

# Cville TimeBank Repair Café – Repair Coordinators Information

Saturday, September 16, 2017, Noon-4pm at The Habitat Store, 1221 Harris Street  
Arrive at 11am, done at 4pm.

## SETUP

When you arrive: take a look at how your section is set up, see where power strips are located etc.

Fixers will check in with you as they arrive (see printed list). Ask them to pick a spot. People may need to stow some of their tools & gear under the table.

If anyone brought special gear or supplies for the whole team to use, make sure everyone knows where to find it, or designate a space for shared supplies. There are labels & sharpies to label things with the owner's name.

Have a quick team meeting sometime before noon. Ask everyone to introduce themselves and mention any tasks they specialize in, love to do, hate to do, etc. Tell fixers they can be reimbursed for supplies used (or get a donation receipt).

## DURING THE EVENT

Look at each item and see what needs to be fixed. Determine which fixer you think will do it -- check that they are able to do that kind of repair -- and estimate how soon.

**Make sure visitors have a claim check for each item. They can keep the claim check until their item is done OR leave it with the item, whatever works for you. Please make sure the entire claim check gets filled out, especially "Was the item repaired?"**

If there's a line, help your fixers remember to keep a 20-30 minute limit on repairs. Use the Repair Log (optional) to help you keep track of the waiting list.

If a visitor has more than one item to be repaired in your section, and there is a line, they should get ONE item fixed and then rejoin the line to get their next item done. Be as firm or flexible on this as you feel is appropriate. If they have an item for a different section, help them figure out where to go next.

Some sections will have an assistant to help collect claim checks, make sure all the info is filled out, ask for feedback etc. If needed, you can also ask one of the greeters to cover for you while you take a break, help communicate with fixers, go look for supplies, and help out however else you need them.

Volunteers who brought items for repair will leave those with you. Please rotate those items in to get fixed. Send your assistant to get that volunteer if there are questions about the item.

Hand out Repair Directories and Recycling Guides as needed.

If visitors want to leave a comment, they can write it on the back of their claim check. This is also a great place to make a note if there's a fun story behind the repair :)

Thank people for coming. Let them know there's a donation jar.

Go ahead and take a break when you need to! We will have coffee and light snacks for you. If you want to buy lunch from C'ville Coffee or Great Harvest, we can send a runner over to pick up orders.

If you'd rather not be photographed, please let us know ahead of time.

### **AFTER THE EVENT**

If you're not a TimeBank member yet, please join! Visit [cvilletimebank.com](http://cvilletimebank.com) for info. Members, log in to hOurworld and go to "Hours" to record your hours:

Did you provide or receive? .... I provided this service

Enter the number of hours: .... [number of hours]

Select the exchange date: .... [mm/dd/yyyy]

To/from how many members? .... 1

Lookup the member's name: .... Cville TimeBank

Select the category AND service!: ... Local Exchange Support.... Repair Cafe Volunteer