

North Valley Art League

Gallery Attendant Handbook - Revised June 2021

Thank you for volunteering to be a gallery attendant for NVAL! Without our gallery attendants we could not remain open!!!

If you have questions or concerns, phone the President or VP. Phone numbers are listed on the Handbook Table of Contents page and also in the gift shop center desk drawer.

WELCOMING VISITORS

Welcoming visitors to the gallery is your most important Gallery Attendant duty!

Nice to say something such as, "Welcome to the North Valley Art League Carter House Gallery. Is this your first time here?"

Tell them about the current show. The show info is listed in the Calendar on the desk. If we have a Featured/Invitational Artist, mention who it is and also that the rest of the gallery is the original art of NVAL members.

Let them know you are there for questions and to help. Then leave them to enjoy the gallery. Please refrain from spending time in the workroom when there are guests and be sure to keep an eye on gift shop items.

As visitors leave, thank them for coming in and encourage them to sign the guest book.

OPENING PROCEDURES

1. Please be at the gallery by 10:40 A.M, so you can complete opening procedures by 11am when the gallery opens. Keep the gallery locked until the Opening Procedures are complete.
2. Two attendants should be present for the gallery to be opened. If one of the attendants does not show up, call the Gallery Attendant Chair. If you cannot reach the Gallery Attendant Chair, call the NVAL President.
3. Disarm the alarm system using the 4 digit code and the number "1" to turn off the system. You have 90 seconds to deactivate the alarm after the front door has been opened.

a) The alarm code, password and the NVAL address are located under the light switch in the rear office and includes the phone number of California Safety (our alarm company).

4. **If the alarm is accidentally activated during gallery opening or closing, immediately call CALIFORNIA SAFETY (243-2521), give them our address, 48 Quartz Hill Road, and the Password (Caldwell Park). Tell them it was an accidental activation, and all will be well! Not calling could result in charges to the Gallery if the police are sent out. If the phone rings before you call California Safety, be sure to answer, it will probably be them.**
5. Sign the Sign-in Sheet in the office.

It works well for one attendant to complete opening procedures while the other counts cash.

Attendant A – Opening Procedures

1. Remove the security bar on the rear kitchen door, but leave the kitchen door dead bolt locked during the day. **THIS MUST BE DONE FOR FIRE SAFETY COMPLIANCE!**
2. Turn on the lights labeled with a green sticker throughout the gallery, gift shop, workroom and office.
3. Check the thermostat located on the wall next to the gift shop desk and adjust to a temperature that will be comfortable for guests and attendants. If you are not sure start with 75 degrees and adjust from there.
4. Open the workroom doors (key for the sliding door with a padlock is in office key area, located just inside the office on the right-hand side.
5. When the gallery is open, place the sandwich board-style sign that says the Gallery is OPEN on the front patio facing the River Trail so that it is plainly visible to trail users.

Attendant B – Balance Cash from Previous Day

1. Get the Metal Cash Box out of the locked 2-drawer file cabinet in the office. Key labeled “padlock” is in the key storage area of the office.
2. Count the money in the cash box (there are forms to help with the count in the Daily Sales Binder). Fill out the DAILY SALES SHEET. Instructions are on the form.
3. Put \$60 (about \$5 change and \$55 bills) in the Cash Tray to be placed in the back of the gift shop desk top left drawer during the day. Leave \$20 bills and larger along with any checks in the Metal Cash Box and lock it in the 2-drawer file cabinet.
4. If possible, put checks and larger bills acquired during the day in the Cash Box in the locked file cabinet.

AS SOON AS YOU CAN & DURING THE DAY

1. Make sure the front door mat and patio adjacent to the door is swept and if necessary, sweep again during the day. The stiff broom in the kitchen supplies closet works best.
2. Check answering machine. See PHONE PROCEDURES on Page 10.
3. Please read notices on and around front desk and on the Office Bulletin Board. They are there to help! Class/Workshop listings are on the easel in front of the desk.
4. We are asking the gallery attendants to do a few things each day to keep our facility looking clean and tidy. Thank you for your help!
 - a) If there are flowers that are past their prime, please toss out and rinse out vase. Leave vase on kitchen counter.
 - b) Perform the CLEANING DUTIES listed on Page 11.

