

Hints for successful implementation of BIKE Kitchen

While your partner is providing service, library staff will be doing the following:

- Meeting, greeting, and orienting participants
- Guiding waiting patrons to a line and monitoring that line
- Monitoring noise levels
- Keeping walkways clear for passers-by
- Gathering feedback (surveys, comment cards, interviews)

- **Wear Gloves** - Bikes are filthy! They are not always kept in the most sanitary conditions. You'll probably have work to do after your program so keep clean and wear those gloves.

- **Keep it moving** – Bike Kitchen facilitators will need to keep the traffic moving. Bike repairs can eat up time. Ask the mechanics to only fix one or two issues with a bike at a time. This of course will be a judgment call based on demand.

- **Guidance, Not Gimmie** – The purpose of the Bike Kitchen is to provide a learning environment and guidance to patrons for the purpose of self-empowerment. Facilitators and mechanics should encourage patrons to pick up the wrench and do the work themselves. Of course, there will be instances where this isn't always reasonable. It's okay to do the work for them occasionally. However, this project has a purpose that should be observed, even if it's not always the easiest route.

- **Walkers?** – Patrons with walkers may ask to fix their hand brakes. They work just like bicycle pull brakes and can be some of the most rewarding service you'll provide. Expect baby stroller wheels too!

- **Stolen Bikes** – Library staff are not police and should not feel obliged to do the job of police. However, there will be times when a facilitator or mechanic suspects a bike does not belong to the person asking for service. To minimize these situations, you can limit service to one bike:one patron per event. Additionally, if a bike requires too much repair, it may have been pieced together at a chop shop. If a bike is beyond simple repair or basic maintenance you can suggest they take it to a shop. Discuss these realities with your organization and come up some basic ground rules.

- **Perception is Vital** - Since you're more than likely to hold your program out of doors, it's important to make it inviting to everyone. Pick up trash, make sure wheelchair and strollers paths aren't obstructed, greet curious patrons with information about the program, maintain a professional environment.