

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. Once you are trained and approved as a docent you will receive the code to the door. Carefully review the Open and Closing requirements.
- b. Use the key code to enter the gallery. Keep the key in a safe place, not visible. Keep the key box on the door with code scrambled. The top file drawer key is also in the lock box. It contains the payment, Samsung Galaxy tab, Activities Tablet. This is locked up before you leave your docent shift.
- c. Put the sign out.
- d. Turn on the lights check the temperature and prepare to accept art payments.
- e. Know how to access the payment system. See directions in the file drawer.
- f. Check the gallery for neatness, e.g. straight wall art etc.
- g. Make notes if anything seems out of order that needs docent leader notice.
- h. Review who has art in the gallery on the intake forms. Review the Consignor guides, so you can help with intake of replenished art.
- i. A daily notebook will require you to keep track of art sold, number of 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.
 - h. Allow the customer to shop. Reminder signs are of no photos or touching the art. May have to gently remind the customer.
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.)
- d. Art sales are entered on the larger receipts with tax included, one per artist.
 - e. Until LCAA is able to upgrade to a Tap to Pay all credit sales are manual.
 - f. Make sure the buyer knows the sale price and tax info. Make the receipt out before entering in the tablet. Include price and tax on the receipt. If a buyer wants multiple items from a different artist, then each artist gets a separate receipt. Explain this to the buyer. Thank the buyer for their patience.
 - g. We can accept Check or Credit Card and can take exact 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 receipt as a donation and not include it in the tax.
 - h. *Attach the artist sale card to the white receipt. If the buyer wants the name of the artist then direct them to the artist business card or write on the top of the receipt. (save the cost writing up another tag card) Customer receives the yellow copy we keep the original.*
 - i. 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.
 - j. Put receipts and money/sales in blue bag. Note there is a clear bag marked membership cards only.

- k. Thank the buyer!!
- l. Never use a receipt for notes, that do not include a sale or 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.
- m. Check the LCAA Arts Intake Form and complete the appropriate columns.
- n. Contact the artist to inform of a sale if permission by the artist.
- o. All sales transactions must be accurate!!! You will be responsible for any mistakes in artist fee and or tax info.

5. Helping Artists

- a. Artist may need help replacing art because they have sold a or need to change out monthly.
- b. Check the consignor fee list to make sure they are up to date, gently remind.
- c. Make sure the new art is entered in the consignor book and replaced art is marked removed with a date. Cost of the new art is entered.
- d. Gallery cards are completed on the new art and removed art cards are taken by the artist for future use.

6. Closing the Gallery

- a. **Take in the LCAA Sign**
- b. **Lock the drawers, money and tablet and file. Keep the tablet plugged in**
- c. **Phone is kept on the file cabinet.**
- d. **Turn off the lights, check the temperature**
- e. **LOCK the door**
- f. **Put the keys back in the lock box and scramble the code and close the lock door.**
- g. **Take a deep breath and make sure all is secure.**

7. 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.

8. 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 concern, a request to change and up to termination as a Docent.

Subject to change as we grow into our gallery. Revised 7/13/2026

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 through successful consignor sales, donations, memberships and workshops.

Signature required on the Docent verification Short Form. The guides have been updated 8/26