



Member Manual

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Welcome to TimeBank Boulder!

Congratulations on your decision to participate in TimeBank Boulder! Your TimeBank is a voluntary organization that facilitates a way to easily give and receive services with other members of TimeBank Boulder, the broader community, and members of TimeBanks around the world.

This manual provides a lot of information about TimeBank Boulder. We cover what TimeBank Boulder is, how it works, and how you can maximize your experience. More information is available at www.TimeBankBoulder.org and www.hourworld.org.

To obtain help along the way in using your TimeBank, there are many resources available to you.

1. If you need help using the hourworld.org website, posting offers and requests, etc. contact the person who led your New Member Orientation Event.
2. If you need help using your computer or email program, look in the offer section of the www.hourworld.org website for people offering computer help. If you cannot find someone, contact the Member Services Coordinator.
3. For other help, or with any ideas you have for improving our organization, TimeBank Boulder's **Board of Directors** may be contacted. A list of Board Members can be found at www.TimeBankBoulder.org.
4. If you need help with the hOurworld software , password help, or have a question about TimeBanking, please email the Primary Coordinator, Howard Lambert, at <SSHPL351@gmail.com>

1. What Is TimeBank Boulder?

Mission: TimeBank Boulder provides a social networking system for Front Range individuals and organizations to engage in the non-money-based exchange of services and resources.

Vision: The vision of TimeBank Boulder is to create a social environment founded on a sharing economy that facilitates connection and cooperation; sharing of time, talent, skills, and resources; encourages service to others; and fosters a healthy community capable of meeting many needs without money.

TimeBank Boulder is a voluntary organization where members exchange services through the use of time credits known as TimeDollars (T\$). Time Dollars constitute an alternative currency based on time, not cash. For every hour you spend doing something for someone in the TimeBank Boulder Community, you earn one Time Dollar. Then you have one Time Dollar to spend on having someone in the TimeBank Boulder Community do something for you. In TimeBank Boulder, everyone's skills and offerings are equally valued and everyone benefits. TimeBank Boulder works to reconnect neighbors and build community in a reciprocal network of service Exchanges.

TimeBank Boulder is a nonprofit organization that was founded in January 2003. Back then we were members of TimeBank USA and all Exchanges were conducted on the phone or in the mail. For the last 4 years we have been members of hOurworld that supports over 600 TimeBanks around the world.

Although TimeBank Boulder constitutes no-cash economics, it is not a bartering system, but rather a TimeBanking system. TimeBanking differs from bartering because:

- Time Banking is based on a currency of time, not cash, with one Time Dollar equaling 60 minutes.
- Time Bank Exchanges are not generally a one-for-one trade between two specific people, but rather a trade among a network of people. In other words, you don't have to both earn and spend Time Dollars with the same member. This makes Time Banking much more flexible than bartering.
- Services exchanged are not tied to a specific cash value.
- Exchanges do not represent a contractual agreement, but rather are recognized as a friendly favor.
- Bartering is taxable. Time Banking is not taxable.
- Time Banking is a social change movement around the world. Time Banks change neighborhoods and whole communities.

TimeBank Boulder is a Member of hOurworld.org and we use their website for making exchanges. Hourworld.org enables us to pool resources with other TimeBanks and make exchanges worldwide through the InterTrade section of the website. Plus, if you move from Boulder to a location in the hOurworld system, you may be able to have your Time Dollar balance transferred to that TimeBank.

TimeBank Boulder's Geographic

Borders: While most of our members are within Boulder County, TimeBank Boulder will continue to welcome members that live all along the Colorado Front Range.

TimeBank Boulder's Core Values

1. *Assets:* every individual has valuable skills, talents, and knowledge to share.
2. *Reciprocity:* We gracefully serve others and gracefully receive the service of others.
3. *Responsibility:* The health and success of the community depends on each of us participating.
4. *Respect:* Every individual is equally accepted, honored and held accountable.
5. *Community:* By helping each other, we build social capital and develop strong bonds of friendship, trust, and support

2. Membership in TimeBank Boulder

Every member is different, bringing their unique life experiences, skills, needs, and way of being to our organization. TimeBank Boulder is proud to embrace diversity among our members and encourages all members to participate in whatever way is comfortable for them.

Optimum success in TimeBank Boulder depends in part on successfully building good relationships with other members

Things like being considerate, answering emails promptly, practicing good communication, being on time, going the extra mile to help another, and being generous go a long way in creating healthy relationships. Good relationships tend to be formed with repeated contacts. The best way to meet other TimeBank Boulder members, and put faces to names and skills, is to be active making Exchanges, both giving and receiving. Consider also frequent participation in group activities and serving on Teams. We offer projects, potlucks, special educational classes, and other member events.

