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US ARMY INSTALLATION MANAGEMENT COMMAND  
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1 APRIL 2024

STANDING OPERATING PROCEDURE  
FOR ARTS AND CRAFTS CENTER UNDER THE DIRECTORATE OF FAMILY,  
MORALE, WELFARE AND RECREATION (DFMWR)

SUBJECT: Framing and Self Framing Standing Operating Procedures (SOP)

1. PURPOSE: This SOP establishes policies and procedures for the use of the Framing Area.
2. APPLICABILITY: This SOP applies to all personnel assigned to the Arts and Crafts Center, and patrons in accordance with the Arts & Crafts Center, Community Recreation Division.

3. GENERAL:

- a) Processes provided for the Framing Area for staff assigned to the Arts and Crafts Center.
- b) Processes provided for Framing Classes.
- c) Processes provided for the use of Self Framing area for all patrons.

4. FRAMING AREA FOR STAFF:

- a) Staff assigned to framing will take all framing orders. Staff will ensure order forms are well documented with any changes or designs requested. customers must sign their order form. All customers will be provided an estimate and estimated due date at the completion of their order; the due date will be based on the date all items are received for the order, items received after the no later than date will result in an adjustment of due date. All orders that require designing in the electronic mat cutting software will be called within 1 business day to be given an estimate.
- b) Staff will enter framing orders into RecTrac in a timely manner ensuring all materials and staff time is entered correctly. All matboards, foamcore and glass are sold in full sheets, if customers wish to keep an unused portion of their items, they may take them at the time of order pick up. Any unused portion that the customer does not wish to keep will be cut down to the largest usable size and placed in the appropriate area for use in self-framing classes.
- c) Each week staff assigned to the framing area will take a general inventory of needed supplies and provide a list to the manager or staff responsible for inventory ordering to prevent running out of items.
- d) Staff assigned to the framing area will ensure that all standardized class

plaques such as WOC/WOILE/WOSSE have the frames preassembled to provide a timely turn around on orders.

- e) Staff will ensure that all trash and glass receptacles are emptied when full or at least once a week to prevent the area from becoming untidy. All items will be returned to the proper place when not in use and all items that need to be discarded are done so promptly to maintain a usable workspace.
- f) Orders that are being actively worked should be the only items on the framing tables, all other orders should be placed in one of the framing drawers beneath with a visible patron last name and due date.
- g) When an order is complete it will be brought to the front and the front desk staff will be notified the order has been completed so the patron may be called. Patrons will be notified of the final total when notified their order is complete. Unclaimed orders will only be held for 30 days, after 30 days the items will be used or disposed of at the discretion of the Arts and Crafts Center.
- h) Patrons with any unexpected additional charges should be notified before they are incurred, these include but are not limited to reopening fees, larger frame size than originally discussed, alternate frames due to outages, special order matboard, glass or plexi.
- i) Staff will not have glue, putty, food or have open containers without a closable lid on the framing tables. All gluing of items will be done on a separate table or counter, all puttying will be done on the designated putty table.
- j) Each staff member working the framing area will be required to complete a minimum of 3 frames per shift.
- k) Staff will ensure that each framing station has one complete set of framing supplies and required tape, hardware, and tools.
- l) Staff will be responsible for tracking all spoilage; this includes any frame less than 10" be discarded.

##### 5. FRAMING CLASSES:

- a) Patrons wishing to use the framing area must be at least 16 years of age and will be required to take a framing class and hold a valid DA3131 with a received date no more than 3 years prior to the current date. Patrons that have received a valid DA3131 from another installation will be required to take a framing class for training on the equipment in the shop; they will receive this class free of charge. Patrons with an expired DA3131, will be required to take a framing class.
- b) Patrons are required to bring an 8x10 photo when they arrive for class, larger items will not be allowed for the class. Patrons must always wear close toe shoes when using the framing area, patrons that arrive without the proper footwear will be denied access to use the area. Framing classes will

be scheduled with no more than 2 participants at a time.

- c) Framing classes will use only the “scrap” matboard and framing items, all inventory items used can result in additional charges to the framing class.

## 6. SELF FRAMING FOR PATRONS:

- a) Patrons wishing to use the self-framing area may do so if they are 16 years of age and hold a valid DA3131. Patrons’ self-framing must always wear close toe shoes in the framing area. Anyone without proper footwear will be denied access to the framing area.
- b) Self-framing is available by appointment Thursday-Saturday, patrons that arrive outside of these times will be encouraged to schedule a return appointment; clean up must be completed 30 minutes prior to close: 1600 Thursday and Friday and 1530 on Saturday. Patrons’ self-framing will be charged for all items used to complete their frame as well as an hourly self-framing fee for use of the facility.
- c) Patrons that are self-framing are not permitted to use the electronic mat cutter or cut their own glass. Patrons found not following any safety rules or rules IAW DFMWR or the Arts and Crafts Center are subject to refusal for future use of the framing area.
- d) Uncompleted frames are to be left in an open drawer with a label clearly showing a last name and date of last use. All items left for 30 days will be disposed of at the discretion of the Arts and Crafts staff.
- e) No items will be permitted to leave the facility unpaid; all items used to include damaged, or mess ups will be properly accounted for and entered into the final total of the self-framing receipt. Patrons found wasting materials or attempting to not pay for items that resulted in mistakes or damaged items will be subject to refusal of future use of the framing area.
- f) Patrons that require assistance resulting in 60 or more minutes will be charged an additional custom framing.

7. This SOP will be reviewed one year from date of publication.