



## Questions? Emergencies?

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IF THE SQUARE  
EVER ASKS FOR  
A PIN CODE,  
PLEASE USE **2019**

**Thank-you for volunteering to sit the gallery!  
We hope these instructions will help.**

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# LUNENBURG ART GALLERY SOCIETY

## Gallery Attendant Instructions and Tips (2022)

Please try to arrive 5-10 minutes early to pick up the key from the dollar store.

1. Turn on lights - 3 switches behind the sliding barn door on the left when entering, PLUS switch for recessed lights to the right of the kitchen door.
2. Unlock the kitchen with the key on the fuzzy blue keychain under the front counter.
3. The switch for the Earl Bailly display, spotlight (and old music player\*) is the power bar on the shelf next to the kitchen door. Feel free to use old music player, but there is also Alexa. Play any music by saying “Alexa, play (album name by artist)” or “Alexa, volume up”. A good volume is normally 4 or 5, which you can specify with “Alexa, volume 4”.
4. Hang the open sign outside on the bar to the left of the front door. Don’t forget the little hook on the side to prevent the sign from swinging.
5. Choose which side of the **Covid Masking** sign on the door that you prefer. If you are sitting with another attendant, please consider their safety preferences. *Please note that while masking is no longer required, it is still recommended.*
6. The WIFI password is **painter1**
7. In 2022 we switched from POYNT to Square™, which is kept in the top drawer next to the computer. Lift it out and place on the counter, it should ‘wake up’ if you tap the screen. The display is programmed to sleep after 10 minutes. You may unplug it for customer convenience (unless using the cash drawer) but please plug it back in when done. Square instructions are on the following page.
8. Tally the number of visitors we have throughout the day in the ‘Guest Count’ book.
9. If you need to step out for lunch or to use the bathroom, please stick the ‘Back in 10 minutes’ sign on door. There’s usually a pre-made one behind the counter or by the computer, or a hand-written note is fine.
10. Well-behaved dogs are welcome in the gallery!
11. It is okay for visitors to take non-professional pictures (no tripods, lights etc).
12. The bathroom is for volunteers only unless in case of an emergency.  
Please disinfect bathroom after each use to respect covid protocol.

## **Closing up**

1. All shifts in 2022 are 11am - 4pm. If the gallery is still busy at 4, you may choose to stay later. Keep in mind the dollar store may close at 5pm.
2. Bring in OPEN sign.
3. Return plugged-in Square Terminal to the top drawer. Make sure the fuzzy key chain is under the front counter and lock kitchen door by turning the centre on the doorknob.
4. Lock the front door and return key to Loonies and Toonies.

## **Art Sales**

There is packing material under the desk, and additional bubble wrap and larger thick paper in the back room if needed.

If the customer is interested in shipping, we are able to send smaller items with Canada Post but we recommend larger items be taken to UPS at 100 High Street in Bridgewater **by the customer**. UPS is open daily until 6:30pm and the phone number is 902-527-0002.

If visitors have questions about an individual artist, there is a binder of artist information under the counter and a green basket of artist business cards to give out.

## **Sold artwork not taken**

Write down the name and phone number of the customer and impale it on the spike. Put a red dot on the wall tag to show it is sold. Red dots are in the green basket under the counter.

Members may bring in new artwork but there is no guarantee it will be hung right away. Store the work in the back storage room and email [gallery@lunenburgartsociety](mailto:gallery@lunenburgartsociety) to let us know.

## **After the customer leaves**

Call the artist from the number on the inventory list and let them know their work is sold and they may bring in another piece before the end of the show. All new work should be registered on the website at [lunenburgartgallery.com/register-for-shows](http://lunenburgartgallery.com/register-for-shows).

## **Memberships**

New members can fill out a membership application and pay at the gallery. A membership card will be mailed out to them. Leave membership application on clipboard next to the computer for processing. If you have a smart phone, you can speed up the process by taking a picture and emailing to [membership@lunenburgartsociety.ca](mailto:membership@lunenburgartsociety.ca). There are paper applications under the counter, and also in the LAGS brochures.

# The Earl Bailly Slideshow in the Earl Bailly Display

The tv mounted inside Earl Bailly's display has a slideshow with a brief biography, historical photos and examples of artwork.

Once you have turned on the power bar on the shelf by the kitchen door, you can start the slideshow using the remote on the same shelf.

The slideshow will play continuously on a loop as long as the tv is on.