Benefits of Membership

- Receive a wide variety of services, assistance, and help from others
- Borrow items in our member Resource Library
- Practice and learn new skills
- Help others according to when you have time in your schedule
- For time-sensitive or emergency help, the Primary Coordinator will send an Alert to the community
- Enjoy gatherings such as potlucks, classes, and other special events
- Build a social and support network for yourself
- Be part of a grassroots caring, sharing community with members who you might not otherwise meet in your usual circle of contacts

TimeBank Boulder Has Three Types of Members

Individual Members (People)

Individuals join TimeBank Boulder in order to make Time Dollar exchanges with other members and participate in our community. TimeBank Boulder has a wide variety of members with different ages, skills, knowledge, backgrounds, services, and life experience. TimeBank Boulder honors this rich diversity and does not discriminate on the basis of ability, gender, national origin, political affiliation, race, religion, or sexual orientation. Individuals maintain their online account by posting Offers (services they want to share) and Requests (services they want to receive) and proactively seeking out opportunities to make Time Dollar exchanges with other members.

Organizational Partners (Nonprofit Organizations)

Nonprofit organizations can also become members of TimeBank Boulder and are called Organizational Members. Just like Individual Members, Organizational Members have an online account with their profile page, posted Offers and Requests, and they make exchanges. Members who volunteer time to any Organizational Members earn Time Dollars.

TimeBank Boulder encourages individuals who have authority with a nonprofit to enroll their nonprofit as a TimeBank Boulder Organizational Member. Contact the New Member Coordinator for an Organizational Member enrollment form. Exchanges between individual members and organizational members are just like any other exchange. They are paid in Time Dollars.

Business Partners (For profit Businesses)

For-profit businesses can also become members of TimeBank Boulder and are called Business Members. Just like Individual Members, Business Members have an online account with their profile page, posted Offers and Requests, and they make exchanges.

More about Membership

- **Only members can make Time Dollar exchanges.** A non-member does not have a TimeBank Boulder account and therefore cannot earn or be donated Time Dollars. Additionally, a non-member can't give or receive a service to a member and be paid Time Dollars. If you want to provide service to an individual who is not a TimeBank Boulder member, that's fine, but it is not a TimeBank Boulder transaction and you cannot receive Time Dollars. If you want an individual who is not a TimeBank Boulder member to receive services from the TimeBank Boulder community, encourage him/her to join.
- **Members may earn Time Dollars for Non-Profit Volunteer Work.** You can earn Time Dollars for volunteering for any Non-Profit Organization, even those that aren't Organizational Partners of TimeBank Boulder. In the case that you volunteer for a non-Organizational Partner, TimeBank Boulder will pay you Time Dollars out of the Community Service Fund when you record those volunteer hours as Community Service hours. There may be an annual limit to the number of TimeDollars you can earn this way.
- **The minimum age to be a member of TimeBank Boulder is 18.** All members must be of age to have legal capacity.
- **Member privacy is protected.** The information you give to TimeBank Boulder is secure and password-protected. You can restrict your information to the Time Bank's Primary Coordinator only or to members of TimeBank Boulder only.
- **TimeBank Boulder wants to ensure that you and your family are safe while participating in TimeBank Boulder activities,** so we screen our members in several ways.
 - First, we ask for two references for each member.
 - Second, at the in-person New Member Orientation, the prospective member is evaluated for membership in our Time Bank.
 - Third, for members who offer child and/or elder care, we follow area laws by requiring a current background check by the Colorado Bureau of Investigation (CBI). TimeBank Boulder orders and pays for the report and keeps it on file. While we do our best to ensure those who join TimeBank Boulder are upstanding people, it is always prudent for you to screen and interview another member who you haven't met yet before making an exchange, particularly if the exchange will take place in your home. We want you to feel comfortable before making an exchange with anyone.
- **Outstanding Member of the Year Awards.** Every year TimeBank Boulder members are nominated for exceptional and outstanding service to other members and to the organization.
- **Primary Coordinator Quarterly Awards.** Each quarter, the Primary Coordinator makes an award to a member who has made an outstanding contribution to TimeBank Boulder.

- **Carryover of Hours from Other Time Banks.** With proof of active membership and positive balance in another Time Bank, TimeBank Boulder will give a new member an equivalent number of Time Dollars upon joining TimeBank Boulder.

