need help.

The only exceptions would be incidental visitors. Sometimes people looking for another club or other facility at Santa Rita Springs, such as the rest rooms, ask for directions. At times, GVR employees or contractors come in to do some work. No registration is needed is needed.

MANAGEMENT OF REGISTRATION SYSTEMS AND DATA

Registration data is vital to the club. The data in monthly reports to GVR are used for decisions that affect the club. Monitors must manage the registration systems and register people carefully.

USE OF REGISTRATION DATA

It is important to the club that all members, guests, and significant visitors be registered with the Sign-in program. GVR considers the amount of use of their facilities by a club in making decisions on allocation to all clubs of facilities and other benefits.

We show GVR the use of our club by registering all users and significant visits to the club and the monthly general meeting. Remind members to sign in if it appears that they have forgotten that duty. Register non-members as guests or visitors using the procedures given in the following sections.

MONTHLY REPORTS ON REGISTRATION TO GVR

The Head Monitor submits a report to GVR monthly on the numbers registered to show how much the club is used. In the event that the Head Monitor, Mike Kearns, is unavailable for some reason, and a GVR employee requests attendance data from the monitors, the Assistant Head Monitor, Terry Flanagan, can produce the required report from the database. Their telephone numbers are posted on the Monitors' bulletin boards, and they are on speed dial buttons on the right side of the telephone on the membership desk.

A BACK-UP (OR ADDITIONAL) SIGN-IN SYSTEM

If the Sign-in PC is not working properly, or the reception area is over-crowded with people trying to sign in, the Membership PC can be used for that purpose. In its "MEMBERSHIP MENU" screen, click on the "MEMBER SIGN-IN" button to bring up the sign-in screen. That scanner can then be used in addition to the first, or in place of it.

RE-SET SIGN-IN AFTER FAILURE (OH, NOO)

Any attempt to sign in by a card-holder who is not a current member will result in failure (including the infamous "Oh, Noo"). It will be necessary to clear the sign-in routine before it will work again. Press the "ESC" key 3 times to clear the screen for the next person, or follow the directions on-screen.

REGISTRATION PROCEDURES

Everyone who enters the club to use or tour the facilities, or gain some other benefit from a visit, must be registered in the Sign-in PC.

1. Club members must register by entering their GVR number in the Sign-in program. *They should register by scanning their GVR card; if they forgot it, use the procedures in the following section entitled, "Registration Procedure for Members."*

2. GVR members and tenants who pay the Day-Use fee must be registered by a monitor using the "Registration and Collection Procedure for Day-Use" on page 8.

3. Guests with GVR cards or passes must be registered by monitors by entering the general registration code (123456) in the Sign-in program. The procedure is given on page 9.

4. Visitors must be registered by monitors with the Sign-in PC using the "Visitor Registration Procedure" on page 11.

REGISTER CLUB MEMBERS BY SIGN-IN

All members of the club, including monitors, instructors and members of the club's maintenance group, should be registered at the front desks with the Sign-in program. Procedures for using scanners, and assisting those who have forgotten their GVR cards are given in the following paragraphs.

Registration Procedure for Members

Greet club members and make sure that they register through the sign-in program, either by scanning their GVR card or by keying and entering their GVR number. If necessary, invite members to pass their GVR card in front of the scanner. Assist them if it appears they are uncertain about the proper procedure or they have a problem with their card. The scanners can read a card held at nearly any angle if it is passed directly in front of it, at least 1 or 2 inches from it.

If they have forgotten their card, and remember their number, enter it for them. Simply key it in the Sign-in program and press "Enter." If they can't remember it, use the following procedure to get the number and enter it.

Find a Forgotten Number and Register a Member

If a member has forgotten his/her card and can't remember their GVR number, find it with either the Sign-in PC or the Membership PC. To find a GVR number and register a member:
1. On the Sign-in PC, minimize the "SIGN-IN FORM" dialog box.
2. In the "MEMBERSHIP MENU" screen on either PC, click in the "Member Information Report – Last Name" button.
3. Enter the last name in the next dialog box to get the club's data form.
4. If there is an entry for that name, but the first name is not correct, use the arrow buttons at the bottom or on the keyboard to look for the correct first name.
5. Get the GVR number.
6. If the Sign-in PC was used, close the data screen, and restore the "SIGN-IN FORM" dialog box.
7. At the Sign-in PC, key in the GVR number, and press "Enter."

REGISTER AND COLLECT FROM
NON-MEMBERS FOR DAY-USE

The procedure for registering GVR members and tenants who are willing to pay each day for the privilege of using the club's equipment is given below and in Section 3 on "Other Transactions."

GVR and Club Policies on Day-Use

GVR policy allows free use of facilities such as pools and fitness rooms to all members and tenants, but allows restrictions on use in some facilities, including our club. GVR regulations also state that tenants may use the facilities on a daily fee basis only during the effective dates of their tenancy. Further restrictions on the use of our club facilities have been approved by GVR.

The "SHOP RULES" allow GVR members and tenants who are not members of the computer club to use the club facilities on a daily basis by paying a fee of $5.00/day. This includes the use of the wireless internet connection in the club. Use of club equipment is restricted to computers and other, non-restricted equipment that does not require training and/or certification cards.

At times, GVR members have objected to paying to use our wireless network. Monitors may refer them to Starbucks or the public library to access the internet for free. If it seems appropriate, monitors may point out that our members pay $25.00 per year to keep the club operating and provide access to the internet, and we can't sell coffee or collect taxes.

Registration and Collection Procedure for Day- Use

For GVR attendance records and club financial records, it is important that these users be registered at the Sign-in PC and the fee deposited in the lock-box.

1. Ask to see the cards of GVR members and tenants to prove they are eligible.

2. Check the dates that tenant cards are valid.

3. Key the general registration code (123456) into the Sign-in PC and press "Enter" to register each person.

4. Collect $5.00 per person (make change from the cash drawer if needed).

5. Write a note stating that the money is for "Day-use fee," put the fee and the note in an envelope from the top of the lock-box, and slip it into the lock-box.

REGISTER MEMBERS AND
GUESTS WITH GVR PASSES

Guests of GVR members and tenants are allowed limited use of the facilities of the computer club. The policies of GVR and the club regarding guests differ enough so that monitors should be familiar with both.

GVR and Computer Club Policies on Guests

Guests with GVR cards or passes may use the club's facilities free of charge when accompanied by their host. GVR issues two types of guest passes to members:
    (1) annual cards, and
    (2) day use passes.
GVR members can get both types from GVR offices and give them to people who meet criteria set by GVR. Tenants may get and give only day use passes.

Annual passes are cards similar to GVR cards, except in color. They contain a bar code that will work in card readers at pools and fitness rooms to allow guests access to the facilities without being accompanied by the member. Day use passes do not allow access to facilities without being accompanied by a GVR member with a GVR card.

Under ordinary circumstances, none of the guest passes will work in our card scanners. Our database that supports our scanners does not have access to GVR's database.

The bar code on a guest card will work in our scanner, however, if a person is mistakenly signed up as a member with the number on a guest card. This apparently happened at least once. Monitors should always check to be sure an applicant is not offering a guest card to join the club.

Use of club facilities by guests differs from other GVR facilities in several ways. Club policy, approved by GVR, differs from GVR policy by:
    (1) requiring that guests be accompanied by a member at all times, and
    (2) limiting the use of club facilities.
Guests are limited to attendance at Q & A sessions and other classes in the Lecture Room if space permits. They may sit with their host members in the labs, but they are not allowed to use the equipment.

 All GVR members, tenants and guests are welcome to attend the monthly general meetings to permit them to appraise the club and the advantages of joining.

Guest Registration Procedure

GVR prohibits the use of its facilities by guests without a pass. Monitors are responsible for ensuring compliance with that policy. When club members bring guests to attend classes and Q & A sessions (not just tour the facilities), the club member <u>must</u> give every guest a GVR Guest Card or Pass.

We do not have access to the GVR database containing members' or guests' numbers, so neither annual guest cards or day-use passes will work in our card scanners. Different procedures must be followed to comply with GVR regulations.

1. The club member must register as usual in the Sign-in PC with the card scanner.
    If the member does not have his/her card, a monitor can do it with the keyboard if they remember their number. If necessary, monitors can get a GVR number with the procedure titled "Find a Forgotten Number and Register a Member" on page 7.

2. Remind the member that they must stay with the guest at all times that they are in the club.

3. Ask to see the pass, and if it is a day-use pass, write the date on the pass so the guest cannot use the same pass on different days. A separate pass is required for each day.

4. Register every guest in the Sign-in PC with the general code by keying in the number (123456) and pressing "Enter."

REGISTER AND ASSIST VISITORS

People who come into the club who are not members or guests are classified as visitors. They have a wide variety of reasons for coming in our door, and spend widely differing amounts of time. Monitors should provide as much assistance as they feel is productive. Friendly help has convinced a number of people to join the club. However, the amount of time devoted to helping should be limited if the club is so busy that assisting would interfere with the monitors' duties or efficient operations.

Visitors who spend a significant amount of time in the club, or are given substantive assistance with questions on computers or information on the club should be registered.

GVR And Club Policies On Visitors

GVR policy prohibits the *use* of GVR facilities by visitors. Club policy defines use of the facilities as use of equipment, attendance at classes, and use of our wireless internet in our club rooms. To improve public relations and promote interest in becoming a member of the Computer Club, we allow visitors to come into our club to tour it and get helpful advice. It is club policy to register those visitors to show GVR the amount of activity in our space.

Allowable Visitor Activities

Some visitors are simply looking for directions to the GVR office, or other clubs, or other facilities. Providing assistance to these incidental visitors will promote good will for the club, but it is not necessary to register them.

Many visitors are looking for substantial help. Some want advice on complex situations. Monitors can help by offering information, but must be careful about making recommendations. What works with PCs in the club may be ineffective, or worse, in a visitor's computer.

Some visitors are looking for help with hardware and software problems, including security programs. If any of the monitors at the front desks feels qualified and comfortable helping, it would be good public relations for the club. Solutions to problems provided by monitors and Maintenance have convinced many hesitant visitors to join the club. It has proven to be one of our most successful recruiting tools. Monitors should refer to the policy statement on providing assistance written by Maintenance before requesting assistance from them.

Monitors can also inform visitors that some members offer to help non-members as well as members with PCs and Macs for a fee. Some have offered assistance over the phone free, and any on the list will come to a visitors home to work on their computer. A list is posted on several bulletin boards, along with slips giving names and numbers that can be handed to visitors. Monitors should not imply that the club approves anyone not on the list by recommending others.

At certain times of the year we get many visitors, including potential buyers considering moving to Green Valley, and they want to see the facilities and learn what the club offers. They can be given

tours at any time. There is no problem with a club member wanting to show the club to their friends, but it is always best that the monitor gives the tour to make sure that is the only purpose of the visit.

Some people, when they first enter, are GVR members and tenants who are already interested in joining the club. They can be given a tour if they're interested, a brief explanation of classes and registration procedures, and a card with the address of the club's website. Recommend that they look at our web page for the current issue of Green Bytes, updated information on classes, and other help on that site.