Turning on the slideshow is easy but takes a minute as the TV is slow to respond.

If you turn on the TV and it asks for a channel scan, or a source input or anything else weird, hit the button that looks like this and scroll down until you reach USB.



1. Point the remote down at the TV and turn it on using the red button in the top left corner of the remote.
2. Wait a few seconds
3. When it loads a picture of a camera, hit the **ENTER** button in the centre of the remote.
4. Wait a few seconds
5. When it loads a picture of a slide carousel, hit the **ENTER** button in the centre of the remote.
6. Wait a few seconds
7. Next there should be a screen of thumbnail images. Scroll over to the first image (or any, it's on a loop so it doesn't really matter) using the arrow button to the right of the **ENTER** button.
8. Wait a few seconds
9. Press **ENTER**
10. Wait a few seconds
11. Tap EXIT to get rid of the bar at the bottom of the screen.



For LAGS Attendants:

## SQUARE INSTRUCTIONS

In 2022 we switched from a Poynt to a Square Terminal which *should* be easier to use. These instructions are not meant to overwhelm, just to be a quick reference in different situations.

*IF AT ANYTIME THE SQUARE ASKS FOR A PIN CODE, PLEASE USE 2019.*

The Square is kept inside the top drawer behind the desk, next to the computer. To stay connected to the cash drawer, you should keep it plugged in. If you need to hand it to a visitor (in a wheelchair for instance), it can be used unplugged for non-cash sales for several hours.

The Square is programmed to run updates every day at 1am, so it's best to keep it turned on and plugged in overnight.

At the end of the day, just tuck it back in the drawer.

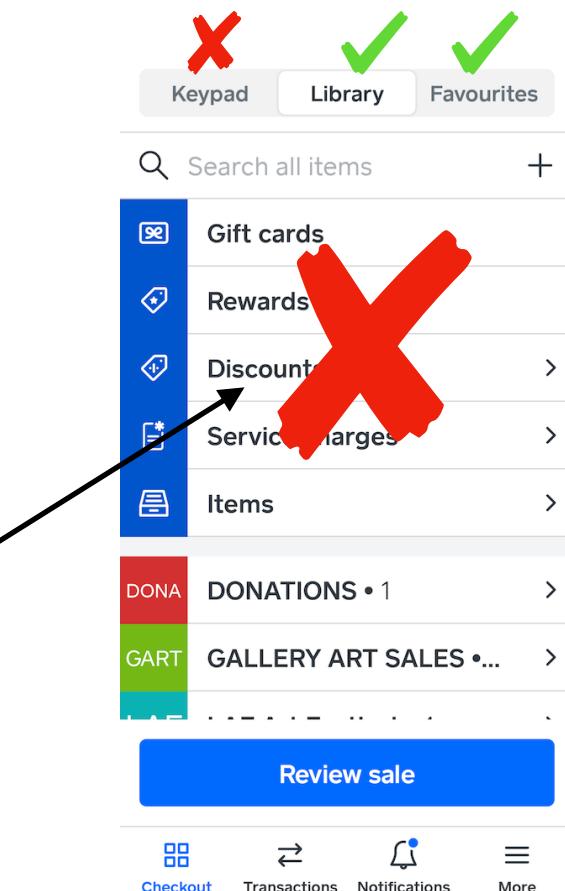
The display will sleep after 5-10 minutes.

All of the gallery's inventory is under **Library**. You can also find shortcuts/folders under Favourites but we'll stick to **Library** here.

**NEVER USE 'Keypad' without selecting a category first (Gallery Art, Notecards etc)**

One downside of the Square interface are these 'shortcuts' at the top that we can't delete and we won't use, i.e. Gift cards, Rewards, etc.

**Ignore** these top buttons and just keep scrolling.



Keypad   Library   Favourites

	LAF Art Sale	Variable
	LAF MEM REG - LA...	\$30.00
	LAF NM REG - LAF...	\$40.00
	LAF Studio Tour	\$75.00
	LILAC HILL - Vag...	\$375.00
	MEM ADULT - LAG...	\$40.00
	MEM STUD - LAGS...	\$20.00
	NOTE	Variable
	QUIET COVE	\$375.00

**Review sale**

     
[Checkout](#)   [Transactions](#)   [Notifications](#)   [More](#)

As you scroll through the Library, you will see the various things people can purchase at the gallery.

Memberships, Notecards, LAF Registration and Donations are listed here, as well as individual lines for every piece of art and print available for sale.