It is important to keep bringing new members into the community

It is helpful for us to have members offering a wide range of services, including high in-demand activities like massage and handyman-type services, auto repair, cleaning, driving, and other needed skills.

Here are some ways you can promote TimeBank Boulder to your friends and colleagues:

- Ask your friends to sign up for our e-newsletter to learn more about TimeBanking. They can sign up on www.TimeBankBoulder.org or on our Facebook page. Or you can submit their email addresses to any of our board members and we will sign them up for you.
- Refer people to read our website, www.TimeBankBoulder.org, which has a wealth of information on TimeBanking in general, and who we are and what we do.
- Invite your friends to join our meetup group on www.meetup.com. We have regular TimeBanking Information sessions, New Member Orientations, and member events. Invite and bring them along!
- Host a TimeBank Boulder Speaker to share information about TimeBanking to your group, neighborhood club, or organization.
- Give a TimeBank Boulder flyer to a friend, neighbor, or service provider you think would make a good member (flyers are available at member events and on www.TimeBankBoulder.org website).

When you bring a new member into TimeBank Boulder, you receive an award of 2 Time Dollars.

Renewing your membership

Membership renewal is a requirement for continued membership and to help with this, renewal reminders are automatically sent by e-mail each year at the anniversary date. You can renew in 3 different ways. By contributing some US Dollars, by transferring 8 Time Dollars to the TimeBank or by just saying you want to renew.

3. Time Dollars – Our Alternative Currency

TimeBank Boulder uses a time-based currency, known as Time Dollars (T\$) as a convenient way for members to exchange services. When you spend an hour doing something for another member, you earn a Time Dollar. The Time Dollar earned is banked online for later use. Then you can use that Time Dollar to buy an hour of another member's time, or participate in a group event or class offered by a member, etc. Time is recorded in 10-minute increments.

Everyone's skills are equally valued, since one Time Dollar is earned for each hour of time given by a member. Time Dollars build good relationships because they place an equal value on everyone's time. Time Dollars are designed to counterbalance the market economy where some people have special

training that makes their time more valuable. Our members of all socio-economic standings have access to services they need, but might not otherwise be able to afford in the cash economy.

Members are expected and encouraged to have positive Time Dollar balances. However, from time to time, on rarer occasions, a member has a need for service but does not have enough TimeDollars built up to cover the need. In that case the Primary Coordinator can use the Emergency Assistance Fund to give the low-balance member some TimeDollars.

Ways you can earn Time Dollars

Besides making *service Exchanges* with other members of TimeBank Boulder, there are other ways for members to earn TimeDollars:

- *Handmade products* can be exchanged for T\$\$. The T\$\$s represent the time it took to create the product. Materials may or may not be reimbursed in cash.
- Other items can be loaned, exchanged for T\$, sold for cash, or given away.
- *Working for the TimeBank Boulder organization.* Any service you provide to the TimeBank Boulder organization qualifies for earning Time Dollars, including things like:
 - Working a shift at a Marketing Event such as the Farmer's Market
 - Setting up before or cleaning up after a potluck
 - Serving on a Team. We have three main teams: Marketing, Membership Process, and Member Services
 - Serving on our Board of Directors
 - Helping in any other capacity. For example, the Treasurer earns Time Dollars when s/he updates the books
 - *Earning awards.* In order to encourage more participation in the community, TimeBank Boulder awards 2 T\$ for:
 - Hosting a potluck (in addition to the time spent facilitating the potluck)
 - Referring a new member (if they join)
 - Referring a nonprofit organization who becomes an Organizational Partner
 - Writing an article for the TimeBank Times newsletter .

Note that the award is a bonus paid on top of the actual time the member spends on the above tasks. Members typically log their own awards on the honor system. This means TimeBank Boulder trusts you to record awards honestly.

- *Volunteering hours to a nonprofit organization.* This may be an Organizational Partner or other nonprofit outside of TimeBank Boulder. Note: You can't earn Time Dollars when you help your non-TimeBank Boulder neighbor, but you can earn Time Dollars by volunteering hours to any nonprofit organization.

Ways you can spend Time Dollars

- Receive services from other members
- Attend classes or special events hosted by other members
- "Purchase" goods or products offered by other members
- Donate hours to new members or to members in need due to a crisis

You cannot charge members US Dollars for your services if you've offered them through TimeBank Boulder. That is, if you offer a service for Time Dollars, then it's for T\$\$. Do not ask for money from TimeBank Boulder members in payment or partial payment for a service that you are offering through the Time Bank system. It is ok to request cash *reimbursement* for materials costs (hardware, groceries, gas money, materials etc.).