1. At 4 pm begin closing procedures.
2. Bring in the sandwich board-style GALLERY OPEN sign and place it inside the front door.
3. Lock the front door, so that you are secure while counting the daily cash.
4. Bring the Cash Tray into the office. Count the money in the Cash Tray and Cash Box.
5. Fill out the Daily Sales Sheet.
6. Stamp all checks on the back with the "Pay to the Order of the Tri Counties Bank" stamp located in the office right top drawer.
7. Place the Cash Tray in the Metal Cash Box and lock it in the 2-drawer file cabinet.
8. Sales Invoices are to be put on the spindle receipt holder on the office desk. Make sure the Yellow copy of any Membership Invoices are put in the Membership Chairmen's box in the office.
9. Leave the kitchen tidy. Wash and put away any dishes you have used and remove food items you put in refrigerator.
10. Empty waste paper & trash. It works well to empty all of the paper & trash into one of the bags already being used (saves on plastic trash bags). Put the one full bag in the outside trash bin. IMPORTANT – Do not put any Bottles or Cans in the outside trash bin. They attract vagrants. Rinse them and put in the large storage room bin labeled Bottles and Cans.
11. Replace the security bar on the kitchen door.
12. Make sure the Workroom Windows are locked. Padlock the workroom sliding door and lock the keyed dead bolt on the other door.
13. Adjust thermostat:
 - a) When A/C is on, turn up to 85 degrees.
 - b) When Heat is on, turn down to 65 degrees.
14. Turn off all the gallery, workroom and gift shop lights that are marked with the green dot as well as the office light. Leave on the kitchen light and the light labeled Night Light located just outside office door. Security lights will remain on in the fireplace room and in the entrance (they have no switch).
15. Before you set the alarm, make sure the front door is closed tightly. Enter the 4 digit code and the number 2 to set the alarm. You have 90 seconds to have doors locked once the alarm has been set.
 - a) When locking the building, lock the iron bar door and give it a tug to be sure it is locked. Then lock the outer glass door and also give it a tug to check that it is locked.

1. If anyone is loitering around the gallery at opening and you feel uncomfortable, stay in your car until you feel safe. At closing, lock yourselves in the gallery, then exit when you feel safe. In the unlikely event you are feeling threatened, dial 911 to contact the police.
2. There are three exit doors in the gallery. The front door, the office door and the kitchen door. The kitchen exit door opens to a gated fenced area behind the gallery. Beyond the gate is the parking area. The key to the gate padlock is on the kitchen wall at the door.
3. In case of fire, there are four fire extinguishers – one by the front door, one in the kitchen, one in the workroom and one in the office. Get out of the gallery and phone 911.
4. In the unlikely case that someone demands the money in the gift shop desk, **LET THEM HAVE THE MONEY!!** Follow any orders they give you and **DO NOT CONFRONT THEM.** Call 911 ASAP. We have never had such an occurrence before, but best to know what to do.
5. **NEW – We now have a panic button with a silent alarm which will alert the police.** The button needs to be held down for 3 seconds. It is located on the molding to the right of the gift shop desk. If you accidentally push the button, call CA Safety immediately at (243-2521), give them our address (48 Quartz Hill Road), and the password (Caldwell Park).

SALES POLICIES - Sales are final, with rare exceptions approved by the President.

1. NVAL does not Hold merchandise for conditional sale, nor do we offer Layaway.
2. NEW starting June 2019 - Artwork displayed on the walls may now be released at the time of purchase or remain on display until the show is over -- buyers' option. If the buyer doesn't mind, it is nice to leave the work on display.
3. **For Work being released: All Forms of Payment are now Accepted. For Checks, make sure you write DL# on check face.**
4. If the buyer opts to leave the piece until the end of the show, place a red dot sticker with the invoice number on the artwork label. Stickers are in the gift shop desk right drawer.
 - a) **NEW! Attach the Yellow copy of the invoice to the back of the sold piece.**
5. **Tell the buyer when the show will be over so they know when to pick up their purchase. Ask them to bring their copy of the Sales Invoice when picking up the work.**
 - a) If a person picking up sold artwork does not have the invoice, check the back of the work for the yellow copy of the invoice. If it's not there, ask when the work was purchased and look through the invoices to find the sale. Check the person's ID to verify they are the Buyer. Sold artwork is kept in the office after the show.
6. When artwork is sold, call the Artist to inform them. If the buyer takes the work, also ask the Artist if they want to bring in a replacement piece. Notify the Show Hanging Committee Chair.