There are also times when a visitor, such as a spouse or child, may be allowed to accompany a member using the equipment if they do not use any themselves. For instance, a visitor once was needed by a member to supply vital data for filling in government forms on the internet. It was necessary for the visitor to sit next to the member while he was working.

Visitor Registration Procedure

Monitors must use the general registration code in the Sign-in routine to register all but incidental visitors. On the Sign-in PC:

1. Use the number pad on the Sign-in PC to key in the general registration code (123456).

2. Press "Enter."

SECTION 3. MANAGE MEMBERSHIP AND OTHER MONETARY TRANSACTIONS

Monitors must manage transactions with club funds of two types;
     (1) membership applications, and
     (2) other transactions.
Most of the transactions provide the club's income, but there may be some refunds also.

Membership transactions provide most of the club's income. Other transactions also provide a little income from fees for day-use or donations to reimburse the club for equipment and materials the club provides. Occasionally, there also may be a few refunds for returns of disks or paper.

All income transactions are fees or donations, not sales. The club does **not** have authorization from GVR and the State of Arizona to sell anything or collect sales tax. Instead, donations are requested to reimburse the club for expenses and help support the club.

PROCESS AND CASH MANAGEMENT BY MONITORS

Procedures for managing membership transactions are more extensive and complex than those for other transactions. There is more paperwork for applications, and most procedures for handling funds require more monitor activity.

RESPONSIBILITIES IN TRANSACTIONS

Responsibility for membership and other transactions is divided between monitors and the Chairman of the club's Membership Committee, Mike Kearns, who has a sub-committee to help him. Monitors are responsible for the first parts of the process that require interaction with members and prospective members. Data entry and management of the club's database and financial account are the responsibility of the Membership Chairman and the Treasurer.

The responsibility of monitors in handling cash and checks is limited to collecting and turning in the correct fees to the Membership Chairman. The only time monitors should have to open the cash drawer is to make change for members if they do not have the needed denominations. If they pay with a check or the correct amount in cash, monitors should just put it in the envelope that goes into the lock-box.

Monitors' Responsibilities

In membership transactions, monitors must manage several, very different parts of the process. Giving directions and assisting people are essential to many parts. Determining applicants' eligibility, helping prepare and checking applications, and collecting and turning over the correct fees are critical responsibilities of monitors.

In "other transactions" monitors are responsible for determining the recommended donations for equipment and services and directing the disposition of funds. In most cases, monitors can ask members to deposit the funds in the collection can. In a few cases, monitors are required to deposit the funds in the lock-box themselves.

Membership Chairman's Responsibilities

The board's Membership Chairman and his sub-committee are responsible for finishing membership transactions. This includes collecting applications and funds from the mail box and the lock-box, entering data from all applications, recording payments in the club's financial database, and putting the funds in the cash drawer. After entering the data from applications and renewal forms, they are responsible for filing them in the filing cabinet between the Administration and Application PCs.

USE BY MONITORS OF THE CASH DRAWER

The cash drawer is under the right side of the top of the Membership Desk. Monitors will have to access the cash drawer only to make change or withdraw cash for refunds if there is not enough elsewhere.

 Payments received by monitors for all transactions must be placed (1) in the lock-box on the table adjacent to the door to the PC Lab, or (2) in the container by to the network printer.

Use for Membership Transactions

Fees for all membership transactions must be placed in an envelope and put in the lock-box with an application. If it is necessary to make change, the **exact** fee for the transaction must go in the envelope, the change must go to the member, and the member's money must go in the cash drawer. If it is not possible to do that, sufficient explanation must be written on the application for the Membership Chairman, or he will have to call the monitor.

Use for Other Transactions

Money for most of the other transactions should be put in the big can in front of the network printer labeled, "Cash Donations for Copies, CDs, DVDs, Photo Paper." Inform members of the amount of the suggested donation and ask them to drop it in the can. One exception is day-use fees (see "Registration and Collection Procedure for Day-Use" on page 8), and the second is donations for refurbished PCs (on page 26).

If change is needed, first check to see if there's enough in the can. If not, put the member's money in the cash drawer, give them the needed denominations, and ask them to put the donation in the can.

Use for Refunds

Refunds should be taken from the can if the needed cash is there. If necessary, take the money from the cash drawer, and leave a note for the Treasurer telling him why your cash drawer is short, or his account won't balance.

Cash Drawer Procedures

Monitors should follow a few simple procedures with this drawer:

> 1. The key for the cash drawer, labeled "A P G," is on the monitor's key ring.

> > *That key ring should always be controlled very carefully by monitors. Only the Treasurer has another key. It should only be given to others when necessary. When*

authorized members want to get into the "Storage" room, they should be given the key labeled "Store Room" instead. It has proven to be very inconvenient when instructors closed the door and locked the monitors key ring in that room.

2. Unlock the drawer only when cash is needed and lock it when the transaction is completed.

3. Push the black button on the front of the drawer to open it.

4. Space is limited in the drawer, so bills larger than $20 should be placed under the checks.

Lack of currency for making change should be reported to the Treasurer. The Treasurer's name and telephone number can be found in the list of board members on the bulletin board. The telephone number is also on a speed dial button on the right side of the face of the telephone on the Membership Desk. If the Treasurer is not available, call the Head Monitor.

MEMBERSHIP TRANSACTIONS

Most membership transactions are simple and straight-forward, but some can become complex and contentious. In the past, people who were not eligible to join tried to join, and a few were even successful, until the mistake was discovered. To make the process as easy and friendly as possible, and ensure that those who are not eligible are not signed up, monitors should be familiar with the requirements for membership and the process for making and checking applications and handling funds.

Monitors must manage two parts of all membership transactions that occur in the club:
  (1) preparation and/or processing of applications for membership and renewal forms, and
  (2) collection and handling of membership fees.

MEMBERSHIP TYPES, REQUIREMENTS, AND CONDITIONS

GVR and club rules establish requirements for, and types of, club memberships. Club policies also set the fees for membership, and conditions for maintaining membership.

Two Types of Computer Club Membership

The Computer Club offers two types of membership, single and family. A family membership can be set up when people first join, or a single membership can be expanded by adding family members later. Any number of people who qualify can be added for the same fee.

GVR and Club Requirements for Membership

To be eligible to join the Computer Club of Green Valley a person must be:
  1. a member of Green Valley Recreation, Inc., or
  2. a tenant in a property in GVR given a Tenant Card by the owner.
Every person, member or tenant, **must have their own GVR number.** When applying for membership, they should have their card, which must be either a member or tenant card, with them. Guest cards are not acceptable.

Individuals are eligible for a single membership, or they can join as part of a family membership, or be added to create a family membership. A "family" member must:
1. reside in the home of the Computer Club member, and
2. have their own GVR number.

Guests are not eligible for membership, and guest cards should never be accepted to make application and join the club. A guest card looks very much like a tenant card. The primary difference is that it has the word "GUEST" instead of "TENANT" on it. It contains a number like a GVR card, and the bar code on it will work in the scanner if that number is used on an application. It will work only if it is accepted by a monitor. The Membership Chairman will enter it into the database because he has no way of knowing it is an ineligible card.

Annual Dues and Membership Fees

Currently, annual dues for a full year are $25.00 per year for a single membership, and $35.00 per year for a family, regardless of the number in the family. During the first six months of the year, the cost of adding a family member, or members, is only that required to make it equal to the cost of a family membership. From July 1 through December 31 the fee is slightly more. The fee for all memberships, including adding a member, is pro-rated for the remaining months of the current year plus the cost for the coming year.

The cost of renewing a current membership for the next year is the same at any time of year; full annual dues. For example, a person who is a member in 2014 can renew for 2015 at any time in 2014, up to and including December 31, by paying annual dues.

Starting January 1, those who were members in the preceding year technically are former members, but they may renew at the cost of full annual dues before July 1. After June 30, former members in any preceding year cannot renew; they must re-join as a new member.

New Membership Fees Vary Starting July 1

Starting July 1 the cost of new memberships, including re-joining the club, will be greater than the annual dues. Club policy requires that new members join for the coming year as well as the remainder of the current year. This makes it unnecessary for an applicant to pay full dues for the current year when joining in December, for example, and full dues for the next year in January.

The cost of joining includes the pro-rata charge for the rest of the months in the current year of $2.00 per month for singles and $3.00 per month for families, plus the normal membership fee for the following year. The amount is posted on the Membership Desk and many other places.

The cost of adding a family member also varies after June 30. If a current member applies to add a family member in the second half of the year, that person must join for the next year as well as the rest of the current year. The cost is pro-rated by month also, so it will usually exceed the basic fee. Monitors must check the posted list to collect the correct fee.

Prospective members should be informed of the correct amount before they fill out an application. It is required in a blank on the form that they must fill out, and it may save them from writing a check for an incorrect amount.

Late Renewals Must Re- join as New Members

After June 30, all former members, including those who were members in the preceding year, cannot renew their membership. They must re-join as new members.

On June 30 of every year, the data on all members in preceding years who have not renewed is purged from the database. Their data, including their GVR number, are no longer available.

Starting July 1 all former members whose data has been purged, and some current members, will get "Oh, Noo" from the scanner. They will have to apply as a new member, unless it can be shown that there is a problem in our database. At times, people have insisted that they have paid their dues and their membership is current, and it has been proven that they were right. If someone believes, and insists, that they are members and there is something wrong in our system, follow the procedures in the section on page 20 entitled, "Procedure for Resolving Contested Registration Failures and Membership Issues."

MEMBERSHIP TRANSACTION FORMS

Monitors' roles in most membership transactions should be simple and straight-forward. There are only two forms for transactions: (1) standard applications that can be used for all three types of membership transactions, and (2) an optional form for renewing memberships.

Standard Application Form

The form that must be used for new members and adding a family member, and may be used for renewals, is on the PC to the right of the network printer. That PC is dedicated solely to that purpose. It can also be found on the club's web site, on the home page under the tab titled "Member Info," then "Member Renewal" and "Download Form."

The application is a "fillable" form with spaces for up to three sets of names and numbers. Movement from space to space is by "Tab" key. The completed form can't be saved or used for any purpose other than printing.

Member Information Report Renewal Form

An optional form for renewal should be recommended by monitors to current members at any time, and former members during the period from January 1 to June 30. The form can only be found by monitors on the Membership PC using the "Membership Information Report - GVR No." button. When printed, it shows the member's current data in the club's database. It makes filling out an application unnecessary, and eliminates the possibility of errors due to poor data-entry skills. The form also contains spaces for signatures by the member and the monitor.

MEMBERSHIP TRANSACTION PROCEDURES

Most procedures should be easy to fulfill. A few might become complex, requiring contacting GVR for data, searching the database or paper files for member data, or even calling the Head Monitor or Assistant Head Monitor to come to the club to provide assistance.