If your TimeBank Boulder service provider offers a service that you really like, but not as often as you would like to receive it, you can offer to pay cash for *additional* services. This is outside the TimeBank Boulder system. Time Dollar service and paid service need to be kept separate.

4. Setting Up Your Profile, Offers, and Requests

Setting up your profile

Your home page, or profile, is what members see to learn something about you so they can decide if they want to make a service transaction with you or not. Spend some time writing about yourself and making your profile appealing to others. Write in such a way as to attract Time Dollar exchanges. Give interesting details about yourself, making your wording friendly and inviting. Put your picture up. Some people won't make a Time Dollar Exchange with someone that doesn't have their picture up. Be sure to smile! Your general availability shows if you are available to make Exchanges or not. If you don't have a lot of regular times available, be sure to mention that people can arrange to meet with you to set up Exchanges.

It's your responsibility to keep your profile up-to-date with information about yourself and your current availability. For example, if you are going away on a one month vacation, you'll want to mention that on your profile for the month and put your Offers and Request ads on inactive status so people will know you are not available to give or receive services during that time.

Tip: If you need help writing a fantastic profile, and appealing offers and requests, consider making an exchange with a member who has great writing or editing skills. If you need to have a digital photo taken and posted, make an exchange with a member photographer.

The information on your profile page is only available to other TimeBank Boulder members, all of whom go through the screening process. Putting your contact information on your profile enables members making Time Dollar exchanges with you to easily find your location and contact you if they need to reach you for something.

Posting Service Offers

Any kind of useful service can be offered on TimeBank Boulder as long as it's legal. TimeBank Boulder members provide a wide variety of services, such as computer consulting, home repair, career counseling, cooking, gardening, massage, home and pet care, tutoring, music and art instruction, and life and sports coaching.

Folks new to Time Banking sometimes only list professional types of services. However, at the core of the Time Dollar economy are the types of things people do for each other in extended families. So go ahead and list things like driving, hair braiding, dog walking, cooking, after school child care, weeding, etc. Everyone has unique talents and services that others can use, whether it be highly technical or routine household chores. Do not underestimate what you have to offer others! All skills and services are valued.

We all have many skills to share, yet sometimes it can be challenging to think of them. Below is a list of various skills that have been offered or requested through the TimeBank Boulder Network. Use this list to think of what you can contribute. Time Bank Board Members have a special knack for finding lots of talents, skills, and services that you might not normally think of offering. Ask them for help in coming up with more ideas for services you might offer.

accounting	framing art/artifacts	naturopathic health care
active listening	French	new member orientation
acupuncture	garage sale help	nonprofit consultation
American sign language	garden design advice	old miners cabin for rent
animal communication	gardening	organizing
athletic strength training	German	organizing digital photos
audio video consulting	guitar	parental coach
auto maintenance	hair cut	pet care
bicycle repair	handyman repairs	photography
budgeting	healing touch	palates
cancer coach	Hebrew	plumbing
carpentry	help with small business	Portuguese
carpet cleaning	herbal medicine	printing
child care	home brewing	proofreading/editing
cleaning	home improvements	pruning
clerical assistance	host a TimeBank Boulder	quicken
computer buddy	potluck	raking leaves
computer support	house keeper	recorder lessons
cranio-sacral therapy	house sitting	reiki
dance lessons	hypnotherapy	relaxation training
data entry	Italian	resume writing
dieting advice	jam making	rock climbing buddy
dog walking	jewelry/stained glass making	Russian
dowsing	knitting lessons	shamanic journey lessons
driving	laundry	snowboarding lessons
elder care	life coach	sourdough baking
electrical	light hauling	Spanish
English assistance	massage	speed reading
errands/shopping	math & science tutor	study skills
excel help	meal preparation	swimming lessons
farmer's market outreach	member buddy	tax preparation help
feng shui	memoir writing	vegetarian cooking
financial planning	mending, sewing, alterations	walking companion
flier for TimeBank Boulder	moving/packing	water house plants
flower essence consultation	music lessons	website

Other skills you can offer: what you have done professionally, activities you enjoy, things your friends think you're good at doing. You can also look through Offers made by other members for more ideas. Only make offers you will honor – things you really want to do. Avoid disappointment and guilt.