NOTE: Please do not combine Membership Payments with other purchases. Use another invoice – See Page 8.

1. On the Invoice, enter the date, purchaser's name and phone number (address not needed).
2. Clearly describe the item(s) being purchased. For artwork on the walls, enter artist name and title of work.
3. For gift shop items: Scotch tape the identification sticker from the item that is being purchased to the sales invoice next to the description of the item.
4. Total the items purchased.
5. Enter the Sales Tax for the Total Items Purchased. Use the tax amount from the tax charts in the black binder in the gift shop middle desk drawer. **NO SALES TAX ON MEMBERSHIPS.**
6. Add the Sales Tax to the Total Items Purchased to get the Total Due from the purchaser.
7. Sign your name at the bottom of the invoice.
8. Give the customer the bottom PINK copy of the invoice as their receipt. NVAL keeps the white and yellow copies.
 - a) For Membership payments, the yellow copy goes in the Membership box in office.

COLLECTING PAYMENTS

1. Payment can be made by Cash, Check or Credit Card. Circle the type of payment at the bottom of the invoice.
2. Payments made by check: Put the purchaser's Driver's License number on the check and enter the check number on the invoice.
3. Credit card payments: Verify the Credit Card with purchaser's Driver's License.
 - a) Credit card machine procedure is described on a card located next to the Credit Card machine.
 - b) Have the purchaser sign the NVAL credit card receipt copy and give them the other receipt copy.
 - c) Attach the NVAL copy of the credit card receipt front side (top middle) of the invoice white copy.

1. Artist's need to make sure their artwork meets the NVAL Criteria for Hanging Artwork. The info is in the Show Sign-In Binder.
2. Artists should use one line on the Show Sign-In Sheets for each piece of artwork being checked in and enter their name, the title, price and media for each piece. Info should be printed. Each line has a number, which will be used to identify the artwork.
3. Artists are to put a sticky note with the number for each piece on the front of the corresponding artwork and secure it with blue painters' tape.
4. Artists also need to have a securely attached label with the artist name, the work's number, title, price and media on the back of each piece of their artwork. There are blank labels in the front of the Show Sign-In Book.

MEMBER SHOW CHECK-IN - ATTENDANTS

1. Make sure there are several tables set up in the Workroom so that artwork can be laid out. Have Sign-In Binder open to the pages for the appropriate Month at front of binder.
2. Put out Sticky Notes, Blue Painter's Tape and Artwork labels. Sticky notes are in the gift shop right drawer, Painter's tape is in the office desk left bottom drawer and labels are in the Show Sign-In Binder.
3. **CHECK the MEMBERSHIP LIST to verify that the artist has paid their dues.** Normally having dues up to date is required to exhibit. Dues can be paid when the artist brings in work. However, June 30 – July 1, 2021 Intake will be a grace period, allowing those who haven't paid dues to still hang work.
4. Also check that incoming work meets NVAL hanging requirements. If not, give the artist a copy of the NVAL Criteria for Hanging Artwork (in wall Lucite box next to gift show desk) and ask them to correctly prepare the artwork so it can be displayed.
5. Check the artist's info in the Sign-In Binder and make sure it is legible (printed is best).
6. Check that the number from the sign-in book matches the sticky note on the front of the piece and the label on the back and that both are securely attached.
7. For member shows, the hanging fee is \$3.00 per piece of art work.
8. Keep separate invoices for credit card payments and Cash/Check payments. Start new invoices for each sign-in day. Title one receipt "Artwork Check In - Paid Credit Card" and the other "Artwork Check In - Paid Cash or Check". Date and sign invoices. Use more than one invoice if needed.
9. Use one line per Artist. Enter the Artist's name and the number(s) of their work as listed in the Sign-In Book and their total due. No sales tax is due.
10. Then put the work in the storage room cubby labeled for the Member Show. A piece of cardboard as big as the artwork should be between each piece.

