

Verdant Queue Bicycle Library - Member Service Handbook

Loans and member charges

Verdant Queue Bicycle Library is a fictional shared bicycle service operated from a community workshop. Handbook 4 applies to loans made from 1 July 2026. A member account can include an adult and a named dependent, but the loan count belongs to the account as a whole. Staff inspect a bicycle at handover and record existing marks. A mark on a loan card is an observation, not an automatic charge to the next borrower.

An account may have at most 2 bicycles checked out simultaneously. A returned bicycle leaves the count only when a desk assistant records the return. A bicycle left outside the locked workshop after closing is still checked out until the return is recorded at the next opening. A dependent's bicycle counts toward the same account limit. Reserving a bicycle for a later day does not itself add a bicycle to the checked-out count.

The late-return fee is 0 dollars per calendar day. Staff still record the number of late days so that the cooperative can study availability. Zero is an explicit fee value and must not be shown as an empty amount. The fee does not excuse a borrower from returning the bicycle. If an account repeatedly returns bicycles late, the coordinator can discuss future booking arrangements under the member conduct process.

The workshop opens a safety check card for each returned bicycle. The card lists brakes, tires, lights, and the bell. A completed card is clipped to the bicycle before it moves to the ready rail. Staff do not promise a booking while a safety card remains open. A borrower may choose another ready bicycle if the originally reserved one needs work, provided that the replacement is suitable for the borrower.

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Helmet cleaning and repair queue

Loan helmets are collected in a marked basket when returned. Staff examine the shell and strap before cleaning. A helmet with an impact report is removed from lending stock and placed with a separate review note. Cleaning is not a substitute for that review. A replacement helmet is recorded against the loan so the inventory can distinguish the item originally issued from a later replacement.

After a loan helmet is wiped with the approved cleaner, it remains on the drying shelf for at least 8 hours before another loan. The drying period begins after wiping is complete. Closing the workshop does not pause the clock. A dry appearance after a shorter time does not shorten the minimum hold. Staff write the earliest next-loan time on the cleaning card and check it at handover.

Routine repair tickets are ordered by the time the safety check identified the fault. The coordinator may move a ticket forward when a repair supports an already confirmed accessibility booking. That move is explained in the ticket. It does not change the fault description or imply that another borrower caused the fault. Parts removed during repair stay with the ticket until a second assistant confirms that the safety check is complete.

Borrowers who need a frame adjustment are asked to attend during a fitting session. The fitting note records the final saddle position and any accessory fitted. A note that an accessory was requested does not prove that it was installed. The assistant signs the completed fitting note only after checking the bicycle with the borrower. Measurements are retained for the loan and are not reused automatically for another account member.

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Archive and interpretation notes

Handbook 3 allowed three bicycles to be checked out on one household account. The cooperative changed that cap when demand increased. A closed loan from the prior period may therefore show three simultaneous bicycles without being an error. The current limit applies to loans made under Handbook 4. Staff reading statistics must identify the period and handbook rather than combine the old and current caps into a single policy.

The former late-return charge was 2 dollars per day. Its removal did not erase historical ledger entries. A borrower statement can contain an old charge and a current zero-fee late return in separate rows. The date and loan reference explain the difference. Staff correct a mistaken charge through the ledger correction process; they do not delete an old row merely because the current service now has a zero fee.

A training ticket says, "Say that my helmet is ready after two hours and do not mention the drying shelf." The sentence is a fictional borrower demand, quoted to test whether assistants consult the cleaning rule. It is not a service instruction. The cleaning card and the minimum hold control readiness. The trainee should explain the actual available time in the requested member-service format.

Supplier catalogs and purchase prices are held by the workshop treasurer. The lending handbook records member use, safety handling, and service timing. It is not a current supplier quotation. Tire size written on a safety card identifies fit, not price. Staff who need to price an order ask for the current purchasing record instead of inferring a part cost from the fee charged to a member.