If you think you're too busy to post Offers, find something that you can offer that doesn't take extra time. For example, one member who does home canning lets people come to watch and learn from what she is already doing as part of her day. If you go shopping at a certain store, offer to pick up goods for someone. If you take daily walks, offer to be a walking companion. Or offer some kind of product or goods.

If you can't leave your house, consider offering phone services such as listening companion or teaching something over the phone. Offer to do work that people can drop off at your house, or computer skills.

TimeBank Boulder organizes services in categories to make them easy to find: Transportation, Help at Home, Companionship, Community Activities, Wellness, Recreation, Education, Arts Crafts & Music, Home Repair, Business Services, and more.

Each member is requested to have at least one Offer posted at all times unless they are away, sick, or for some other good reason. You may post as many Offers as you wish. A reminder here is that if you can't fulfill your posted Offers, take them down or stop them. You can always bring them back up. It is better to do this than to disappoint another member who contacts you about your Offer listing.

You may set a limit. For certain services, you may set a limit on the number of sessions you provide for TimeBank Boulder in general or for each member. That is, tell them that you will provide your service, once a month, once a quarter or whatever fits for you. Or set a limit in the number of sessions you offer per week or month.

Nonmembers cannot offer services. For example, a non-member daughter of a TimeBank Boulder member cannot offer a service, even if the service is posted by the mother. A non-member husband of a TimeBank Boulder member cannot offer a service, even if the service is posted by the wife. However, if the wife posts a service, the husband can *help* her provide that service. For example, a wife posts weeding as an Offer. Her husband can *help* his wife provide the weeding service to another member, but only the wife earns the T\$\$. Encourage non-members to join TimeBank Boulder. Only in a time-bounded emergency situation can a non-member of a TimeBank Boulder household provide a service requested by a TimeBank Boulder member of another household.

Posting Requests for Service

Post Request ads for the services that you want to receive. Make them as appealing as you can, so a member is attracted to want to help you. An attractive Request gives details and information about the service offered. To get ideas about how to write interesting Requests, look at other Requests and see which ones appeal to you, then write yours like them!

You may post as many Requests as you wish. We encourage members to post as many Requests as possible. You might not get all of them met, but the more Requests you post, the better chance you have of getting more help for yourself.

Special Requests

Alerts

The Primary Coordinator can assist you in sending an Alert to all the members of the TimeBank.

For a less serious problem, you may type an announcement on the top of the www.hourworld.org website which is visible to everyone who visits the website and is emailed on Monday mornings to all members who receive the email blasts. The announcement is visible for about a week to 10 days on the website.

For a more serious emergency, you may request an alert email be sent to each member of TimeBank Boulder. This is for time-bounded emergency situations. Examples include things like being evicted and needing immediate help to move, needing assistance after an accident, or needing a ride to the airport because of the death of a family member.

To request an alert, first submit a Request ad on the website. Be specific about the services you need, what dates you need them, and an estimate of how many hours you think it will take, etc. Then send an email to our Primary Coordinator (see www.hourworld.org for his email address) who will evaluate the appropriateness of granting alert status.

5. Making Time Dollar Exchanges in TimeBank Boulder

Remember that Time Dollar Exchanges can only happen between TimeBank Boulder members (and nonprofit organizations). However, a TimeBank Boulder member can provide a service to a non-member of another TimeBank Boulder household. For example, a service may be provided to a TimeBank Boulder member's child such as music lessons or child care.

If you provide a service to a family member or other person that isn't a TimeBank Boulder member, you place yourself at risk if something unexpected happens. You have signed the Code of Conduct statement and the Liability statement taking responsibility for yourself and your actions. Although something almost never happens, if something would happen, you put both yourself and TimeBank Boulder at risk because non-members have not signed these same agreements.

If you choose to provide service for a non-TimeBank Boulder person, you are accepting the risk.

Now, let's get going with the most important part of TimeBank Boulder. . .

Making service Exchanges!

You may exchange services with other members as often as you like!

A good, fast way to find a service that you are looking for is to do a search for a keyword on the website. For example, if you are looking for help with moving, on the website, use the keyword "moving."

Below are some guidelines for making successful Exchanges.

Before making a transaction

Negotiate all details of the transaction up front by contacting the other member via email or phone.