Procedures for transactions are many and varied, and some can become complex. In general they are:

1. Determine if people are interested in becoming members or renewing their membership.
2. Determine if they are members or eligible to become members.
3. Determine what type of membership they need, single or family.
4. Determine what kind of transaction they need: new, renewal, or add-family.
5. Find the cost of joining, and whether they're still interested.
6. Manage the preparation of the proper form.
7. Check the information on the form, and eligibility, type of membership, and fee.
8. Collect the fee, making change if necessary.
9. Deposit the fee and application in the lock-box.

Monitors may have to start processing at two different stages: the beginning of the application process in the club (#1), or checking an application after it has been filled out and printed elsewhere (#7). The first step is the only part of the overall procedure that monitors will not have to concern themselves with if a completed application is brought to them for checking and finishing.

Processing a membership transaction may be straight-forward, easy, and quickly finished. For instance, renewing a current member who registers successfully at the scanner (Ta-da) and brings a completed application and a check can be finished in a matter of minutes. On the other hand, it took hours to sign up a person who brought in a laptop with a problem, received considerable assistance from monitors and Maintenance, decided to join as a new member, had forgotten his GVR card and couldn't remember his number.

Renewal Procedures

Some determinations are easy. A successful registration (Ta-da) shows the member's registration is current. They are eligible to renew at the cost of annual dues.

If they bring a completed application, a monitor must ask if all the data on it is the same as last year. If there is a change, make a notation like "Change of email" on it for the Membership Chairman.

Collect the appropriate fee (single or family), put it and the application in an envelope and slip the envelope into the lock-box. If change is needed, follow the procedure in the section entitled "Use by Monitors of the Cash Drawer" on page 13.

If they do not have a completed application, monitors must find and print renewal forms when current members, and some former members, come in to renew. The data on the form must be retrieved from our data base with the Membership PC. If a former member's data has been purged, there will be no report, and they must apply for a new membership.

1. In the "Membership Menu" (preferably at the Membership PC, so the Sign-in PC isn't tied up), click on the "Membership Information Report - GVR No." button.

   The "GVR No." button <u>must</u> be used. It is the only one that will print the renewal form properly. If the "Last Name" routine is used instead, and there is more than one member with that name, it will print all of them in the wrong format. (In some cases, we have 8 or 10 members with the same name.)

2. Enter the GVR number in the dialog box that pops up to get the report.

   If the Member Information Report appears, continue with step 3.
   If there's no report, there's no renewal.

3. Print the report. If it is a family membership, find the other form(s) and print them.

4. Give the form(s) to the member(s) and ask them to check all the data shown and make any needed changes.

5. Have the member sign the form(s).

6. Collect the correct renewal fee (single or family), making change if necessary.

7. Sign and date the form(s), place them in an envelope with the fee, and slip the envelope into the lock-box.

If registration is not successful (Oh, Noo), it is likely the person is still interested in membership, and possession of a GVR card indicates they are eligible. If they claim they are, or were, a member:

(1). it may be possible for them to renew like a current member, or
(2). they may be too late to renew, and must re-join as a new member, or
(3). their membership may be current, and there is a problem in our database.

From January 1 through June 30, a monitor must check our database to determine if a former member is eligible to renew using the procedure in the preceding paragraphs. If their data form is found, it can be printed so they can use it to renew. After June 30 no former member can renew. They must apply for a new membership at the variable cost (see "New Membership Fees Vary Starting July 1" on page 15).

Unsuccessful registration (Oh, Noo) may not mean a membership is not current. At times, people have insisted that they have paid their dues, and it has been proven that they were right. If someone believes, and insists, that they are members and there is something wrong in our system, monitors may be able to find the problem or they will have to call the Head Monitor or Assistant Head Monitor for assistance. Monitors should first utilize the procedures on page 20 entitled, "Procedure for Resolving Contested Registration Failures and Membership Issues."

New Membership Procedures

People interested in joining the club the first time seldom bring an application with them, so monitors will rarely start the transaction by checking it. Ordinarily, monitors must start the process by determining interest, number of potential members, eligibility of all, and cost in the course of greeting and conversing with people who enter the club. If complications arise, details of the procedures can be found in Appendix A.

If the prospective member(s) is(are) eligible and still interested in joining after learning the cost, a monitor should ask them to prepare an application and provide as much assistance as possible. Detailed information on the requirements for the data to be entered on the standard application form are listed in Appendix B.

In the first line of boxes on the form the "New" box must be checked. It will show the data entry person that no data on the person applying is currently in the data base, and that the correct fee will be entered into the data base by the accounting program.

> *If the GVR number of an applicant is in the data base, it will be impossible to enter the transaction as a new member. The application should probably have been for a renewal. If the wrong type of application is made during the period from July 1 through December 31, the fee collected is probably wrong, and the applicant will have to be contacted by the Membership Chairman to correct the situation.*

Monitor Assistance

Monitors should provide as much assistance as needed to those who come to the club to fill out an application. Ask them to sit at the desk and complete the form. If the PC is in use, and monitors are busy, find a PC in the lab, show them how to get to our home page, and ask them to fill out and print the form if they know enough about PCs.
Not everyone who wants to join the Computer Club is familiar with computers or keyboards. If a person can't use the keyboard easily or has difficulty with the form, a monitor should assist them. If it's more convenient, take their place at the PC, or access the form on the Computer Club website from the Membership PC. Enter the data for the applicant and then verify it with them for accuracy before printing it.

People new to GVR do not always carry their cards or know their GVR number, but applications can't be completed without it. A monitor can assist by getting the applicant's number from GVR using the procedure given in the section titled "Call GVR for Numbers of GVR Members Who Forgot Cards" on page 20.

Applications can't be processed without a GVR number. If the GVR offices are not open, ask the person to come back to apply when they have the card or the GVR office is open.

Print and Close

After it is completed, applicants must print a copy of the application for the monitor to check and pass on for data entry by the Membership Chairman. If they plan to pay with cash, monitors should encourage them to print a second copy for a receipt, mark it "Paid," date it, and sign it. If they return before the data is entered into the database, the receipt will be the only proof they have that they are a member. After it is printed, the form on the screen should be cleared so their data is not revealed to others, and it is ready for the next applicant.

Add-Family Transactions

The application procedure for adding a family member is almost the same as a new member application. The main difference is that one member of the family must be a current member in order to justify the lower cost. An application should be filled out by a *current* member, and the person to be added should be present with proof of eligibility. If a *former* member is still eligible to renew, they must renew before adding a family member.

Monitors must still be careful to collect the correct fee for transactions from July 1 through December 31. After June 30, the new member will have to be added for the rest of the current year, plus the coming year. The cost will vary, depending on the month of the year. In addition, having one

membership expire at the end of the current year and the other a year later may be a problem later. When renewing, some members have forgotten that, and renewed as a family, paying twice for the person they added.

Monitors should explain that members have another option which will avoid that potential problem. They can renew their membership at the same time, at the same cost, at any time of the year, so their membership will expire on the same date as the person being added.

The box at the top of the application form is labeled "Add Additional Family Member Only," because it was intended to be used only for that purpose. If a current member wants to renew at the same time they want to add a family member, using the renewal form and an add-family application is simpler and less error-prone for all involved.

During the period from January 1 through June 30 a *former* member is still eligible to renew their membership. They can use the optional renewal form and fill out an application to add a family member, the same as a current member.

After June 30, no former member is eligible to renew. They must re-join as a new member. When filling out an application they can include any family member to make it a family membership.

Call GVR for Numbers
of GVR Members Who Forgot Cards

Monitors can get the GVR numbers of applicants, and confirmation of their addresses, from GVR's main office. If GVR members or tenants who are joining for the first time, or are re-joining because they were too late in renewing, do not have their cards with them, a monitor must call to get that data. It has been found that a person who is not eligible can easily get a number fraudulently, including from a relative.

1. Prepare by getting the name of the person exactly as it appears in GVR's records (no nicknames) and the address of the property in Green Valley, not some other mailing address. *The membership person at GVR will ask for the exact name and property address, which will confirm that the person is eligible to join.*

2. Call the GVR membership representative at 625-3440 (press 2 in the recording).

    The telephone near the membership desk will make calls to the main GVR office with the first "speed dial" button on the right side of the face.

3. Write down the GVR number and address for your use and/or use by the applicant.

4. Tell the applicant that they must bring their card with them to register at the scanner the first time they return to the club.

PROCEDURE FOR RESOLVING CONTESTED
REGISTRATION FAILURES AND MEMBERSHIP ISSUES

At times it is necessary to resolve issues related to registration failures (Oh, Noo). In the past, some people who got an "Oh, Noo" when scanning their GVR card insisted that they had paid their

membership fees. Occasionally, it has been found that there was a problem in our database. In such cases, it is necessary to correct the database to allow them to enter without continuing problems. There are ways monitors can sometimes resolve the problem, but often it will be necessary to call the Head Monitor, Mike Kearns, or the Assistant Head Monitor, Terry Flanagan.

When people entering the club cannot register (Oh, Noo) and the procedure for clearing the Sign-in program on page 6 will not change the response, they may still believe, and insist, that they have paid their dues and their membership is current. In the past some have been proven to be correct. If the member joined only one day before, or they mailed their renewal application to the club, there is a chance that their application has not yet been processed. In the unlikely event that an application is not processed overnight, or "the check is in the mail," registration can't be successful. There probably is nothing a monitor can do to resolve the situation except call for help.

It is also possible that a problem in the database prevents registration with the Sign-in program. In the past this has been caused by:
        (1) changes in the member's GVR number,
        (2) a change in the member's name,
        (3) mistakes by members on applications, and
        (4) mistakes in entry of data from applications.
Monitors familiar with membership procedures can check for some of these types of errors. They can check both the database and the file of paper applications in the file cabinet by the Administration PC.

Check the Data Base

Monitors can get information from the database with either of two routines in the "MEMBERSHIP MENU" screen on the Membership and Sign-in PCs; (1) "Member Information Report - GVR No." or (2) Member Information Report - Last Name." The process is given in the section titled "Find a Forgotten Number and Register a Member" on page 7.

To check a GVR number, use the "Last Name" button to get the data form, find the GVR number for that name and check it with the GVR card. Members who have two properties in Green Valley sometimes use the card they didn't sign up with, and it can't work. Also, people who move from one property to another in Green Valley are given a different card with a new number by GVR, and they forget to notify the computer club of the change.

The "Member Information Report - GVR No." button can be used to check on a change of name. In one instance, a member was renewed with a nickname instead of the proper name used initially. In a case like that, two forms for the same person would be found under the same GVR number. Click on the "Right Arrow" at the bottom of the form, or press the "Pg Dn" key. If a second form comes up, before admitting the person to the club, write a note for the Head Monitor explaining the situation and put it in the tray on the left side of the Administration PC.

Check Paper Applications

Mistakes on applications and in data entry can probably be found only by checking the applications in the file cabinet between the Administration and Application PCs. In one case, a person put the wrong GVR number on the application, so it was impossible for the card to work in the scanner. Mistakes in data entry, like an incorrect expiration date, can only be identified by looking at the date of application and type of application; new or renewal.

