

Membership Committee Approved Definitions and Proposals (as of 6/13/13):

- 1. Member:** someone who has newly joined ORE AND completed an orientation or renewed their Membership by cash or time within the past year.

- 2. Deactivation:** A member is deactivated when that person has not fulfilled the definition of Member or if a Member asks to be deactivated. A deactivated member is no longer considered an ORE member and is unable to log in Community Weaver. However, if that person renews and meets the definition, Membership will be reactivated and their Community Weaver history will still be there, showing all exchanges. Hours will not be removed from their account. If they reactivate, hours will be available to them at that point. The Member will be informed prior to deactivation with the steps they can take to remain a Member.

- 3. Membership Committee:** Group of Members working to enhance the experience of ORE Membership, increase engagement of Membership, and work towards a sustainable and active ORE Membership. This is an open meeting, meaning that ALL Members of ORE are invited to participate. This committee will send decisions and recommendations to the Board, asking if these decisions and recommendations fit within the ORE Mission.

- 4. Member Leader (ML):** Individual ORE Members who have taken on leadership roles and participate within the Membership Committee, whether by attendance at the monthly meeting or passing information to another ML to present at the Membership Committee.

- 5. Member Navigator (MN):** An officially designated ORE Member Leader who matches requests to offers by regularly examining Community Weaver and offering assistance to the requestor, and who is responsible for the following tasks:
 - Clears out outdated offers and requests
 - If a date has been specified on an offer and that date has passed (ex: looking for a ride to the airport on May 1st), MN can immediately delete ad without first contacting Member
 - If the offer or request is seasonal, the ad will be expired but not deleted and a note will be sent to the Member informing them that their ad was expired, but that they can repost it when it will again be a current ad. Instructions will be included in this email.
 - If an offer or request appears old to the MN or if the ad is over a year old, MN will contact Member asking if their ad could be updated or if it should be expired. If no word back from Member

within a week, MN sends email to Member explaining that ad is expired and explaining the process for reinstatement.

A Deleted ad means ad is deleted and cannot be restarted by a Member

An Expired ad means that a Member can change the expiration date and restart their ad.

- Look for patterns that could become Many Hands Projects
 - MN will send the patterns to the ORE staff person (Chloe).
Example: If there are many requests for yard work. The ORE staff will contact any Members that are offering yard work and see which of those Members would be part of the Yard Clean Up Team. Each Team will have a point person. When MN sees new ads for yard help, she will send that request to the point person on the Yard Clean Up Team. The point person will then work within their Team to see if an individual or the group can address the current request.
- Determine what categories on CW have no or few offers/requests and share that information with the Outreach Committee or person in charge.

Lead Member Navigator:

6. Many Hands Projects:

- Team Approach
 - Teams will be created when there are many similar requests AND Members that wish to be on the team. Each team will have a point person who will receive new requests that fit the parameters of their Team from the Member Navigator and/or staff. The point person will then work within their Team to see if an individual or the group can address the current request.
- Scatter Approach
 - When Members have an overabundance of hours, Chloe will contact them to see if they have need for a Many Hands exchange. Chloe will post the request on CW and connect with Members offering the kind of assistance needed, while also informing the Member Navigator of the upcoming project.

7. Member Welcomer (MW): An officially designated ORE Member Leader who looks for new Members on Community Weaver and welcomes them into ORE by

sending them a welcome email generally within a week of their joining that encourages them to do the following:

- fully fill out their profiles: post a picture, fill out 'about me'
- post an offer and post a request
- log earned hours
- attend any upcoming ORE events
- offer Community Weaver Buddy services if needed
- attend an orientation if needed.

Lead Member Welcomer: Diane Danforth

8. Member Booster (MB): An officially designated ORE Member Leader who contacts new Members one month after they join, offers support and encourages active participation, through the following:

- receives a list from the designated ORE staff person once a month showing new Members who have signed up in the last month and sends another welcome email asking them if they have fully filled out their profiles, offers support and to answer any questions the member may have and encourages active participation and using other ORE services if needed.

Lead Member Booster:

9. Member Tabler Coordinator (MTC): An officially designated ORE Member Leader who organizes all details of informational tabling events for ORE, including finding Members to staff table. Examples: farmer's markets, community events...

Lead Member Tabler:

10. Hub Helper: An officially designated ORE Member Leader who is available to assist ORE Members of a specific community, or hub, to increase ORE activity in their community. These ORE Members can work with the Hub Helper to learn about the best way to go about tabling, gain access to promo materials, and have questions answered around ORE Hub creation.

Lead Member Hub Helper:

11. Exchange Encourager: An officially designated ORE Member Leader who will contact those Members who have not exchanged with 6 months to offer assistance.

Lead Member Exchange Encourager: Diane Danforth

1. Membership Committee Approved Proposal:

- We will begin deactivating Members who do not fit the definition of Member, following guidelines set forth in the definition of Deactivation. For those Members who have not responded to the 2013 email, snail mail, and possibly phone call, these Members will be deactivated. They will receive another message from staff stating that they are deactivated and the reasons while giving them the opportunity and procedure for being reactivated. For 2014 renewal process, Members will be informed that if they do not renew their Membership by ___[date]___, they will be deactivated, which will serve as fair warning. This message will become part of orientations so that Members understand that a renewal is a yearly necessity to maintain ORE Membership.