When members pick up work from a show, have them date and Initial the line on the sign-in sheet that contains the info for each piece of artwork being signed out.

- a) Check to be sure that the Artist has signed out the correct artwork.

NVAL CLASS & WORKSHOP FEE COLLECTION

Make separate invoices for credit card payments and Cash/Check payments.

1. Invoice(s) should be titled with the Instructors Name. Date and sign the invoice.
2. Use a separate line for each student. Enter the name of the student, the method of payment and the amount paid.
3. Payment procedures are listed on Page 5.
4. No Sales Tax is Due.
5. Make out the Class Sheet, listing the student's name and amount of the collected fee after they have paid. These sheets are in the gift shop desk left top drawer.
6. When the class is over, give the instructor the Pink copy of the invoice and a copy of the Class Sheet.

GIFT SHOP & OFFICE SUPPLIES, MASTER FORMS **NOTE: Please do not rearrange supplies or other items in the gallery.**

1. Sales invoices are located in the gift shop desk left drawer. Additional sales invoices are located on the shelves in the office. They are in numerical order and need to be kept as such.
2. Gift Bags and tissue are located in the workroom, hanging on the wall. Extra tissue paper and gift bags are in the large storeroom.
3. Keys to gift shop showcases are kept in the cash tray. Additional Credit Card and adding machine tape is on the shelves in the office.
4. There are copies of the Membership Survey Form, Welcome Sheet, Artwork Exhibiting Policy and Calendar in the Lucite wall rack next to the gift shop desk. The Master Sheets for these handouts are in the red folder in the trays on the office desk. After making copies, please put the Master back.
5. D-Rings for sale are located in the gift shop desk lower left drawer. They are 2 for \$1.

NEW - PLEASE READ! The new membership period for all members will be from July 1st through June 30th of the following year. The current dues period is July 1, 2021 - June 30, 2022 and dues are payable now.

Yearly dues will continue to be \$35 for an Individual Membership and \$45 for a Family Membership (family of two). **The amount will remain the same no matter when the dues are paid during the annual period.**

NOTE: Dues for NEW members ONLY, joining January 1 - June 30 will be \$20 for Individual and \$25 for Family Membership for that half year period only. Regular Dues rates will apply for the next July 1 - June 30 Annual Dues Period

- Members need to be over the age of 18. Family membership is for family of two.
- Individual Membership is \$35, Family Membership is \$45
- No sales tax is due.
- NVAL is no longer using Membership Cards.

1. Hand out the New Member Welcome Sheet and the Membership Survey Form to potential members. Forms are located in the Lucite box on the wall next to the gift shop desk. Masters are in a tray of the office desk (one without computer).

2. Provide new members with the New Member Welcome Sheet, Membership Survey Form, and a Calendar of Upcoming Events. Forms are located in the Lucite wall box next to the gift shop desk.

3. Ask them to fill out the Membership Survey Form. Please ensure that BOTH email and **mailing** addresses are provided so member will receive NVAL information.

- a) If they prefer, they can take the form home and return it in person or by mail with their payment – or they can pay online on the NVAL website, nval.org by clicking Membership in the Main Menu. No Credit Card info is stored on the NVAL website.

4. **Check Returning Members' contact info with the current Membership List (in the gift shop center drawer). If their contact info has changed, ask them to enter the updated data on a new Membership Survey form, and place it stapled to the yellow Invoice copy in the Membership box in the office.**

5. **NOTE: Please do not combine Membership Payments with other purchases. Use another invoice. Use a separate invoice for each Membership payment.** Complete the Invoice and disperse in the following manner:

- a) Pink sheet to the new/renewing member as a receipt
- b) White sheet to the two-prong clipboard on the desk in the office
- c) Yellow sheet (stapled to the Membership Survey Form) into the Membership box in the office.

DONATIONS BOWL Check the Donation Bowl near the front door. Best if it has only a couple of dollars. Put extra bills in the refrigerator cup "Sodas and Water", unless \$10 or more. Then make out an invoice titled Donation Bowl

DONATED ITEMS

1. **NOTE: Donated items are not for sale until NVAL holds a formal Sale Event. Sales Tax is not charged on sales of Donated items.**

2. For work being donated, no invoice is necessary, unless the person donating asks for a receipt. If so, create an invoice with their name and phone. For the description, put Donated Items without listing any value. Put items in large storage room, labeled as Donated.