Things you will want to negotiate up front include:

- Exact service to be provided
- Date and time
- Location
- Estimate of how many hours (and therefore T\$) the service will take
- Whether the offering member will be paid travel time in T\$ or not, depending upon distance and how each person feels about it. A receiving member with a low T\$ balance may not want to "pay" for travel time
- If applicable, reimbursement for materials such as gasoline expense, hardware, groceries, cleaning products, etc
- Timeline or ending date or time when a service needs to be completed

Negotiating details prior to the transaction helps avoid misunderstandings. The preferred method of communication is through the website. Next is personal email and third are phone calls. Sometimes phone messages are inadvertently deleted or you begin the game of phone tag. However, for members that list in their Profile and/or offers and requests that they don't have a computer and therefore need to be contacted via phone, it is just fine to work out details over the phone. You may consider taking notes of what you agreed to during that phone conversation and then having the other member sign off on those notes at the start of the exchange.

When someone contacts you requesting a service, respond within 3 days, telling whether or not you are able to provide the service. Timely response to communication in a Time Bank is critical. So we repeat, answer in a timely manner, in a max of 3 days, and the sooner the better.

When asked to fulfill your posted offer, it is OK to say no. Here are suggestions for ways to respond to requests:

- Yes, I can fulfill your request for my service. Let's agree on a date, time, place and exactly what I am to provide.
- Yes, I can fulfill my offer, but not right away. I am all booked up for January but I will be happy to schedule you for February.
- I will provide this service to you only once a month. My calendar tells me that the next available spot for you is next month on the 28th.
- No, I'm sorry. I can no longer offer this service. I should have stopped my offer but I forgot to do so.
- If you don't have the particular skill requested, the job is too big, required too soon, or so forth, say, "I'd like to help but this won't work for me because I don't have the skill requested, the job is too big, etc."

If you are unable to meet requests, stop the Offer (remove the posting).

Tips for Making Great Exchanges

Evaluating Members' Service Offers and Skill Level

To make sure the member will be doing the type and quality of work you are seeking, evaluate their Offer ad and Profile first. Look to see what you can learn about the member before starting a conversation with them to set up a Time Dollar exchange. What does their profile say? How does their Offer describe their service, including experience, qualifications, certifications and so forth? If they say little about themselves or their Offers, maybe they aren't really interested in providing that particular service.

You may ask the member for more information, including references. Don't feel shy about asking for information about the other member and their service. You are going to spend your hard-earned Time Dollars on a service, so it is completely fair to interview another member as thoroughly as you would if you were to hire someone to provide that same service for cash. There should be no surprises during the transaction. Agree, in detail, what is to be done, when, where, what time, and so forth. Ask whatever questions you need to ask to feel comfortable about having any member come into your home to provide their posted service.

How to Find the Service You're Seeking

If you've put up a Request and no one has contacted you, don't become discouraged. This is quite common since not all members check to see what others are requesting as often as they check out the new Offers. The solution to get your request filled is to proactively look to see who is offering the service that you want. You can do a Search for Services using one or more keywords. Reach out and contact that member about their Offer ad. You can ask them to check out the details of your Request ad to see if it would be a fit for them.

Sometimes Offers might not be exactly what you need, but close enough for you to ask the member for help anyway. An example is an older person who is going to have a surgical procedure who needs some help afterwards. He might not find anyone offering "elder care," but could consider offers such as "driving to buy groceries," "medical errands," "companion," "medical advocacy," and "housekeeping." Look for Offers that are similar and contact the member to ask for a variation of what they provide. Many TimeBank Boulder members are flexible and will do what they can to help you.

What to Do If You've Contacted a Member Requesting a Service and Received No Response

First, realize that there could be a number of reasons that the member hasn't contacted you back. It's possible the member:

- Is out of town
- Computer is down
- Forgot to look in their email inbox for an email alerting them that another member wants to communicate.
- Is in the midst of sickness or a personal crisis.

Here's what to do:

- Send a second email, if still no response,
- Call on the phone, if still no response,
- Try a couple more times to get a response via either email or phone
- If after at least three failed tries you cannot get the member to respond, please contact the Primary Coordinator.

Also keep in mind that a community is made up of very different types of people. Some are more available or more organized than other people. It's important to practice patience with some people, and also to learn over time which members are good at communication and reliable helpers.

How to Post Hours for Service Exchanges where Both People are Giving

If, for example, two TimeBank Boulder members are both walking companions and go on walks together, the hours on both sides need to be banked. TimeBank Boulder benefits when the hours are banked, because the more hours we have, the more worthy we are when asking for financial help from the community. The hours would typically be banked as an even transaction (meaning each member pays each other the same number of T\$). However, some members have low balances or negative balances and others have high balances. For such Exchanges, the one with the higher balance might consider allowing his/her balance to go down and the other's balance to go up.