You may add as many items as needed per each transaction.

Tax is added automatically as needed.



## Payment Methods Accepted:

Visa, Mastercard, Amex, Discover, Google Pay, Android Pay, Apple Pay, personal cheques & cash.

For memberships and registrations, we can also accept e-transfers at [payments@lunenburgartsociety.ca](mailto:payments@lunenburgartsociety.ca)

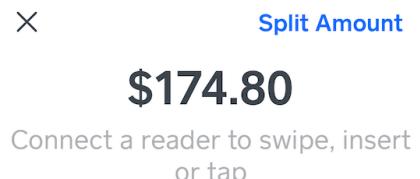
There is a float for change in the cash drawer, which should open automatically for cash sales and cheques. Gallery attendants **DO NOT** tally cash at the end of the shift. Cash sales will trigger an email to the bookkeeper and it will be deposited later.

At the end of your shift, don't forget to return the Square Terminal to its drawer.

## Card/phone payments:

If it is Visa, Mastercard, American Express, Discovery card, Apple Pay or Google Pay then the customer can just tap their card/phone and either choose to print a receipt or have one emailed.

If the customer wants a hand-written receipt, we have a dozen or so receipt books in the bottom drawer.



## Cash Sales:

**If the customer wishes to pay with cash**, tap the “x” at the top left of the screen and it will take you to a list of payment methods including cash or cheque. Enter the amount of cash the customer gives you and the square will tell you the amount of change owed. The cash drawer should open automatically and an email is sent to the bookkeeper to let them know there is new cash.

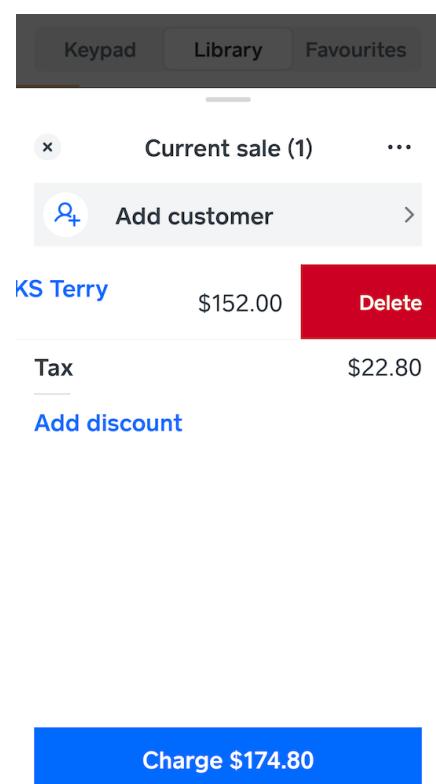
## Cancelling a sale:

If you tap the wrong item, or wish to delete something from the cart, **SWIPE LEFT** on the item and it will be deleted from the cart.

For any items you add to the cart accidentally, just swipe left and delete.

Feel free to practice this a few times!

You can also press and hold an item and it will invite you to change the quantity, which you can adjust to zero.



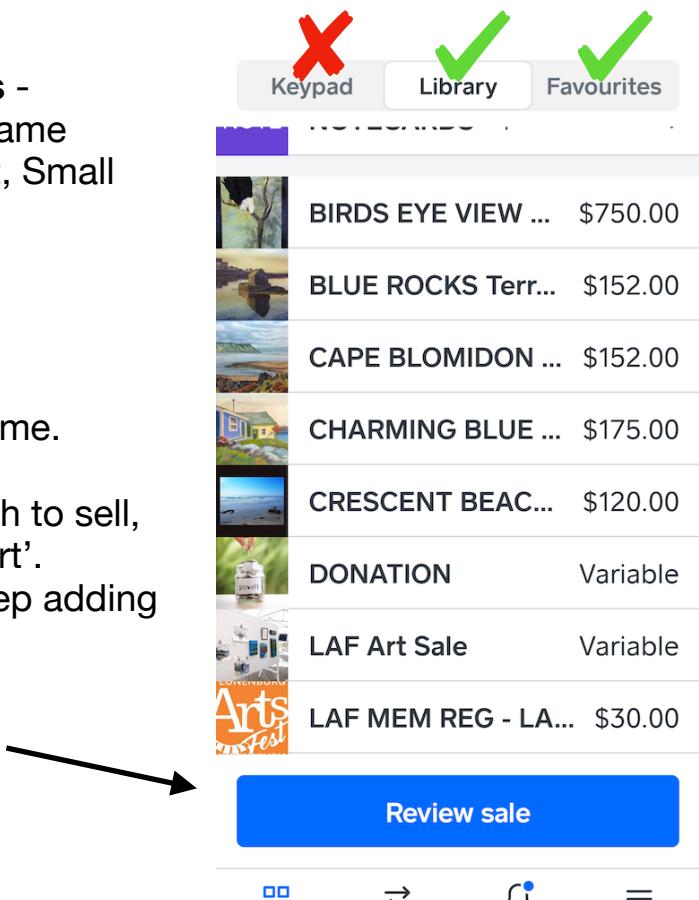
# Processing Gallery Artwork Sales (including unframed prints from the print racks)

