

# Arcade LCAA Gallery Docent Guidelines

Licking County Art Association is a non-profit arts organization. LCAA has been promoting art in our community since 1967. We had a slight delay promoting artists as we reorganized and moved to a new home base in the Historic Arcade in Feb.2025. the gallery opened for sales in July 2025. We are appreciative for the membership that stood by this reorganization. Docents are extremely important for the promotion of the Arcade LCAA Art Gallery. Volunteer docents are responsible for promoting and making visible the artists who are members of LCAA.

## Guidelines for Docents

1. Attend a docent training session!
2. Opening the Gallery NEVER Leave the Gallery Unattended Unlocked!
  - a. Use the key code to enter the gallery. Put the key back in the box locked. Make sure no one can take the key box. The top file drawer key is also in the lock box. It contains the payment tab, Samsung Galaxy tab, Activities Tablet. This is locked up before you leave your docent shift. **Do not place the key box unlocked on the front or back of the door.**
  - b. Turn on the lights and prepare to accept payments for art.
  - c. Know how to access the payment system.
  - d. Check the gallery for neatness, e.g. straight wall art etc.
  - e. Make notes if anything seems out of order that needs docent leader notice.
  - f. Review who has art in the gallery on the intake forms.
  - g. A daily notebook will require you to keep track of customer visitors, questions or other information important to communicate. *Date and sign your notes.*
3. Greeting Customers
  - a. Make everyone feel welcome, smile, answer questions etc.
  - b. Offer a brief history of LCAA
  - c. Learn about the art in the Gallery to answer questions.
  - d. Know which artists are willing to be notified by a customer. (artist card)
  - e. Do not call the artist to take a lower price. Take the customers name and number for the artist to contact the customer.
  - f. Let customers know we accept memberships and donations.
  - g. Membership can be completed on the LCAA web site.
4. Gallery Shifts may change as we understand and monitor traffic and sales
  - a. Gallery hours will be posted on the door and docents informed of changes.

- b. If you are not able to make a shift and cannot find a docent to fill in for you, contact the Top Docent Leader for instructions.
  - c. If you have to leave early for an emergency then post this in the note book. There already is a sign on the door indicated that the gallery may close.
5. Taking Care of Sales (learn the payment options, (Tap to Pay is currently not an option.)
  6. Art sales are entered on the larger receipts with tax included, one per artist.
  7. Until LCAA is able to upgrade our Tap to Pay we must input the buyers credit card info manually.
    - a. Make sure the buyer knows the sale price and tax info. Make the receipt out before entering in the Tap to Pay. Include price and tax on the receipt before putting into the Tap to Pay. If a buyer wants multiple items from a different artist then each artist gets a separate receipt. Explain this to the buyer.
    - b. We can accept Check or Credit Card and can take cash, cash is discouraged as we will not keep change. Tell customer we cannot do change. If a buyer wants to donate the change. then mark this on the buys receipt as a donation and not include it in the tax.
    - c. Write up a receipt, one per artists work if buying more from multiple artists. *Attach the artist sale card to the white receipt.*
    - d. Separate smaller two-part receipt for consignor fee, membership fee and donation amounts that is not from an art sale. No tax is for these amounts. member or donor gets the yellow copy. Can put donations in donation box.
    - e. Thank the buyer!!
    - f. Never use a receipt for notes, that do not include a sale. If you mess up then mark it VOID and place in money envelope for the treasurer to process. All numbers are kept track of for tax purpose.
    - g. Check the LCAA Arts Intake Form and complete the appropriate columns.**
    - h. Contact the artist to inform of a sale if permission by the artist.
    - i. All sales transactions must be accurate!!! You will be responsible for any mistakes in artist fee and or tax info.
  8. Docent input is important.
    - a. If you have an idea or question, please inform the Docent Leader.

- b. Please respect all the artists, and the procedures of the Gallery.
- c. Docents may bring in extra art for the table to sell on your own account. These items must go home with you at the end of your shift.

**9. Consignor fee free month for Docents or Board members**

Docents and Board members may receive a free Consignor fee Birthday month. Docent guide will keep track of the Docents. Can apply only to one job, Docent or Board Member. Beginning June, 2026, Docents who volunteer at least one 4hour shift each month until December can apply for one free Consignor fee month in their Birthday month. For Board members, must be present at board meeting for 7 sessions to receive the Consignor benefit. If a Board member is also a docent, then they must choose one benefit option. Board 4/16/26. Next to your name of your Birthday month mark Birthday on the Consignor Fee Form.

Failure to comply with the Docent Guidelines will result in a discussion with the Docent Leader and possible Board of Trustees review. The review may include docent reasons or the concern, a request to change and up to termination as a Docent.

Docent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

July 1, 2025, subject to change as we grow into our gallery. Revised 1/12/2026

As a docent your input is important on how LCAA can improve the gallery, keep in mind the goal is to bring in enough revenue to pay the Rent, Utilities and other costs like insurance!