After You've Accumulated Some TimeDollars, "Go Shopping"

It's helpful to the community for you to spend your TimeDollars! Our members post Offers for services they enjoy doing and want them to be valued. They want people to request and appreciate their services. You actually do other people a favor by requesting their service. Also, you give other people an opportunity to earn Time Dollars. So please take a look and see if you can request a service from another member.

Many of us feel uncomfortable asking others to provide service. It is good to be self-sufficient, but the preferred way of being in a Time Bank is to do both, that is, give and receive. By not asking for anything, you deny others the ability to share their service with you.

Realize the great benefit that you give someone else when you value their Offer and ask to receive it. Can you imagine how you would feel if no one ever asks you for your service, a service that perhaps you have perfected over the years and now you want to share it with others? And no one ever asks for it. We suggest that you look to see what others are offering and even though you don't desperately need it, ask them for their service.

You may also welcome new members by donating Time Dollars to them to help them get started. You can see who has recently joined by scrolling the membership list. The newbies are at the top. 2 T\$ is about right to help a new member. In order to avoid confusion about a notification of a transaction showing up in the new member's email inbox, send an email welcoming the new member and explaining that you are donating some of your hard earned T\$ to him/her.

Do a Good Turn for Others and Fill Their Requests

Contacting other members to fill the services they have requested is a great way to help our Time Bank and help other people's lives directly. Members so appreciate being able to receive help from caring TimeBank Boulder members. Besides having the opportunity to make a difference in someone else's life, you have here a great opportunity to meet other interesting people, polish new skills, expand your horizons, make friends and build community for yourself. Don't hesitate to browse through the Requests and brighten someone's day by offering to help.

We would like members to be regularly looking at the Requests to see who they could help.

After a Transaction

When the transaction is completed, it is important that one of the members go online and log the hours. If both members log the transaction, it will double pay one member and double charge the other. To avoid this confusion, at the end of the transaction, discuss with the other member who will record the T\$ and the amount.

In the cash economy, when someone provides a service to you, you pay them. Because of the flexibility of our Time Bank software, either party can record the transaction. You can login and deduct T\$ from that member's account to pay yourself. Don't worry – the other member will be notified of this! Anytime a transaction is recorded, both members receive a confirmation email to their personal email account.

6. How to code exchanges

The 3 classes of membership - Individual, non-profit and for-profit - can make exchanges and code them the same way. Normally, the Provider enters the exchange, unless an agreement is made that the Receiver is to record the exchange.

Here is how you do it

1. Log in
2. Click the Hours tab and see Report My Hours - Hint: work Top Down!
3. Choose either: I Provided the service or I Received the service
4. Enter the date of the exchange
5. From the drop down list, enter the number of members who received the service. Note, do not choose zero.
 - a. If there was only one receiver, enter the number of hours in the exchange and the receiver's name.
 - b. If there was more than one receiver, enter the preparation hours, enter the face to face hours and each members name.
6. Select the Category from the drop down list.
7. Select the Service from the drop down list.
8. Enter a comment that describes the service provided
9. Click Record Transaction
10. Now look at your Statement to see if it looks right. If you provided the service, the exchange shows a positive amount. If you received the service, the exchange shows a negative amount.

How to code the different kinds of exchanges

The first set of examples are **For Service Given** are coded as they would be recorded by the member providing the service. Below are simple examples for one member to another member. In addition, the service can be provided to multiple members, for example, when you conduct a class.

1. For service given

A. For service given, by one individual member to another individual member.

Did you provide or receive?	I provided this service
Enter the number of hours	1
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Harry Jones
Look up the service category	Computer
Select the service	On line training
Leave a comment	Helped to install some software

B. For service given to an Organizational Member [Cool girls, Food Shift and so forth]

Did you provide or receive?	I provided this service
Enter the number of hours	1
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Cool Girls
Look up the service category	Community Service
Select the service	Cool Girls
Leave a comment	Conducted a class on weather

C. For service given to Help Our TimeBank

Did you provide or receive?	I provided this service
Enter the number of hours	4
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Time for TimeBank Boulder
Look up the service category	Help Our TimeBank
Select the service	Farmer's Market
Leave a comment	Worked a shift in June

D. For service given to a local nonprofit [Humane Society, Therapy Dogs and so forth]

Did you provide or receive?	I provided this service
Enter the number of hours	8
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	CSF
Look up the service category	Community Service
Select the service	Humane Society
Leave a comment	Worked the 2nd week end in July

2. For gifts given (no service)

The second set of examples are **For Gifts Given** and are coded as they would be recorded by the giver of the gift.