If a problem in the database is found using the database or paper files, before admitting the person, a monitor must write a note to the Head Monitor explaining the situation so it can be corrected. Put the note in the in-box by the Administration PC.

Any time a monitor can't easily find a solution to a registration failure, and the person really believes they are have paid their dues and their membership is current, the monitor should call the Head Monitor or the Assistant Head Monitor. Their telephone numbers are posted on the bulletin boards, and are programmed into speed dial buttons on the telephone at the Membership Desk.

If neither is available, write a note for the Head Monitor before admitting the person to the club. Include the name(s), GVR number(s), Green Valley address, telephone number, email address, and a summary of the problem. Provide enough information for the Head Monitor to call or email the person(s) and attempt to resolve the issues. Put the note in the in-box by the Administration PC.

CHECKING AND FINISHING PROCESSING
OF APPLICATIONS AND RENEWAL FORMS

The amount of checking that must be done will depend on the type of application and where it was filled out. New member and "Add-Family" applications require thorough checking, especially if they were not prepared in the club. Renewal applications prepared with the optional form will require the least.

New Member Applications

Every application that has been filled out in the club, or completed elsewhere and brought to the club, must be checked by a monitor. If it was filled out in the club, and a monitor has determined eligibility, type of form needed, membership type and correct fees, the only thing monitors should have to check is the data on the application. (For details on procedures, see Appendix C.)

All the data should be checked. A person with minimal typing skills once mis-spelled his last name. The mistake was not caught, and it was entered into the data base that way. That made it impossible to find his data form on the Membership PC with the "Membership Information Report - Last Name" button when it was needed later. The GVR number should be given special attention; it should be checked with the GVR card.

If the form was not filled out in the club, monitors must go through all the procedures in the sections on determining eligibility for membership, type of membership, the correct fees, and check everything on the application. (Procedures are covered in the appendices.) Monitors must ask for the GVR card for all names on the application, verify that all are eligible to join, and compare the information on cards and applications.

If everything checks out OK, monitors must then finish processing it by collecting the fee and placing it in the membership lock-box with the application.

Add-Family Member Applications

The application procedure for adding a family member is the same as a new member application, except that it must be filled out by a *current* member. If a *former* member tries to register

unsuccessfully during the first six months of the year, a monitor must check to see if they are still eligible to renew like a current member, before processing an "add-family" application.

If a member bringing in an application has been successful in registering (Ta-da), it shows that their membership is current. The person to be added should be with them, and they should have their GVR card. From January 1 through June 30 the monitor should simply check the data on the form like a new member application, and check the GVR card of the person to be added. If the monitor has not witnessed the sign-in, they should ask to see the member's GVR card as well.

After June 30, monitors should explain that current members have another option. They can renew their membership at the same time, so their membership will expire on the same date as the person being added. Otherwise, their membership will have to be renewed later (no later than December 31), and the other person's membership will still be good for the coming year. When renewing, some members have forgotten that, and renewed as a family, paying twice for the person they added. Monitors should offer to produce the optional renewal form to make the process simpler.
From January 1 through June 30, former members who get an "Oh, Noo" at the scanner must renew before they can add a family member, if their data is found with the Membership PC. The process for renewing a former member is given in the section entitled "Renewal Procedures" on page 17.

Applications For Renewal

When an application has been filled out in the club, or a completed application is brought to the club, it must be checked by a monitor. If everything checks out OK, monitors must then finish processing it by collecting the fee and placing it in the lock-box with the application.

Successful registration (Ta-da) at the scanner is the key to checking renewal applications. That proves membership is current and makes it unnecessary to prove eligibility.

If the application was filled out elsewhere and brought to the club, the data on the application must be checked. A monitor should ask to see the applicant(s) GVR card(s) to check the names and GVR numbers on the application. The monitor must also ask if there has been any change in the past year. It is not uncommon for members to change e-mail addresses by changing ISPs, and forgetting to notify the club of the change. If there has been a change, the monitor *must* make a notation (like "change of address") on the application to inform the person who enters the data into the system. That person has no other way of knowing a change must be made.

If a current member comes to the club to renew, monitors should advise them to use the renewal forms instead of an application. There is very little to check on those forms. If the member insists on using the application form, the data on it must be checked for accuracy and any changes in the past year like a new membership.

If registration has not been successful (Oh, Noo) during the first six months of the year, monitors must first check to determine if an applicant is eligible to renew. It can be done using part of the procedure for finding and printing the optional renewal form.

      1. In the "Membership Menu" (preferably at the Membership PC, so the Sign-in PC isn't tied up), click on the "Membership Information Report - GVR No." button.

2. Enter the GVR number in the dialog box that pops up to get the report.

If there's no report, there's no renewal, unless there is a problem in our database.
If the applicant insists he is was a member, monitors should follow the procedure in the section entitled "Procedure for Resolving Contested Registration Failures and Membership Issues" on page 20.

3. If there is a report, print the renewal form, and process the renewal according to the section entitled "Renewal Procedure" on page 17. Then check it the same as above.

COLLECTING AND DEPOSITING FEES AND FINISHING

If everything on the application is found to be correct, monitors must collect the proper fee. Encourage applicants to write a check if possible. In the past, canceled checks have provided the surest form of receipt for dues. If given a check, fold the application like a letter, put the application and the check in an envelope and slip it through the slot in the front of the lock-box on the table adjacent to the door to the PC Lab.

If they can only offer cash, and change is needed, get it from the cash drawer. Take the cash offered, remove an equivalent amount in the needed denominations from the drawer, and put the offered cash in the drawer. Give the member the correct change and put the fee with the application. If a shortage of the needed denominations makes it difficult to follow the normal procedure, be sure to write on the form an explanation of what was done for the Head Monitor.

If payment is in cash, or by check and the applicant wants a receipt, and the monitor has advised the applicant to print a second copy of the application, the monitor should mark that copy "Paid," date it and sign it for the applicant. If a second copy was not printed originally, but the application form has not been cleared from the Application PC, another copy can be printed. If the form was cleared, the only option would be to re-enter all the data and then print a copy.

New members should be familiarized with the registration procedure. Monitors should inform the member that they will be able to register with their GVR card at the scanner upon entering the club. They should be told that it will work as soon as the data has been entered into the club's database.

They should also be informed that if they return before their application can be processed, they will get an "Oh, Noo" from the scanner. They should be told that if that happens, they should tell the monitor when they joined, and the monitor should admit them after going through the procedure entitled "Procedure for Resolving Registration Failures and Membership Issues" on page 20.

Finally, monitors should take an envelope from the top of the lock-box, place the application and the cash in it, and insert it in the slot in the membership lock-box. If a note concerning a possible monitor has been written, it should be placed in the in-box by the Administration PC.

OTHER TRANSACTIONS

Other transactions with club funds are all fees, donations or refunds. The method of processing depends on the type of transaction. Monitors must assist members and visitors with information and instructions, dispense supplies, provide change if needed, and deposit cash properly. No entries to the database will be necessary. Members of the Data Entry sub-committee will take all donations from the lock-box and the container next to the Network Printer and enter them into the database.

Other transactions include collection of daily use fees from non-members, acceptance of donations that reimburse the club for equipment or supplies, and refunds for excess supplies that are returned. The computer club does not have authorization to sell anything or collect sales tax, but we welcome and encourage donations to reimburse the club for expenses, labor and material.

COLLECTION OF DAY- USE FEES

GVR members and tenants who are not members of the club may use our computers and internet connections with their laptops in the club on payment of a fee of $5.00 per day.

GVR and Computer Club Policies

GVR policies state that members and tenants, and guests that they give passes, may use GVR facilities. They are all able to use facilities like pools and fitness rooms free, and some are given cards that will admit them to those facilities. Computer Club policy, approved by GVR, places additional restrictions on use of our facilities.
Only members of the club are allowed full use of our facilities. Other GVR members and tenants, but not guests, can use the club's facilities on payment of the day-use fee. Use of the facilities includes the PCs and the club's internet connections with their laptops in the club's rooms. They are not permitted to attend classes.

Collection Procedure

GVR members and tenants using the club on a daily-fee basis must be registered in the Sign-in PC and the fee collected must be placed in an envelope and deposited in the lock-box by monitors.

1. Ask to see the cards of GVR members and tenants to prove they are eligible.

2. Check the dates that tenant cards are valid.

3. Key the general registration code (123456) into the Sign-in PC and press "Enter" to register each person.

4. Collect $5.00 per person (make change from the cash drawer if needed).

5. Get an envelope from the top of the lock-box on the table near the door to the PC Lab, label the envelope, "day-use fee," place the fee in the envelope and slip it into the lock-box.

DONATIONS TO THE CLUB

The Computer Club of Green Valley does not have the authority to sell any items or collect sales taxes. Instead, donations are requested to cover the cost of some items supplied for the convenience of members and services provided.

Donations are generally of three types:
(1) money, supplies, books, and/or equipment for use by the club,
(2) donations of money in exchange for refurbished computers and other equipment, and
(3) donations to reimburse the club for the cost of supplies and expenses incurred in obtaining them, including CDs, DVDs, and special paper.

Users are also encouraged to place donations in the cans and jars near printers to cover the costs of printing with the network printer and the printers in the photo lab.

Donations of PCs, Equipment and Supplies

At times, members and non-members donate equipment, including PCs, library materials, and various types of supplies to the club. Criteria for acceptable equipment are sometimes posted on the bulletin board by Maintenance. If someone is available in Maintenance please contact them before accepting a donation of any computer equipment. If no one is available, accept the equipment and thank the person for the donation. Rarely, organizations have donated 6 to 12 pieces of equipment and asked for documentation for tax purposes. If this happens unexpectedly, contact the Head Monitor.

If the equipment is not of the kind accepted by the club, monitors can recommend other places that may accept it. Organizations or people accepting PCs, printers, scanners, and monitors the club does not accept are listed on some of the bulletin boards.

Donations in Exchange for Refurbished Computers and Equipment

The computers and peripherals on the shelves in the Lecture Room, and some items in the Mac room, are available for "adoption" by members of the club. This equipment may be computers donated by members of the club that are refurbished by Maintenance or computers purchased or built by the club that are no longer needed. A suggested donation to the club to cover the cost of checking and refurbishing them is attached to each PC. Monitors should encourage members to donate enough not only to cover costs, but benefit the club as well.

1. Take the paper that gives the suggested donation off a PC, or get a recommendation from the monitor in the Mac Room.

2. If there is no paper with a suggested donation, get an envelope from the lock-box and label the envelope "donation for a used computer."

3. Collect the donation (make change from the cash drawer if needed).

4. Place the donation in the envelope, add the sheet from the PC if there is one, and slip the envelope into the lock-box.

Donations for Supplies Used By Members

Some kinds of supplies occasionally needed by members are kept in the cabinet by the Membership PC. Monitors can make them available for a small donation. Donations are also encouraged for other supplies, such as paper and ink consumed in printing with our printers.

Procedure for Accepting Donations for Supplies from the Cabinet

The club has CDs, DVDs, and specialized printer paper in the cabinet for the convenience of members and guests who may have forgotten them, if the club is reimbursed for the expense. The suggested donation to cover the expenses incurred to provide these items is posted in the supply cabinet.

