



## Member Onboarding Guideline

This guideline is to ensure an enjoyable and consistent experience for new members.

The first touch point for new members is a tour of the space. Every effort should be made to ensure tours are informative and put the Makerspace's best foot forward. Additional guidelines may cover tours.

Membership signup is done through our website [www.kamloopsmakerspace.com](http://www.kamloopsmakerspace.com). This may be done at the computer in the corner of the Lounge. A link will be on the desktop. Online payments can be made through this platform and are preferred, however, payments can be made in cash or cheque using the envelopes and drop box by the office door, or by e transfer to [memberships@kamloopsmakerspace.com](mailto:memberships@kamloopsmakerspace.com) password Makerspace. Cash, cheque, or e-transfer will have a delay being applied to an account and may affect online services.

After a sign up has been made it is critical to get the new member a keyfob. After registration, the new member receives an email outlining getting a fob by contacting [info@kamloopsmakerspace.com](mailto:info@kamloopsmakerspace.com) to arrange a time to pick up a fob. It is important to respond and meet with the new member as soon as possible. If a new member has not received a fob within 2 weeks of signing up they shall receive the next month free. Fobs will be distributed by board members or members assigned by the board. A further guideline may cover fob distribution. If a member signs up after a tour by a fob granting member they may issue a fob on the spot.

The introduction email will also contain an explanation of the Makerspace 101 and the use of our website. This email will be updated at the purview of the board.

It is important that new members receive mentorship to make the fullest use of the Makerspace. This includes timely access to training as well as informal mentorship. This can be done through the mentorship portal of the website. Members of the Makerspace are encouraged to make themselves available to pass on the information they have gleaned from their time at the Makerspace.