Remember, you can use Library or Favourites - Library is the full inventory, Favourites is the same inventory but sorted by folders (i.e. Gallery Art, Small Stuff). Either/or, whichever you prefer.

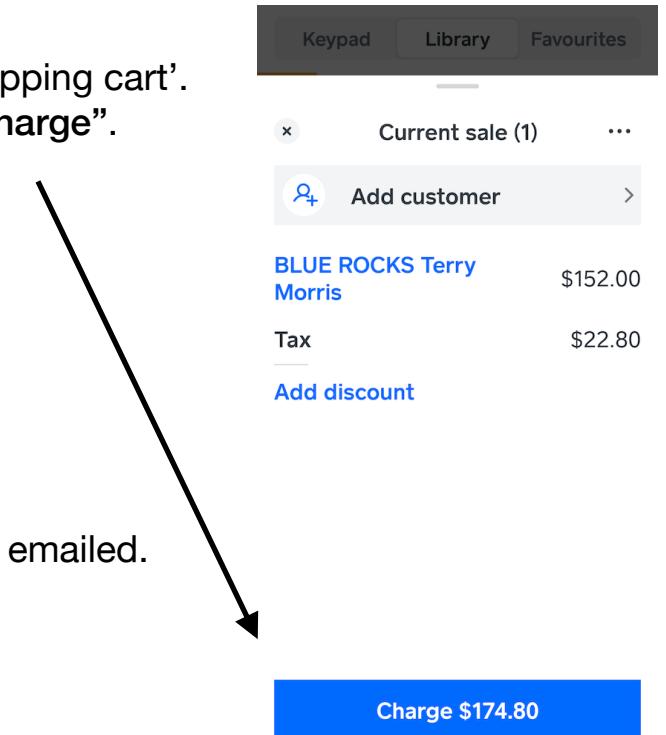
Most artwork will have a thumbnail image.

Artwork and prints are sorted by TITLE, but searchable by both title and the artist's name.

1. Scroll down until you find the piece you wish to sell, tap on the item to add it to the customer's 'cart'. If they are purchasing more than one item, keep adding until finished.
2. When you are finished, tap **Review Sale** at the bottom of the screen. Tax will be added automatically to items that require tax.



3. The next screen will be the customer's 'shopping cart'. If everything looks right, go ahead and tap "Charge".



4. The next screen will invite the customer to tap or swipe their card or phone.
5. Once the card is tapped, the customer can choose to either to print a receipt or have one emailed.

# Notecards, Postcards, Art Cards

Notecards, postcards, art cards  
are all under **NOTEcards**.

Notecards are different from other inventory as they have different prices but the amounts are too small to each have a button of their own.

Tapping on **NOTEcards** will bring up a **NOTEcard** keypad screen, where you can enter the price written on the back of each card.