1. Get the requested supplies from the cabinet and note the price per item posted there.

2. Calculate the suggested donation, give the item(s) to the member, and ask them to put their donation in the container on the Administration Desk next to the Network Printer labeled "Cash Donations for Copies, CDs, DVDs, Photo Paper".

3. If the member needs change, open the cash drawer, place the proffered cash in the drawer and hand out an equal amount of cash in the needed denominations.

4. Ask that the donation be placed in the container, and lock the cash drawer.

Special Types of Supplies

At times, other types of supplies will be made available for use by members for which they will be expected to reimburse the club. The suggested donation to cover the current cost of miscellaneous supplies, and any special instructions for entering them in the database, will be posted in the cabinet or near the Membership PC.

REFUND PROCEDURE

Money can be refunded from the container near the Network Printer or the cash drawer for supplies returned on the same day they are obtained from a monitor. These include CDs, DVDs, photo paper, and special items, at times.

For example, if a member purchased some 8 x 10 glossy paper for $2.00 each, and later found they couldn't use one, they may be able to return it and get their money back. A monitor should:

1. Take the item(s) and check to see if its still usable.
2. Find the posted cost per item and calculate the refund.
3. Take that amount <u>from the container</u> next to the network printer and give it to the member.
4. **If** there is not enough cash in the container, unlock the cash drawer, take the needed amount from it, and give it to the member.
5. If cash is taken from the drawer, write a note to the Treasurer stating it was for a refund, and the type and number of items, the amount taken, and sign it and date it, in case the Treasurer has any questions. The amount must be entered into the database to make the account balance.
6. Put the note in the cash drawer under the checks, and lock it.

There are some restrictions on returns. CDs and DVDs must not show any signs that something has been written to them. All supplies must be returned the same day they were obtained. If the supplies were obtained from a monitor with a donation in the morning, monitors should notify their relief of that fact at noon.

Photo paper may be returned to the cabinet. Do not return CDs or DVDs to the holders in the cabinet. Even if they show no signs of use, they must be tested to be sure nothing has been written to them. The VCR/DVD machines, especially, can start and stop for unknown reasons and ruin a DVD. Re-selling one of them could ruin another person's day.

SECTION 4. ASSIST MEMBERS AND VISITORS

Monitors should assist members, guests and visitors as much as conditions in the club allow. Any help provided willingly and successfully will be good public relations for the club. Help provided by monitors and maintenance personnel has convinced many to join the club.

ASSIST MEMBERS WITH THE LIBRARY

The club has two libraries, one in the PC Lab and one in the Mac Room. The books and equipment in the PC library are managed by the club's Librarian; the Mac librarian is responsible for that library. All books and equipment in both must now be checked out and back in by the monitors at the Membership Desk.

The PC library is in the 2 bookcases in the hall of the PC Lab. They hold books, CDs, DVDs and videos that members can borrow. Several pieces of equipment, including movie projectors, slide viewers, and a monitor calibrator are also in those bookcases. Two disk drives and an analog camcorder in the cabinet by the Membership Desk must also be checked out with the Library Program.

The Mac library is in the bookcase near the Mac monitor's station. That monitor should re-shelve the books in it.

All items that can be checked out have a library number on the cover or case. The books in the Mac Library can be distinguished by their numbers; all are in the 800 and 900 series.

Most items can be checked out for 2 weeks; others are available for a more limited time, or strictly for use in the club. The Library Program will show the length of time that the item can be kept. The calibrator can only be checked out for one day. The disk drives can only be checked out for use in the club. Those items should be labeled accordingly. Also, selected items may require certification of having completed instructions in their proper use, and a card is required to check them out.

Monitors must use the Library Program to check items out or in. It can be accessed by clicking on the icon in the desktop of the Membership PC. After the "Check Out" routine has been completed, write the Due Date on the slip inside the cover of the book, or on a card and put it in the card holder on the case.

When a member wants to return a book with an 800 or 900 number, the monitor at the Membership Desk must check it in with the Library Program. The member should then be asked to take it to the Mac monitor to be returned to the bookcase.

If someone brings in material they would like to donate to the library, accept it and thank them. Then attach a note with the librarian's name to it, set it by the Membership Desk or put it on top of the library book cases, and inform the Librarian where it is by email. The Librarian is a member of the Board of Directors; his/her name, telephone number, and e-mail address are given in the list on the bulletin board.

CHECK OUT PROCEDURE

When a club member presents a library item for check out, initiate the LIBRARY DATABASE by double clicking the "LIBRARY DATABASE" icon on the Membership PC's desktop screen.

When the program has finished initializing this screen will appear:

Click the CHECK OUT ITEM button to go to the next screen.
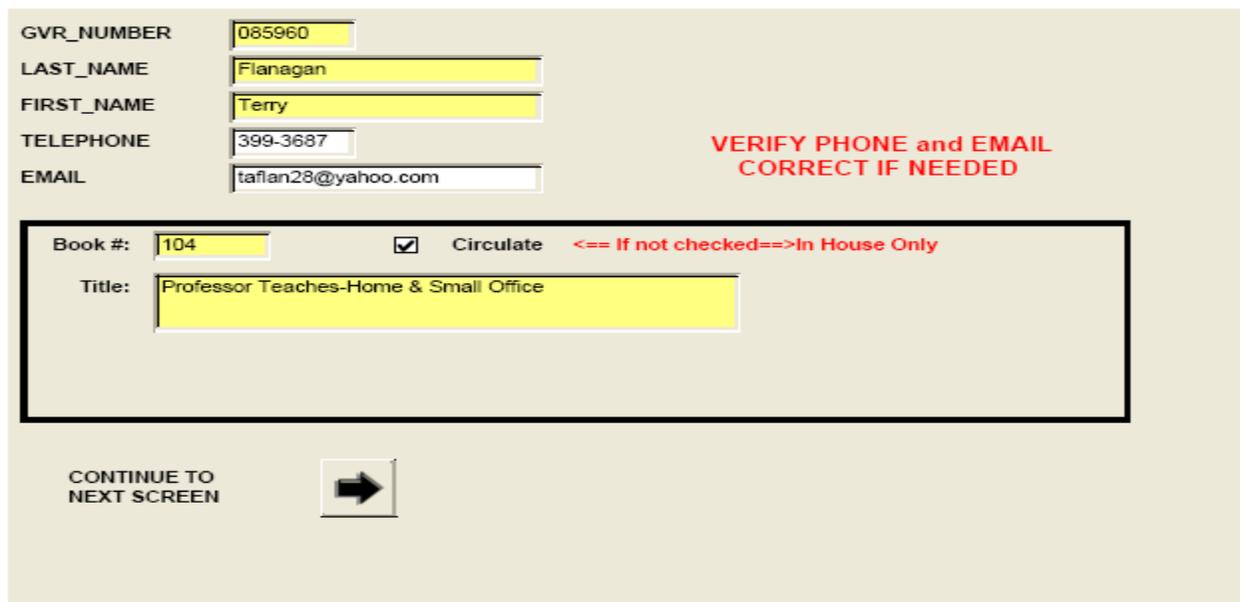
Enter the borrower's GVR # and the item number from the spine of the book or taped to the case of other media types.

Click the indicated button to proceed to the next screen.

The fields with the yellow background are locked; you cannot alter them. If they are blank or missing then you entered an incorrect GVR # or Item #. Close the window and return to the previous screen.

As directed by the instructions in red, verify the borrower's phone number and email address. Make any necessary corrections. This information will be used if a borrowed item becomes past due. Note the check box labeled "**Circulate**." If this is not checked then the item is for in house use only and must be returned by the end of the day.

Click the arrow button to proceed to the final check out screen.

The Due Date will be generated by the computer; either two weeks in the future for items that circulate or today for in house use only items. **WRITE THIS DATE ON THE DUE DATE STICKER ATTACHED TO THE FRONT PAGE OF THE BORROWED ITEM**.

Click the **Close** button to complete the transaction.

RETURN PROCEDURE

When a borrowed item is returned, initiate the LIBRARY DATABASE program as given on page 28. Click on the RETURN ITEM button to obtain this screen.

Enter the Item # and click the PROCEED button for the final screen.

The current date will be given in the Return Date field. No information needs to be entered.

Click the **Close** button and return the item to the appropriate place on the shelf.

RENEWAL PROCEDURE

If a member wants to extend the expiration date of an item checked out of the library, use a two step process for renewal. It will make record-keeping much easier for the librarian.

1. Process a RETURN as described above, then

2. Process a CHECK OUT as though it were a new transaction.

ASSIST MEMBERS IN THE LABS WITH QUESTIONS

If a member has a question involving a program or operation about which a monitor is knowledgeable, the monitor should try to help that person learn how to solve the problem. Extensive use of the "HELP" program will have a more lasting effect on the questioner than an immediate solution. They are more likely to remember the use of the "HELP" program than the actions taken by the monitor to solve the problem.

HELP FROM MAINTENANCE PERSONNEL

If the monitor is not familiar with the program or operation in question, someone in Maintenance may be available to help. If someone in Maintenance is available, ask for their help, especially if it is a hardware or software problem on one of the club's PCs. Their policy on providing help with member's PC's is posted on the bulletin board behind the Membership Desk, and other places.

SHUT DOWN IF ALL ELSE FAILS

If it appears the problem is malfunctioning hardware or software, not incorrect use, shut down the PC. Use the "virtual machine" procedure on page 39 to restore operation, after trying to save any work done, if possible. If this does not solve the problem, shut the PC down and hang a sign on it. Then report the problem following the procedure in the section titled "Report PC and Software Trouble" on page 39.

ASSIST MEMBERS AND INSTRUCTORS WITH CLASSES

Monitors should assist visitors, members and instructors as much as they feel is productive if the club is not so busy that assisting would interfere with the monitors' duties or efficient operations. The classes offered by the club have convinced many prospective members to join. Helping members and prospective members understand the classes offered, and getting them signed up for the right classes, will assist both the members and instructors. Visitors who are interested in classes should be informed that they must join the club to take one, but all classes are free to members.

People who are interested in classes should be informed that there are hands-on classes as well as lecture classes. Monitors should also explain the SIGs (Special Interest Groups) on the schedule. In addition, on-line classes are available through the club from lynda.com. The notice of the availability of these classes is posted on the Education Bulletin Board.

Finally, if they are interested in any of the restricted use equipment, especially the equipment that requires certification and cards (covered on page 37), visitors and members should be informed that some instructors offer individualized instruction by appointment.

Everyone interested in classes and all other scheduled activities should be instructed to check our web site for the latest changes. Cancellations and other changes are often posted there before any other place.

If questions arise about classes that cannot be answered by information in the club or on the web site, refer the student to the instructor, or call a member of the Education Committee. The phone numbers of instructors and the Education Committee are posted on the Education bulletin board.

HELP PROSPECTIVE STUDENTS

People interested in taking classes often need help in finding the classes that fill their needs, signing up for classes, and finding class rooms. Many means of helping these people are available to monitors. Some are on the bulletin boards, some are in Education Department manuals on the Membership and Sign-in desks, and many are on our web site.