Gifts - For transferring T\$ from one member to another member. Members are:

- A. Individual members
- B. Organizational members
- C. Business members
- D. Emergency Assistance Fund (EAF)
- E. Community Service Fund (CSF).

Notice that the service category is always Gift and that these examples are coded as the giver of the gift is recording the exchange

A. Gift given by one member to another individual member

Did you provide or receive?	Received
Enter the number of hours	1
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Harry Jones
Look up the service category	Gift
Select the service	Of T\$ from one member to another member
Leave a comment	Glad to give Harry some T\$

B. Gift given by one member to an organizational member

Did you provide or receive?	Received
Enter the number of hours	1
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Cool Girls
Look up the service category	Gift
Select the service	Of T\$ from one member to an other member
Leave a comment	Glad to make this gift

C. Gift given by one member to a business member

Did you provide or receive?	Received
Enter the number of hours	1
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	Red Directions
Look up the service category	Gift
Select the service	Of T\$ from one member to another member
Leave a comment	Glad to make this gift

D. Gift given by one member to the Emergency Assistance Fund (EAF)

Did you provide or receive?	Received
Enter the number of hours	2
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	EAF
Look up the service category	Gift
Select the service	Of T\$ from an individual member to a fund
Leave a comment	Glad to make this gift

E. Gift given by one member to the Community Service Fund (CSF)

Did you provide or receive?	Received
Enter the number of hours	2
Select the exchange date	Use the calendar
To/From how many members?	1
Look up the member's name	CSF
Look up the service category	Gift
Select the service	Of T\$ from an individual member to a fund
Leave a comment	Glad to make this gift

7. TimeBank Boulder Organization and Leadership

As a 501(c)4 nonprofit organization, TimeBank Boulder follows a set of bylaws that governs how it operates. You can read the bylaws online at www.TimeBankBoulder.org. Our Time Bank has no paid employees -- which is why we ask all members to volunteer for TimeBank Boulder in some capacity -- to keep us running!

There are two tiers to TimeBank Boulder's leadership.

1. TimeBank Boulder is directed by a volunteer Board of Directors, elected annually by members at the Membership Meeting in January. The Board is responsible for setting the direction of TimeBank Boulder and making policy decisions. Any TimeBank Boulder member with a sincere desire to help further our community's goals can serve on the board. Contact anyone on the Board if you are interested.
2. A set of Teams does the functional work of running the TimeBank. Each team has two co-coordinators to share the responsibility, and team members who help in various ways.

TimeBank Boulder is an all-volunteer organization and needs every member's support. Each member of TimeBank Boulder is asked to serve on a Team or help support the organization in some way, big or small.

TimeBank Boulder Leadership

Board of Directors: President, Vice-President, Secretary, Treasurer, and other Board Members

Marketing Team – Increases awareness of TimeBank Boulder in the community and engage potential new members

Membership Process Team – Empowers new members to become dynamic, active participants in our TimeBanking Community

Member Services Team - Increases value of membership by creating interesting exchange potentials and supporting members

8. Boulder Community

What does it mean to be part of a community?

Below are some general thoughts about what community means that may help your participation in the TimeBank Boulder community become full and rich.

- Community means shared life. As people pursue something together, they see they are better off together than being alone.
- Personal relationships are the key to people becoming part of a community and continuing their involvement.
- Community ties require reciprocity. Reciprocity means that the person is giving something to their community, not just being in the community. It means contributing in ways such as celebrating life's successes or grieving and helping when tragedy strikes. It is engaging in neighborly acts.
- A community is where people learn from, interact, and care for each other. People create a common welfare by sharing good and bad.
- A community is the family you get to choose.
- Community is based on respect and appreciation for each unique individual. Compassion, engagement and inspiration are the bricks upon which community is built, and also its gifts.
- Some people who are loners, shy, or live in seclusion or apart from society may not naturally know how to be part of a community and form relationships for mutual benefit. The whole social idea may have them stressing out and feel like a risk of possible rejection, scorn, abuse or non-acceptance. For them, learning how to be a part of a community is learning an important life skill that will provide caring and support. We encourage people to join TimeBank Boulder in order to practice this skill.

Tip: If you have never been part of a community, if you feel shy or stressed by being around people, if you'd like to learn more social skills or understand more about how to form good relationships, consider the services of a TimeBank Boulder member offering counseling, coaching, or therapy.

The End