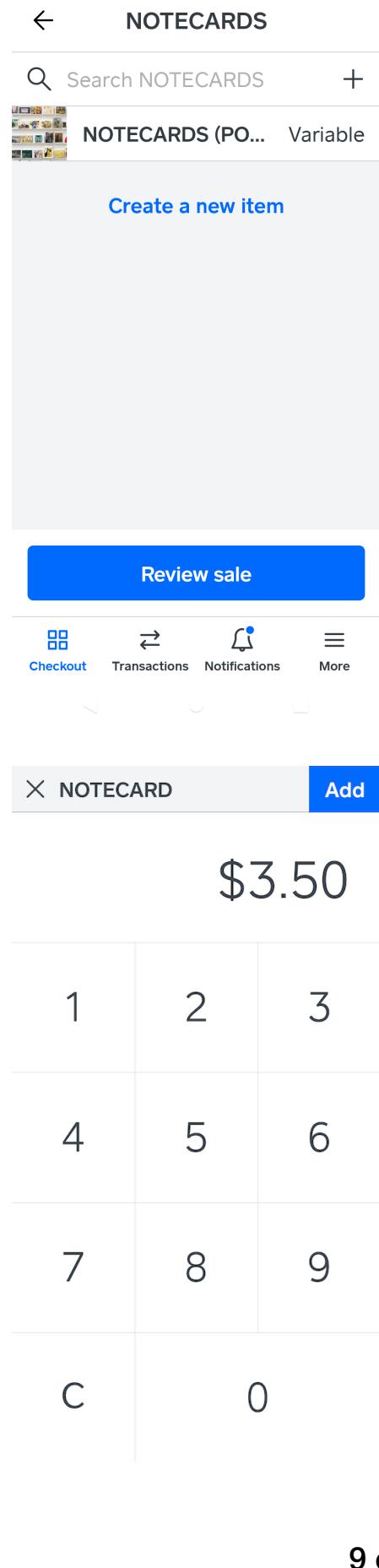
Customers frequently buy multiple cards, so go slowly and carefully.

**PLEASE DO THIS SEPARATELY FOR EACH CARD AND/OR PACK OF CARDS!**

Tax will be added automatically at checkout.

There are small paper bags under the desk for cards if the customer wishes to take a bag.

If possible, make a notation on the card list inventory (taped to the counter) to help the Printshop Committee track which cards are selling.



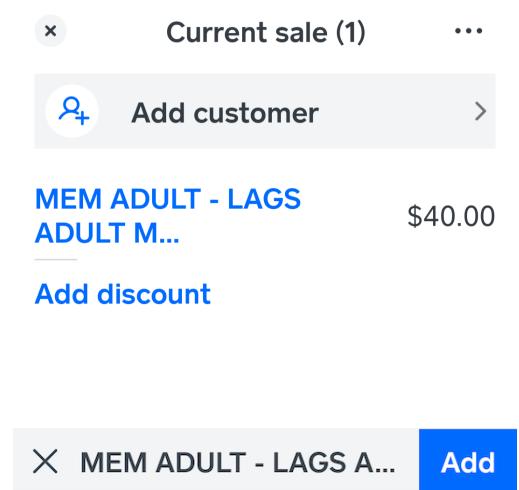
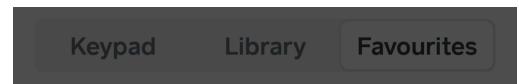
# Memberships and Registrations

We offer 2 annual Membership types at LAGS,  
**Adult** and **Student**, and each has their own button.

Adult memberships are \$40  
and Student memberships are \$20.

All memberships are valid for 1 calendar year.  
Memberships purchased after October 1 are applied to  
the following year.

When processing memberships, press and hold down  
**MEM ADULT - LAGS** (or **MEM STUD**) —————>



and it will bring up this screen —————>

**Here you can enter the name of the person for  
whom the registration or membership is for —————>**

Click **Add** and proceed with the sale.

If the new member has an application, add it to the clipboard and stick a note on the spike to let us know.  
If you have a smartphone, you can also take a picture of the membership application and send it to  
[memberships@lunenburgartsociety.ca](mailto:memberships@lunenburgartsociety.ca) to speed up the process.

X MEM ADULT - LAGS A... Add

QUANTITY

- 1 +

NOTES

Damien Hirst

TAXES

HST 15%

ITEM DESCRIPTION

Annual adult membership to  
LAGS

Following these steps helps a great deal with our record keeping and makes sure all new members are quickly included on the email list, website and membership roster.

# LAF Registration

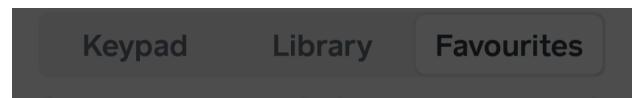
Participants may pay for their Lunenburg Arts Fest registration in the gallery.

Each available category has its own button, just tap and add to cart.

As with memberships, for registrations it is very helpful if you could press & hold down the **LAF MEM\*** description on this screen

(\*the text will be different depending on the registration type) and enter the registrants name on the next screen.

When finished, tap **Save** and complete the transaction.



x Current sale (1) ...