Class Descriptions, Schedules, and Changes

Classes offered range from fundamental, beginners' courses through intermediate to specialized. Some have prerequisites in skills, others require the preceding course in a series. Monitors should be able to inform members of the availability of all types of classes and the requirements for registration, if any. If there are prerequisites they do not have, they should be advised to delay registering until they meet the requirements. Instructors will appreciate it and classes will run more efficiently if prospective students without the necessary skills or instruction do not attempt to take a course.

Information on the schedule and content of classes, prerequisites, and method of registration can be found on the bulletin boards, in Education Department manuals, and on the web site. Monthly schedules of classes, meetings of SIGs and other groups are posted on several bulletin boards. Descriptions of some classes and sign-up sheets are posted on the Education bulletin board. Copies of a manual with class descriptions, instructors' names, and prerequisites are on the Sign-in desk and the table next to the shredder for monitors.

Color-coded, monthly calendars for the current month and the coming month are posted on several bulletin boards. The current month and many coming months are also on our web site under the "Club Calendar" tab. There, the schedule is shown and a description of the class, prerequisites, and registration requirements can be found by clicking on the class name in the calendar.

It may be necessary to explain to new members that the color codes in the calendars give the class room location. Everyone should be advised to check the calendars of classes on the web site often for changes. At times cancellations and changes are posted on the web site before they are posted anywhere else.

Registration Requirements

Many classes, especially those in the Lecture Room, do not require prior registration to attend. Members may simply walk in. Also, most classes do not require registration during the summer.

During the period the club is open "winter hours," everyone must register for all "hands-on" classes in the Agave or Pecan Rooms in one of two ways:
    (1) on sign-up sheets on the bulletin board, or
    (2) electronically on the club's web site.
To determine if registration is required, and what kind it must be, check the class description in the "Club Calendar" tab on our web site. Click on the class name to see the description.

Bulletin Board Registration

Some elementary computing classes have only sign-up sheets on the bulletin board all year. People interested in these classes may not have access to the internet or know how to use it. Some

instructors prefer to have them come to the club to sign up. If a monitor shows a person how to sign up for one of these classes, ask them to use a piece of note paper from the holder on the bulletin board to write down the time and date so they have a reminder. If they have additional questions, give them the instructor's telephone number.

Electronic Registration

During the period the club is open winter hours, members must register for many classes on our website. The routine can be accessed from our home page by clicking on "CLASS REGISTRATION" and then the link to eventbrite.com. The procedure is simple and the directions in the routine are easy to follow.

Monitors should be familiar with the procedures for signing up for classes, and finding out if a class is full. These procedures are posted near the Membership PC. Small slips listing the procedure are pinned to the bulletin board, so they can be taken by a prospective student.

In order to register electronically, a member must have an internet connection and an e-mail address. THE E-MAIL ADDRESS IS A REQUIRED FIELD. It is required because they will be sent a message confirming their registration. It will also give them something they can print out or write down as a reminder of the date and time.

Some prospective students who want to take a basic computing class may not have the skills needed to access the internet and register. If they have an e-mail address, and they are in the club rooms, the monitor should find a PC in the lab and show them how to register. If they are calling on the telephone, inform them that assistance is available in the club. If they are not knowledgeable enough to sign up with an ISP and get an e-mail account, urge them to come in to the club to use a PC in the lab. Show them how to register, and use Marge Clark's e-mail address, [clarkccgv@cox.net]. That will give her a telephone number to contact the student.

ASSIST INSTRUCTORS

When opening the club, class rooms scheduled for use should be unlocked and lights turned on. Don't turn on the PCs; let the instructor turn on only the PCs they want the students to use.

Assist Instructors with Late Arrivals

Some instructors have requested help from monitors in preventing disruptions to their class by latecomers. If members interested in a class in the Agave or Pecan Rooms come in after the class has started, ask them to wait while you check to see if the instructor can accommodate another student. Do not send the member there to inquire.

Assist Instructors with Class Materials

If needed, monitors should assist instructors to the extent business up front allows. If the instructor needs to make copies of handouts, give them the key in the drawer in the drawer of the Membership Desk labeled "Copy Room" and "Store Room," not the monitors' keys. (It has proven to be very inconvenient when an instructor forgets and locks the monitors' keys in that room.) If it's convenient and will improve operations and relieve congestion up front, help by preparing equipment or making copies of class materials like CDs. Do not attempt to make copies of papers, however.

Only instructors and board members are authorized to use the new copier. If an instructor discovers that the copier needs maintenance, including changing a cartridge, refer them to someone in Maintenance or the Purchasing Agent, Ernie Cox.

ASSIST TELEPHONE CALLERS: MEMBERS AND NON-MEMBERS

Monitors must manage the club's telephone system carefully and greet and assist callers skillfully. Courteous and friendly greetings and assistance to members and visitors will promote good public relations.

TELEPHONE LINE MANAGEMENT

The telephone on the Membership Desk has only one line, line 1. It's number is the one listed for the club; 625-4508. There is no line 2; the red light under it on the console is meaningless. Calls on Line 1 can also be answered on the phone at the Sign-in desk. It has only one line also; the red lights under the rest of the buttons are meaningless, too.

Calls on these 2 phones can be transferred to each other and the Mac Room. The procedure for transfers is posted on the bulletin board by each telephone. If the transfer procedure doesn't work, check the phone in the Mac Room to see if the DND (Do Not Disturb) button has been depressed. (The red light next to it will be lit.) Press it to turn it off.

GREET AND ASSIST CALLERS

Monitors need to remember to smile when answering the phone, identifying the club and themselves and asking, "How may I help you?" Most callers are looking for information, often for help with problems. Again, if any of the monitors feels qualified and comfortable answering, helping would be good public relations.

If the caller asks for help in signing up for a class, follow the procedure given in the section titled, "Help Prospective Students" starting on page 32.

ASSIST MEMBERS IN UPDATING THEIR RECORDS

Data on all members required for club operations is maintained in the club's database on the Administration PC. It includes GVR number, property address, telephone number, e-mail address, and other data needed by the club to register, contact or renew members. Members are also given the opportunity to receive e-mail from the club, and opt out if they decide to.

It is essential that all this data be kept current. A member can update any of their data on our web site. In the home page, clicking on "Member Info" and then "Member Update" will bring up a link to the form. When completed it can be submitted to the Head Monitor for entry into the database.

If a member doesn't have access to the internet, or if they choose not to go to our website and use the link for updating, monitors can help them do it. Ask them to sit down at the Application PC and fill out the form with their new data. After they print it, take the form, write "Change of data" on it and put it in the in-box next to the Administration PC.

SECTION 5. ADMINISTRATIVE AND TECHNICAL DUTIES

Monitors have many additional duties essential to the successful operation of the club. Some are managerial, others administrative or technical.

OPENING PROCEDURE

1. Get the front door key from the exterior lock-box box and open the front door.
2. Push the black "START" button on the master power switch.
3. Put on your name tag.
4. Get the monitors' keys from the key box near the Administration PC.
5. Start the PCs at the administration, membership, sign-in, and application desks.
6. At the Sign-in PC, in the "MEMBERSHIP MENU" screen, click in the "MEMBER Sign-In (Monitor CLICK HERE)" button to start the sign-in routine.
7. Sign in, and update the calendar, if necessary.
8. On the entry door, push in and lock the push bar in the open position with the hex key.
9. Unlock the computer lab doors and laptop room door, and turn on the lights.
10. Start up needed PCs in the lab.
11. Turn on the network laser printer if it's not already on.
12. Make sure the network laser printer has a full paper supply.
13. Unlock the door of the Lecture Room and turn on the lights to display the available equipment.
14. Unlock the door to the Agave or Pecan room if a class is scheduled and turn on the lights.
15. Put the monitors' keys in the drawer of the Membership Desk.
16. Return the front door key to the outside lock-box.
17. If an instructor needs to use the copier, or an authorized person needs some supplies, give them the single key labeled "Store Room" from the drawer.
18. If someone borrows the monitors' set of keys, make sure they are returned, so they don't go home in the borrower's pocket.
19. When the club is closed in the afternoon during summer hours, the morning monitors will perform both the opening and closing routines.

ENSURE COMPLIANCE WITH POLICIES AND RULES

Monitoring should be a pleasant experience for monitors and members, but it is necessary at times to see that rules are followed. Members will generally comply willingly if they are asked politely and the rules are explained. On those rare occasions when there is trouble, there are procedures for handling it.

The rules and regulations we are all expected to follow are based on the policies and regulations of GVR. Members are expected to conduct themselves according to GVR's code. It is posted on the bulletin boards in the club and quoted in the following section for reference.

GVR CODE OF CONDUCT

"All users of GVR facilities are required to comply with published rules and regulations.

"All users are expected to show common courtesy to employees, directors, volunteers and other members and guests.

"All users shall refrain from using offensive language and participating in offensive behavior; such actions shall not be tolerated.

"Members are responsible for the conduct of their guests."

"Any violation of the code of conduct may result in the member having their rights and privileges suspended."

NON-COMPLIANCE PROCEDURES

If an incident occurs that violates the Code of Conduct or our "SHOP RULES," document it for the Head Monitor and the President. Give the member's name and GVR number. Describe the incident and date and time.

Repeatedly rude members and/or those who swear at monitors should not be tolerated. GVR may have a file on some of these people from other GVR areas as being troublesome.

The September 2013 issue of GVR's publication, "Keeping Current" contained an article about staff members who are available to help monitors. It states:
   "Green Valley Recreation has someone on duty from 5:30 am to 9 pm every day, 365 days a year, to provide assistance and support for GVR volunteers, members and their guests..."
   "They're called 'Center Operations Assistants,' better known as COAs, and they're here for you."
   "Their phone number, which is posted at every GVR courtesy telephone, is 343-2440."
   "They answer inquiries and concerns regarding facility rules and regulations, and identify and report property damage or unusual occurrences."
   "COAs make sure GVR visitors are members, tenants, or legitimate guests by checking cards, and expelling non-members who are not allowed in our facilities. If you think someone or something looks suspicious or out of place, call the COA. They will investigate immediately."

POLICIES AND RULES OF GVR AND THE CLUB

1. NO SMOKING IS ALLOWED IN THE CLUB.
       State law and GVR regulations prohibit smoking in the club or within 20 feet of the door.

 2. FOOD AND DRINKS ARE NOT PERMITTED IN THE CLUB ROOMS.
       Ask people with bottles of water, soft drinks, or coffee cups to leave them at the Sign-in or Membership desk or outside the front door. They usually understand when reminded of the damage that can happen when liquids are spilled on equipment like keyboards. Mention that there is a drinking fountain in the club if needed.

