



Computer Learning Center

Clubhouse 2

Policies & Procedures For Monitors

LEISURE WORLD COMPUTER CENTER, Inc. (LWCC, Inc.)

Revised July 7, 2018

The Board of Directors of the LWCC, Inc. have adopted and enacted the following policies and procedures for the effective day-to-day operation of the LWCC, Inc. Computer Learning Center (CLC).

The purpose of these policies and procedures is to serve as a reference tool involving the management and operation of the CLC; to establish guidelines to be followed by Monitors and to acquaint them of their rights and responsibilities and to establish uniformity in the overall operation of the Center.

PART I

I. GENERAL

The LWCC is a 501 (c) (3) non-profit organization that is operated 100% by **volunteers**. Residents wishing to become a Monitor must fill out a Monitor Application Form located at the Monitors desk. Applications are available in the Computer Learning Center and on the LWCC, Inc. website at (www.computerctr.org).

The Computer Center is open 7 days a week from 8:30 AM to 8:30 PM except certain holidays subject to Monitor availability No one should be permitted to enter the Computer Learning Center before 8:30 AM or after 8:30 PM The Monitor on duty for the last shift **MUST ALLOW AMPLE TIME TO PREPARE AND CLOSE THE CENTER ON TIME.**

Food and drinks (*except water in covered/closed containers*) are not permitted in the Computer Learning Center.

Users are not allowed to personalize the computer settings or change or remove Icons on the system. (This includes desktop, browsers, screen savers etc.)

Users are not allowed to download or install programs, games, or music on any of the computers However, personal flash drives (USB) may be used. Flash drives are available for purchase in the Clubhouse 2 E&R office.

Users must adhere to federal copyright laws. Under no circumstances may the Computer Learning Center be used for any illegal activities such as gambling or sexually explicit content.

The Computer Center strictly forbids soliciting of any kind, (this includes services and products.)

The Computer Center is a quiet room. Monitors and users must silence cell phones while in the Center. Personal calls must be taken outside of the Center. Headphones maybe requested from the Monitor on duty for videos, etc.

Users who are disruptive and do not follow LWCC, Inc. rules may be asked to leave the Center.

II. SHIFT REQUIREMENTS

Shifts are scheduled in 2-hour increments. Monitors are asked to serve at least one 2-hour shifts each calendar month. There is no limit as to the number of shifts a Monitor can schedule per month. Shift calendars are posted on the door of the Computer Learning Center as well as on the bulletin board inside the Lab. Additional copies to handout are at the Monitor's station by the login terminal.

III. MONITOR RESPONSIBILITIES

- When a Monitor is on duty, their primary responsibility is to provide assistance to users and to make sure the rules set forth in these policies and procedures are carried out.
- The Shift Calendar is compiled two days before the first of the month. Monitors should schedule their shift(s) at least 3 days before the end of EACH month. Shifts can be scheduled months in advance.
- Monitors must arrive on time for their scheduled shift. (If you will be late, call the Center (301-598-1306) to let the monitor on duty know. He/she may be willing to stay until you arrive.)

- If a Monitor can't make their shift, they should contact the Lead Monitor, and the E&R office as soon as possible.
- If the Center is closed, go to the E&R office in Clubhouse 2 and identify yourself as a Monitor and get the key. (Remember to log in before beginning your shift.)
- Make sure all users log in and provide assistance with logging in if needed.
- While on duty, Monitors must remain alert and offer assistance to anyone that needs help.
- Make sure there is enough paper in the printer. If you need to replenish printer paper, or toner, go to the E&R office in Clubhouse 2 and obtain the key to the back room. Paper is on the shelf to the left. Lock the room and return the key to the E&R office in Clubhouse 2.
- Inform users that they must pay for printing: **Prices are published in the Computer Learning Center.** The money is to be placed in the jar on the Monitor's desk. At the end of your shift place all "dollar bills" in the safe. Coins should remain in jar.
- If someone is on an "inappropriate" internet site, remind them that such activity is not allowed and request they shut down the site.
- Door should always remain open anytime the center is open.
- Report any non-functioning equipment on the Trouble Log located at the Monitor's station.
- Do not remove or disconnect parts or cables.
- Do not run programs that continue to execute after you log off.
- Make an announcement **30** minutes before closing time to remind users when your shift is over. If another Monitor or Board Member is in the Center and wishes to keep it open longer,

inform the E&R office in Clubhouse 2 and give that individual's name to E&R.

- Do not shut down any of the computers as they will go into sleep mode 30 minutes after their last use. The computers are updated in the middle of the night.
- Some visitors may turn off the PC Monitors; if this happens, press the Power Button on the right bottom side of the Monitor to turn it on.
- The Mac (Apple) computers have a power button on the rear, left side of the monitor. Press and release to turn on. To turn off,
- Click the Apple at the top, left of the screen and click shut down. For Mac users wishing to use the Internet, select "Safari" at the bottom of the page. All data will be deleted when the Mac is shut down properly.
- Any information left on the computers will be deleted each night.

IV. **HOUSEKEEPING**

If no one is scheduled after you, any items/materials left behind should be picked up, chairs should be pushed in, lights should be turned off and door should be locked. Reminder: **DO NOT TURN COMPUTERS OFF.**

V. **INCIDENT REPORT**

While on duty It is important to report any incident occurring in the computer center, no matter how minor. Please submit this report in writing.

WHAT TO DO IN AN EMERGENCY

Monitors should report all emergencies, medical or otherwise to the E&R office (301) 598-1320 and security at 301-598-1044 (If it is a life-threatening emergency, call 911 first and then notify E&R & Security.)