PHONE PROCEDURES

1. As soon as possible after you have completed the Opening Procedures, check the answering machine.

2. Use the Message Book located in the gift shop desk to record any pertinent messages.

a) Handle any messages you can. Member's contact list is in the middle gift shop desk drawer. If something is very important, call the President or Vice President.

b) Indicate on the back of the message any action you have taken and then put all the written messages in the President's box in the office.

c) Then erase the messages on the answering machine.

3. During the day, answer the phone promptly with the greeting "North Valley Art League Carter House Gallery" and record any necessary messages.

MEMBER CONTACT INFO POLICY

Do not release members' contact info. Take the inquiring person's message and put it in the President's box.

INCOMING MAIL Put in the office in the box "incoming mail".

Postage due mail can be paid from the cash drawer. Make an invoice and enter it on the Daily Sales Sheet as an expense (put brackets around the amount) with an explanation.

RESTROOM POLICY For league members and guests only. We do not allow people wandering the park to use our facilities. Direct them to the bathroom by the Aquatic Center.

GIFT SHOP CHECK-IN League members who want to sell items in the gift shop need to come to the gallery on the 2nd Friday of the month to coordinate with our Gift Shop Chair, Marlene Woods. If they have any questions, her number is 604-7030. **Please do not enter intake or sale of gift shop items in the Gift Shop Binder located in the office.**

You are welcome to work on your artwork while attending. But please make sure you make your gallery attendant duties your priority. Promptly welcome visitors and answer the phone. Remain in the gallery (not the workroom) when there are visitors and keep an eye on gift shop items in particular. Also make sure you perform the Daily Cleaning Duties.

EATING IN THE GALLERY

1. As much as possible eat in the workroom. If you use any dishes, please wash them and put them away before leaving the building.
2. Bottled water and soft drinks are available in the kitchen refrigerator for 50 cents each – put in cup on refrigerator door. Be sure to not leave food in the refrigerator. If you see spoiled food, please dispose of it.
3. **Items in the Storage Room Refrigerator are for Receptions.**

DAILY CLEANING DUTIES FOR GALLERY ATTENDANTS

We are asking the gallery attendants to do a few things each day to keep our facility looking clean and tidy. Thank you!

1. AS SOON AS POSSIBLE

- a) Sweep the front door mat and patio adjacent to the door, and if necessary, sweep again during the day. The stiff broom in the kitchen cleaning supplies closet works best.
- b) Pick up any trash that has been left near the gallery entrance.
- c) Make sure the bathroom has ample supplies, TP, etc. The key to the TP and paper towel dispenser is in the office with the other keys. Extra supplies are in the bathroom closet and in the large storeroom.

2. DURING THE DAY

We want the gallery to always look nice, so if you notice something that looks dirty (say a noticeable spot on the floor or front door window), please take care of it. Brooms, trash can liners, Windex and other cleaning supplies are in the kitchen tall closet or under the kitchen sink.

Also please do the tasks listed for your day (See Page 11)

DAILY CLEANING DUTIES FOR GALLERY ATTENDANTS

Wednesday: Dust the gallery floors, Windex the gift shop desk top, and the front door inside and out.

Thursday: Wipe down tables and cabinets in the workroom and sweep the workroom floor. Take out ALL the gallery trash (do as part of Closing). Friday is trash day and you will need to pull out ALL of the garbage bins from the enclosure so that the trash can be picked up.

Friday: Put the outside garbage bins back in the enclosure after they have been emptied by the City. Check the kitchen, wipe off sinks, stove, microwave and sweep the kitchen floor. Sweep the bathroom floor and wipe down the bathroom sink.

3. AT CLOSING

Empty waste paper & trash. It works well to empty all of the paper & trash into one of the bags already being used (saves on plastic trash bags). Put the one full bag in the outside trash bin. IMPORTANT – Do not put any Bottles or Cans in the outside trash bin. They attract vagrants. Rinse them and put in the large storage room bin labeled Bottles and Cans.