3. CELL PHONES MAY NOT BE USED IN THE CLUB.

4. ONLY CERTIFIED PERSONS ARE ALLOWED TO USE SOME EQUIPMENT.
       The "SHOP RULES" *state, "In order to use special equipment, a qualifying class may be required. Those completing such classes will receive a card that <u>must</u> be shown to the monitor before using the equipment."*

MANAGE RESTRICTED-USE EQUIPMENT

Some of the equipment in the club requires training, and some also requires certification, before it can be used. Procedures monitors must follow to allow use of these types of equipment vary. Some equipment, including a USB flash drive, USB external floppy drive, and a USB CD/DVD drive, is available for use by members as long as they are used in the club and returned to the monitors.

Check Out the USB Flash Drive to Members

The USB flash drive attached to a long stick in the drawer of the membership desk is available for use in the club by members and guests. It has been used in the past, for example, to scan an object and save the file, then move to another PC and email it. Monitors must check it out with the Library program. Make sure it is used in the club and returned by the end of the day.

Procedure for Batch Slide Scanners

Certification is required to use the 35 mm. batch scanners. Signs in the Photo Lab area say, "Do not try to use the 35 mm. scanners until certified!!!" Jud Richardson teaches a course in scanning monthly and offers individual instruction by appointment. He issues a red card after training is completed. Monitors should get a member's red card before giving out a 35 mm. slide holder from the cabinet. Put it in the cabinet by the other slide accessories and return the card when the holder is turned in.

Procedure for PC Monitor Calibrators

The club has a PC monitor calibrator for compensating for aging of CRT and flat-panel monitors. It can be taken out of the club overnight if it is checked out of the library. It is in a black, zippered case, with a library number (520) on it, sitting on top of the library bookcase. It MUST be checked out with the Library program using that number, and checked in with that program when it is returned.

Certification is required for using the monitor calibrator hardware and software. Jerry Wallin now offers individual instruction in its use by appointment, and issues cards that must be presented to the monitor to get the equipment. After it is checked out with the Library program, the card should be placed in the supply cabinet and returned to the member when the calibrator is returned.

Procedure for the USB Disk Drives

The box in the cabinet near the membership desk labeled "PIONEER USB 2.0 DVD/CD Writer" is for the use of members with Netbooks and other PCs without CD or DVD drives. It can be connected to their PC with the USB cable and used like any other drive to read and install software, for instance. The USB 3.5" floppy disk drive is not in a box. It can be used the same way.

These drives MUST be used in the club and returned to the monitor the same day. It must be checked out with the Library program on page 28 before the drive is given out. The third screen will show that it is not to circulate and is to be returned the same day. It must be checked in with the same program when it is returned.

Procedure for Flat-Bed Scanners

Certification is not required to use the Epson flat-bed scanner, but members should take the class before being allowed to use it. Jud Richardson's monthly course in scanning covers this scanner, and he offers individual instruction by appointment. The templates for 35 mm. slides, film strips and other negatives are in a box in the cabinet by the Membership PC. Before giving out a template, monitors should ask who trained them on the equipment, or taught the class on its use. If the person properly identifies the name of an instructor let them use the equipment.

Procedure for the Large-Paper, Color Printers

The Epson R1900 and R2200 Large-Paper Printers are top-of-the-line ink jet printers. They can print on paper up to 13"x19". Certification and a card are no longer required, but the instructions must be followed carefully. The photo paper and ink are very expensive. Suggested donations to reimburse the club for the cost of large or specialized paper for that printer are given in the supply cabinet. Donations to cover the cost of ink used in all color printers are also encouraged.

Copy Machine Procedure

The copier in the Storage Room performs many operations, including copying and collating. Use is restricted to board members and instructors. If an authorized user discovers that the copier needs maintenance, including changing a cartridge, refer them to someone in Maintenance or the Purchasing Agent, Ernie Cox. He says that the copier can very easily be damaged when changing cartridges.

MANAGE PRINTERS

Monitors should pay special attention to the club's printers. The network laser printer must be maintained and special attention should be given to the ink-jet printers.

Network Printer

The network printer located in the front of the club near the Administration PC serves any computer, including the Mac room and laptops, that is connected to the network by cable. Laptops running Windows 7 can use the printer with our wireless network. Those with Windows XP probably can't, but they may be able to print by connecting with an Ethernet cable.

Monitors should make sure the printer is supplied with paper at all times. It should also be watched for runaway print jobs and stopped with the "Cancel" key (circled, orange X) before too many pages run off.

Monitors are expected to replace the toner cartridge in the printer when print is faded or skipped. Pull out and down on the door in the front of the printer (press the release button on top of the door first). Grasp the toner cartridge and pull it out. Get a new one of the same model out of the cabinet in the copy machine room. Put the EMPTY on TOP of the cabinet. That is the only way the purchasing member knows that a replacement is needed.

A new cartridge for the printer has a protective ribbon in it. Grasp the tab sticking out of the side of the cartridge and pull it completely out. Place the new cartridge in the printer, close the door, and check the lights to be sure it's back on line.

Ink-jet Printers

The Epson ink-jet printers should NEVER be turned off with anything but the switch on the printer. To prevent premature drying of ink cartridges and leakage of ink, ink-jet printers MUST be turned off with their own switches to park the heads properly. If an ink-jet printer is on at closing time, <u>turn it off with its own switch</u>, then shut down the PC.

Color Printing

The procedure for printing in color through the network from the PCs in the General Use Area is "extremely complex and prone to problems." If a member wants to print, in color, something from the internet, for instance, encourage them to put it on some form of portable media. CDs and small USB drives have been used successfully. If they don't have one, let them check out the USB drive from the drawer in the Membership Desk. Instruct them to use it in the PC next to an ink-jet printer.

MANAGE PC/SOFTWARE PROBLEMS

Problems associated with our PCs are often brought to monitors. Some are actually caused by the equipment or the software on it.

Use "Virtual Machine" to Restore Operation

If it appears to be a problem caused by something done by the user, and the cause can't be identified, operation can probably be restored by shutting down the PC, waiting 30 seconds, and starting it up again. Before using this "virtual machine" program, try to back up any work the member wants to save to a removable media, such as a USB drive. The "virtual machine" program will restore the PC to the original setup when it was first started in the morning, and all work by the user, including anything saved to the hard disk, will be lost.

Report PC and Software Trouble

If a monitor can't find a solution, Maintenance should be informed if anyone is there. If there is no one in the Maintenance room, and it appears it is actually a problem with the PC, fill out a "PC/SOFTWARE TROUBLE REPORT" and place it in the receptacle on the door to that room. Copies of the form can be found in the second drawer of the file cabinet in the Storage Room.

If the problem is severe enough to prevent operation of the equipment, or cause it to operate incorrectly, shut it down. After filling out a trouble report, make a sign stating it is out of order and place it on the equipment. Put your name and the date on it.

SHUT OFF THE ANTI-THEFT ALARM IF NECESSARY

If the person monitoring in the Mac room is not successful in shutting off the anti-theft alarm attached to the iPad, the monitor with the main key ring can shut it off with the small key on that ring. According to everyone who has heard it, monitors and every other person in the club will want that alarm shut off as soon as possible.

The alarm sensor is taped to the iPad, and the iPad can be removed from its holder, but any attempt to disconnect it from the sensor, or disconnect any wires, or tamper with the box will set off the

alarm. The alarm and its controls are in the box behind the iPad. Inserting the key in the keyhole in the front of it and turning the key will shut off the alarm.

After shutting off the alarm, however, the key can't be withdrawn until the problem is fixed. That's not always a simple job. To have it corrected, call Brad Brooks or Ernie Cox. Their telephone numbers are given on the list of Mac monitors on the bulletin board behind the Membership desk.

COORDINATE AT CHANGE OF SHIFTS

During winter hours, communication between morning and afternoon monitors is essential if there have been problems, and changes have been made to classes or equipment.

CLOSING PROCEDURE

1. At 15 minutes prior to closing time, announce to all that the club will close so users will have time to finish and save their work.
2. Check to make sure the outside door in the Eaton Room and the back entry is closed tight.
3. In the Agave, Lecture and Pecan Rooms, if necessary, close all programs and shut down the computers (never turn off the monitors) and projectors, turn off the lights and lock the doors.
To turn off the computers, close any open programs, then push in the power button and hold it for 4 seconds.
4. Turn off the ink-jet printers, and shut down the PCs (never turn off the monitors) in the PC Lab.
5. Shut down the Application, Membership, Sign-in, and Administration PC's.
6. Turn off the master power switch with the red "STOP" button, (unless units are being used by members authorized to remain after hours).
7. Release the entry door push bar with the hex key.
8. Place the monitors' keys in the lock-box next to the Administration PC.
9. Turn off all the lights.
10. Check to make sure the doors are locked as you leave.

APPENDIX A: DETERMINATION BY MONITORS OF ELIGIBILITY
AND APPLICATION TYPE

If someone says they are interested in joining, or re-joining, at some point a monitor must determine:
  (1) if the person is eligible,
  (2) if there are others in the household interested in joining, and if they are eligible,
  (3) what type of membership and application form are needed, and
  (4) what the cost will be.
In the case of a current member who wants to add a household member, ideally that person should present and have their GVR card. Sometimes, a monitor will have to determine eligibility and cost from the member, who must have the person's GVR card, or the monitor will have to call GVR for it.

In most cases those decisions must be made even before a person begins to fill out an application. A prospective member may not decide to join until they have that information. It may even be necessary to tell them that they are not eligible.

FIRST INDICATIONS AND DETERMINATIONS

When someone enters the club, monitors must always be aware of the need to determine if they currently are a member, might be interested in becoming a member, or are just visiting. Ordinarily, monitors only need to concern themselves with transaction processes if they are interested in membership.

Current members can be identified immediately by their registration (Ta-da) with the scanner. Monitors should recognize that they are eligible to renew at any time.

On rare occasions, current members can't register because of a problem with our data base. Usually they insist that they have paid their dues. They can be assisted by using a part of the application process given in the section in the manual entitled "Procedure for Resolving Contested Registration Failures and Membership Issues" on page 20.

Others, whom monitors must lead through the application process, may be former members, or entirely new to the Computer Club. The process of determining eligibility and the type of membership and application to prepare must be selected based on information monitors obtain by observation and questioning. It will depend mostly on the type of application required: renewal, new, or add-family.

DETERMINATIONS OF ELIGIBILITY AND TYPE

If a person shows some interest in membership, monitors must first determine if they are eligible to join. The requirements for membership are listed in the section In the manual entitled "GVR and Club Requirements for Membership" on page 14.

Some indications of eligibility may appear as soon as the person enters the club. If they try to register at the scanner, possession of a GVR membership card or a tenant card indicates they are probably eligible. GVR issues member cards only to those eligible. Monitors can accept possession of a valid card as proof of eligibility for membership in the club if everything checks OK. Tenant cards are issued to owners, who can give the cards to their tenants. They should also be checked, although they do not provide as much assurance as member cards.

Monitors should always ask to see every person's card, and check it as carefully as possible. GVR members' cards contain a photo and it should be compared to the person applying. In the past, a person living in Sahuarita, who was a close relative of a GVR member, was somehow added as a family member. GVR's addition of photos should help prevent that.