Add customer >

**LAF MEM REG - LAF ART FE...** \$30.00

**Add discount**

X LAF MEM REG - LAF ... **Save**

QUANTITY

— 1 +

**Charge \$30.00**

NOTES

Vincent van Gogh

TAXES

HST 15%

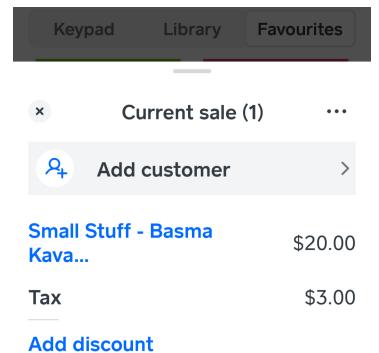


**Remove Item**

## Small Stuff

If there is an inventory sheet on the counter, mark which item has sold for the artists records.

Small Stuff is similar to Notecards (see page 9) in that once you tap the category button you'll be shown a keypad to enter the price written on the item. **If you have a chance**, once a small stuff item is added to the sale, press and hold the item →



to bring up this screen:

X Small Stuff - Basma K... Save

PRICE  
\$20.00

QUANTITY  
-

1

+

NOTES  
Book - For the time of apricots

TAXES  
HST 15%

[Remove Item](#)

Here you can add a note with a more detailed description of the item ->

If you don't have a chance to do this step, marking the inventory sheet should be enough.

## Gifted

Tapping on Gifted will bring up the keypad, enter the price off the tag, one item at a time. Tax will be added automatically. You do not need to add a note specifying what was purchased, all Gifted stock is owned by the the gallery.

## Earl Bailly Posters

There are 5 designs for Earl Posters and thumbnail images to match which painting is on the poster. All posters are \$5+HST. Tax will be added automatically.

# “EMERGENCY” ADMIN PROCEDURES

IF THE SQUARE ASKS FOR A PASSCODE AT ANY TIME, USE 2019

## To Print (or Reprint) a Receipt after the transaction

To re-print a receipt, go to Transactions at the bottom of the screen and pull up the transaction you need to reprint.

## If the item is not in the Library/Favourites

If there is an error in the inventory and you need to make a sale that is not included in Library or Favourites, and the customer is there and you are in a hurry, you MAY use Keypad but PLEASE PLEASE PLEASE use the "+ Note" button! If there is no note added describing what the transaction was for, it shows up in the records as a miscellaneous sale and we have no idea what it was for.

\$0.00



# Adding an Item to the Inventory, on the terminal

If a piece is brought in to replace something that has sold, or by a new member at the beginning of a show, and you have a minute, you can add inventory to the square from the terminal in the gallery. At the bottom of the screen, tap Items > All Items > Create Item.

Don't worry about the image, we can add that later.

Important things to add when creating an item:

**Name** - TITLE OF PIECE Name of Artist

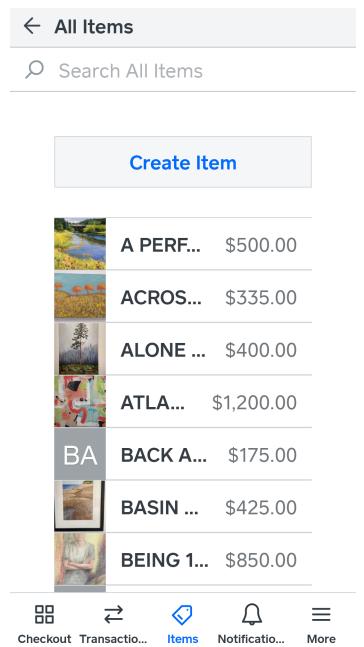
**Category** - Select Category

**Price** - price of artwork

**Stock** - Manage Stock > Stock Received > Add Stock > 1

HST should be ticked automatically. When finished, tap **SAVE**.

Go back to the main menu and check if the item is there.



New Item

Category [Select Category >](#)

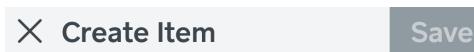
## Options

[Add Options](#)

Options are used to create item variations with selectable values at checkout. [Learn More.](#)

## Price and inventory

SKU	None
...	- ..



Options are used to create item variations with selectable values at checkout. [Learn More.](#)

## Price and inventory

SKU	None
Unit	<a href="#">Per Item</a>
Price	\$0.00
Stock	<a href="#">Manage Stock</a>

[Add Variation](#)

Leave the price blank to enter at the time of sale.

## Taxes

HST 15%



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