New Member Handbook

The HUB 127 offers a shared, community-driven workspace for individuals and teams who are seeking the amenities of an office space with the freedom and flexibility of remote work. This handbook will help you integrate into the community, as well as provide basic guidance on HUB 127 basic operations and your role in maintaining the space.

Membership Features (per individual member)*_____

Day Pass ($10) - coming in 2022
- Access to the space during normal operating hours (7:30 a.m. - 4:00 p.m. Monday thru Friday except holidays)
- Access to high-speed wireless internet
- Unlimited Port Side coffee

Weekly ($20)
- Access to the space during normal operating hours (7:30 a.m. - 4:00 p.m. Monday thru Friday except holidays); 24/7 access available upon request
- Access to high-speed wireless internet
- Free use of printer/copy machine
- Unlimited Port Side coffee
- $30 savings from daily membership

Monthly ($50)
- 24/7 access to the space
- Access to high-speed wireless internet
- Free use of printer/copy machine
- Access to online conference/board room reservation system
- 5 hours of free conference/board room usage; ½ price for each additional hour
- Unlimited Port Side coffee
- $30 savings from weekly membership

Annual ($500)
- 24/7 access to the space
- Access to high-speed wireless internet
- Free use of printer/copy machine
- Access to online conference/board room reservation system
- 10 hours of free conference/board room usage; ½ price for each additional hour
- Unlimited Port Side coffee
- $100 savings from monthly membership

*Contact Susan Carey, HUB 127 Space Manager, for business rates.

Payment Terms & Options

Dates
➔ Day pass and weekly membership payments are due at the time of service.
➔ Monthly membership payments are due the first business day of each month.
➔ Annual membership payments are due the first business day of the new year.
➔ The HUB 127 reserves the right to charge late fees and/or withhold services if payments are not received on time.

Payment Methods
➔ Members may pay via cash, check, or credit card.

General Conduct & Etiquette

Common sense and three general guidelines will help ensure that the HUB 127 is a comfortable, inspiring, and productive workplace: **take care of the space, take care of yourself, take care of each other.**

- Please keep the space tidy and clean, including both your workspace and communal areas like the kitchen and restrooms. Paper towels, disinfectant wipes, and trash receptacles are located at the coffee bar, copy machine work space, kitchen, and in both meeting rooms.
- If you see something that is broken or not working as it should, please contact the space manager.
- You are encouraged to work at different spaces throughout the day. Go outside, take a walk around the square. Enjoy coffee and a snack. If there is something we can add to the physical environment to create a better atmosphere for your health and productivity, we want to hear about it!
- Please be mindful of noise. While a shared work environment will never be completely quiet (nor do we want it to be), please be conscious of those around you and consider the following:
  - Please keep phones on vibrate & no speaker phones in the main space.
  - Music is great but we all have different preferences. Please use earbuds when listening to music.
  - Bluetooth headsets are encouraged for privacy & ergonomics.
  - Be conscious of cell-yelling. Most cell phones can handle a normal speaking voice.
  - For extended, louder, or more intense conversations, please use the phone booths, step into an unused meeting room, or step outside.

- The HUB 127 is a professional work environment. Please monitor language and word choice accordingly.
- Welcome guests and get to know your fellow coworkers. Take a break over a cup of coffee or visit in the kitchen over a lunch hour. Our goal is to build community and encourage connections.

HUB 127 Specifics

Access

The main entrance doors are open from 7:30 a.m. - 4:00 p.m. Monday-Friday (with the exception of holidays). Monthly and annual memberships may access the building at all other times via fingerprint recognition and will soon be changed over to FOB access. If you have meetings scheduled outside of regular office hours, please greet your guests at the door to provide access.

The HUB 127 is closed on the days listed below in accordance with state and local government holidays. Monthly and annual members may use the facility; however, doors are to remain locked at all times.
- New Year's Holiday (December 31 & January 1)
- Martin Luther King, JR Day (third Monday in January)
- Good Friday (Friday prior to Easter Sunday)
- Memorial Day (last Monday in May)
- Independence Day (July 4th)
- Labor Day (first Monday in September)
- Columbus Day/Indigenous People's Day (second Monday in October)
- Veteran's Day (November 11)
- Thanksgiving Holiday (fourth Thursday & Friday in November)
- Christmas Holiday (December 24th & 25th)

Guests

We define a guest as someone who is actively meeting with a member in the event space or meeting room, but doesn't maintain an active membership with us.
- If you have a non-member join you for less than three hours, no day pass is needed. However, guests who work for more than 3 hours or who come more frequently than once a month will need either a day pass or membership.
- Members are responsible for their guest's conduct while at the HUB 127.

Printer/Scanner/Copier

At your orientation, our IT department will install the printer/scanner/copier on your computer. Copies are currently included in the membership fee; however, please print/copy with discretion and select black & white copy whenever possible. This ensures that we can continue to provide this service at no additional cost. Copy paper is provided and stored in the drawers next to the copy machine. Feel free to use the additional office supplies provided in that space.

Meeting Rooms

Monthly and annual members may reserve the conference room and board room in advance by accessing Skedda, our online reservation system. Log-in access will be established at orientation. Membership includes a set number of hours and additional hours can be purchased as needed.

- We prioritize use of the rooms to those who have scheduled a space with their membership hours or paid reservations. When the room is not reserved, any member or team may use the rooms for phone calls or collaboration if they are available.
- When booking rooms, please account for time to set up, conduct your activity, and clean up.
- Please return chairs and tables to their proper places, wipe down with disinfectant wipes, and make sure trash is contained in the trash receptacles.

Coffee Bar

The space manager makes a pot of coffee every morning and cream is located in the mini-fridge. Please help yourself and enjoy! Feel free to make an additional half-pot as needed; instructions are posted at the coffee bar. There is also a Keurig located in the kitchen for member use.

Kitchen

Our kitchen is stocked with a refrigerator, microwave, and paper goods for members to use.

- Please label and date your food items and remove any perishables or leftovers at the end of the week. The refrigerator is cleaned out each Friday.
- Members are asked to wash their own dishes and clean up any spills. Cleaning supplies are provided in the labeled cabinets.

Security

Security is a top priority at the HUB 127. Surveillance cameras are installed throughout the building to monitor all entry and exit points as well as the general space. Please also ensure that the main doors are locked at all times beyond the general operating hours. Anyone who should be in the building will have fingerprint or FOB access. If you see something concerning or suspicious, please let the space manager know ASAP.

Indiana Coworking Passport

As part of the Indiana Coworking Passport, your HUB 127 monthly or annual membership gives you access to a free work day each month at other participating cowork spaces in Indiana. Visit https://indianacoworkingpassport.com/ to view the map and make a reservation.

Member Support

For membership/payment/reservation/facilities issues, contact Susan Carey @ 812-677-7378 or office@gibsoncountyedc.org.

For IT issues, contact Scott Ruesch @ 812-386-8919 or scottr@calibre-cs.com.