Only GVR membership cards and tenant cards are acceptable as proof of eligibility. Guests are not eligible to join, but a guest card will work in the scanner if a person is allowed by a monitor to fill out an application and the data is entered in the data base. Apparently, this happened at least once in the past.

Determinations For Renewals

Determining eligibility and form to use for renewals should be the quickest and easiest of all. Current members are eligible to renew for the coming year at any time in the current year. Former members in the past year are eligible to renew during the first half of the current year.

Current members who register successfully at the scanner (Ta-da) should be advised to use the renewal form printed by a monitor. Former members will get an "Oh, Noo." If their data has not been purged from our data base, they are eligible to renew like a current member. The data form can be found on the Membership PC by a monitor, and then they can use either form, also. The procedure for finding the form is given in the section entitled "Renewal Procedure" on page 17.

Determinations For New Members

More awareness and careful questioning are required of monitors to determine eligibility and the required application process for new memberships, including add-family applications. Family memberships require more detail than single, and add-family transactions require a special set of new memberships.

The first indication a potential new member might be eligible to join could be an attempt to register at the scanner. Unsuccessful attempts (Oh, Noo) to use a card issued by GVR with the scanner usually show that a person has a card that proves their eligibility. After the person confirms that they are interested in joining, monitors should proceed to settle their eligibility and determine the type of application needed.

If two or more people are together when the registration failure occurs, monitors should ask how many would like to join. Monitors should also ask if all are GVR members or tenants, and inform them that a family membership costs only a little more than a single membership.

If no attempt is made to register, and a person appears to be unaware of what to do, monitors should offer to help as usual. If they show interest in joining during the ensuing conversation, monitors must ask if they are GVR members or tenants. If they say there are, they will have to show their GVR card later to prove they are eligible.

Monitors must also find out if the prospective member(s) want(s) a single or family membership. The requirements for family membership are given in the same section as singles on page 17. If they are uncertain about including others at the time, they should be informed that they can add others later to create a family membership at the same cost. When they begin filling out an application they should be informed that, in addition to checking the box to show it is for a new membership,

including the names of all who are interested and eligible will make it a family membership, with the attendant higher cost.

Before a prospective member begins to fill out an application, monitors must ask to see the card issued by GV of every applicant. Ideally, every person named on the application should be present so monitors can check the photo, if it is a GVR member's card. Tenant cards do not have a photo, but it is helpful to see that there is a card for each person and inform them that they must have that card to register every time they enter. There is reason to believe that tenant cards have been used by someone other than the applicant in the past, but only personal knowledge of the people involved would allow detection of the fraud.

Sometimes people new to GVR do not carry their card or know their number. If they claim they do not have their card with them, a monitor should inform them that monitors can get their number from GVR and offer to call for it. In at least one instance, a person said he would prefer to go and get the card, and never returned. If the prospective member agrees, a monitor should get the number using the procedure given in the section entitled "Call GVR for Numbers of GVR Members Who Forgot Cards" on page 20 in the manual.

It is essential that GVR numbers and Green Valley addresses of applicants be provided to prove eligibility for membership. If no one answers at GVR, explain that it is impossible to sign up a person without a valid GVR number. Ask them to return when they have the required card(s), or when the GVR office is open.

The process of adding a family membership is nearly the same as that for new membership. The main difference is that the applicant must be a current member in order to justify the lower cost. Ideally, the person whose name is to be added should be present with their GVR card to prove their eligibility. If they are not, the member must show it to a monitor.

APPENDIX B: FILLING OUT NEW MEMBER APPLICATION FORMS

After providing all the information needed to satisfy a potential member and the club's requirements for membership, monitors should ask the person to use the Application PC to fill out the standard application form if it is a new or add-family membership.

Standard Application Forms

The same form can be used for new member and "add-family" applications. It is on the PC to the right of the network printer. That PC is dedicated solely to that purpose. It can also be found on the club's web site, on the home page under the tab titled "Member Info", then "Member Renewal," and "Download Form."

The application is a "fillable" form with spaces for up to three sets of names and numbers. Movement from space to space is by "Tab" key. New members with limited computer experience are sometimes unfamiliar with the printing process, and have trouble with the dialog box that pops up after they click on the "PRINT" tab. A monitor should be prepared to assist them if necessary. After it is printed, the "CLEAR FORM" button at the bottom should be used to remove the applicant's data from view and reset the form.

New Membership Applications

People who have never before been members of the club and former members who have not renewed in time must fill out a "new member" application. The standard application form must be used. It only becomes a "new member application" when a check mark is entered in the "New" box on the first line. It can become a "new, family" membership application if the name of more than one person is entered.

Before asking a potential member to use the Application PC, a monitor should have learned: (1) how many people will be listed on the application, (2) if all who will be listed are truly eligible to join, (3) the correct membership fee, and (4) if all are still interested in joining. The procedures for determining these items are given in Appendix A.

Data Requirements on Application Forms

When a person is filling out an application, monitors should be prepared to advise them on some important parts of the application. In the first line, for instance, if a person wrongly believes they are eligible to renew and they check that box, it may result in real complications if they pay the fee for renewal. When the committee member attempts to enter the transaction that way, it won't work. If it should have been a new member application during the last half of the year, the Head Monitor will have to contact the applicant to change the application and collect the correct fee.

Line 1. The first line of boxes on the form is critical to successful checking and processing into our database. For instance, the "New" box or the "Add Additional Family Member Only" box must be filled in to determine the correct cost of joining depending on the current month. It will also show the data entry person that no data on the person applying is currently in the data base, and that the correct fee will be entered into the data base by the accounting program.

If the GVR number of an applicant is in the data base, it will be impossible to enter the transaction as a new member. The application should probably have been for a renewal. If the wrong type of

application is made during the period from July 1 through December 31, the fee collected is probably wrong, and the applicant will have to be contacted to correct the situation.

Lines 2, 4 & 6. In these lines it is critical to get the GVR numbers (6 digits) correct. Every person listed must have a GVR number.

Lines 3, 5 & 7. Correct e-mail addresses (including Internet Service Providers, e.g., @cox.net) are important for contacting members if problems arise, and for club mailings to members.

Line 8. It is essential that the applicant furnish the address of the property in Green Valley. Members and tenants alike must reside in Green Valley to be eligible.

Line 9. Any telephone number at which the applicant can be contacted is acceptable. Numbers with 7 or 10 digits will work.

Monitors should have determined the correct fee for joining before starting to fill out the application.

If there will be no check number because the applicant will pay cash, a monitor should advise them to print a second copy of the application if they want a receipt.

Lines 10 & 11. Either line 10 or 11 must be marked. Inform the person filling out the application that the club is required by law to give applicants the opportunity to elect out of e-mails in mass mailings.

Line 12. Any or all of the boxes may be marked.

Line 13. Volunteers are always needed at the club. Ask everyone if they might be willing to serve as a monitor or instructor. If they, are write a note to the Head Monitor and place it in the tray near the Administration PC, so he can contact them.

APPENDIX C: CHECKING APPLICATION FORMS

The amount of checking that must be done will depend on the type of application and where it was filled out. New member and "Add-Family" applications require thorough checking, especially if they were not prepared in the club. Renewal applications prepared with the optional form will require the least.

New Member Applications

Every application that has been filled out in the club, or completed elsewhere and brought to the club, must be checked by a monitor. If it was filled out in the club, and a monitor has completed all the preliminary procedures to determine eligibility, type of form needed, and membership type given in Appendix A, the only thing monitors should have to check is the data on the application.

All the data should be checked. A person with minimal typing skills once mis-spelled his last name, the mistake was not caught by the monitor, and it was entered into the data base that way. That made it impossible to find his data form on the Membership PC with the "Membership Information Report - Last Name" when it was needed later. The most important thing to check, though, is the GVR number.

On new member applications, if the form was not filled out in the club, monitors must go through all the procedures in the sections on determining eligibility for membership, type of membership, the correct fees, and check everything on the application. Monitors must ask for the GVR card for all names on the application, verify that all are eligible to join, and compare the information on cards and applications.

If everything checks out OK, monitors must then finish processing it by collecting the fee and placing it in the membership lock-box with the application.

Data Requirements on New Member Applications

Line 1. The "New" box must be marked, regardless of the number of names on the application.
> *The fee a monitor must collect will be determined by the number of names (i.e., single or family membership) and the current month. The names, month and "New" box will enable the member who enters the data to enter and confirm the amount is correct.*

Lines 2, 4, & 6. All names on the application <u>must</u> be accompanied by a GVR number.
> *A GVR card must be shown to the monitor to check every number. If the applicant does not have all necessary GVR cards, the monitor must call a GVR office to confirm name, address, and number with them. The procedure for calling GVR is given in the manual on page 20.*
> *Every GVR number must have 6 digits. If there are less on the application, check the GVR card. If the number is correct, add zeros to the front of the number.*

Lines 3, 5 & 7. E-mail addresses should be complete, including the ISP. It is not necessary to have an e-mail address for every member of the same household, if some do not want the club's e-mails.

<u>Line 8.</u> For a family membership, every person must reside at the same address. If possible, ask all on the application to confirm they live at the same address. If their mailing address is a P.O. box, ask for their property address and write it on the application.

<u>Line 9.</u> Check the number of names to verify if its a single or family membership, and find the correct fee for the current month on the sheet on the bulletin board by the Membership Desk.

<u>Lines 10 & 11.</u> Either line 10 or 11 must be marked to comply with federal law. If there is more than one name on the application, ask if the option selected applies to everyone. If the 2nd and/or 3rd person wants a different option in Lines 10/11 (e.g., one wants e-mails, the other doesn't) make a notation of that fact for each on their e-mail line.

<u>Line 12.</u> No response is required to join, but it is helpful. Monitors should ask an applicant if any or all of the boxes could be marked.

<u>Line 13.</u> Volunteers are always needed at the club. Ask if anyone might be willing to serve as a monitor or instructor. If they are, write a note to the Head Monitor and place it in the tray near the Administration PC, so he can contact them.

"Add Family Member" Applications

The application procedure for adding a family member is the same as a new member application, except that it must be filled out by a *current* member. If the member has been successful in registering (Ta-da), it shows that their membership is current. From January 1 through June 30 the monitor should simply check the data on the form, and check the GVR card of the person to be added. If the monitor has not witnessed the sign-in, they should ask to see the member's GVR card as well.

After June 30, monitors should explain that current members have another option. They can renew their membership at the same time, so their membership will expire on the same date as the person being added. Otherwise, their membership will have to be renewed later (no later than December 31), and the other person's membership will still be good for the coming year. When renewing, some members have forgotten that, and renewed as a family, paying twice for the person they added. Monitors should offer to produce the optional renewal form to make the process simpler.

The "add-family" application should be checked the same as a new member application in the preceding section.

If a *former* member tries to register unsuccessfully during the first six months of the year, a monitor must check to see if they are still eligible to renew like a current member. From January 1 through June 30, former members who get an "Oh, Noo" at the scanner must renew before they can add a family member, if their data is found with the Membership PC.

Their "add-family" application should also be checked the same as a new member application.