



Version	Date	Author	Description of Change
1.0	5-18-10	[REDACTED]	New format. Minor edits to Section 4.2's Guided Tours, Facilities Support, Receiving Business Visitors, Serving Potential Customers, and Walk-In Visitors.
1.1	8-20-13	[REDACTED]	Updated in 2-year cycle. Added mandatory use of visitor report to log personal or family visitors of employees. Delineated escorted versus unescorted requirements.

USGS EROS ADMINISTRATIVE PROCEDURE

COORDINATION:

[REDACTED]

EROS Director / Deputy Director Administrative Officer

SUBJECT / TITLE: EROS Tours and Visitors

DATE: August 20, 2013

VOL / INDEX #: EROS-GEN-21

PREPARED BY:

Copies will be provided to:

[REDACTED]

OTHER COORDINATION:

Preparer	Date	Supervisor	Date
GS-N-EDC Federal Employees			
CORs distribute to contracts.			

STATUS: Permanent
 Temporary

EXPIRATION DATE: August 19, 2015

PROCEDURE / MEMO: Original
 Supersedes EROS-GEN-21, EROS Visitors and Tours, dated May 18, 2010

ATTACHMENT TO: N/A

PURPOSE: To document a procedure for providing tours to visitors and guests at EROS.

UTILIZATION: Daily, Weekly, Monthly, Other

TEXT: The procedure follows on the next page.

1.0 References

EROS-GEN-11 Official Visitor (of less than 180 days) Requirements.

https://edchome.cr.usgs.gov/#/Shared/EROS_Policies_Procedures/Home

EROS-GEN-18 Affiliate Personnel (of 180 days or more) Sponsorship and Support.

https://edchome.cr.usgs.gov/#/Shared/EROS_Policies_Procedures/Home

2.0 Purpose

This procedure documents a process for providing tours to visitors and guests at EROS.

Guidelines for hosting or sponsoring business visitors are provided in EROS-GEN-11 and EROS-GEN-18 as mentioned herein under 1.0 References.

3.0 Definitions

Business Visitors - visitors or affiliate personnel that come to EROS for business reasons, for example, interviews, vendors, cooperators, or visiting scientists. These tours will be provided by the sponsoring employee unless other arrangements are specifically requested.

Guided Tours - tours led by someone working at EROS.

Self-Guided Tours - tours in which the visitors use the self-guided tour handout as their guide. These are available throughout the year, anytime during normal business hours and are confined to the lobby/atrium area.

Tour Group - a group of visitors (either large or small) that has previously scheduled a specific tour time.

Walk-In Visitors - individuals or groups making unplanned visits to EROS; this may also include personal visitors to employees. Daily tour times for walk-in visitors are 10:00 a.m. and 2:00 p.m.

Visitor Report – This report provides visitor information including arrival and departure dates; name, title, and organization; additional visitors; host/sponsor, points of contact, room location, etc. Visitor information is entered by administrative assistants on behalf of the employee who is hosting a family or personal visitor. The report is accessed daily for EROS Director, physical security, and IT security purposes. It is available for access by all EROS Federal and contract staff on the EROS internal homepage at <https://edchome.cr.usgs.gov/visitorreport/>.

4.0 Procedure

4.1 Roles and Responsibilities

The front Receptionist is responsible for the coordination of tour scheduling. If additional help is needed, the Outreach Coordinator may be asked to assist.

4.2 Process

Introduction - there will be two types of tours; self-guided and guided tours. All visitors and tour groups will sign in with Security, showing government-issued identification. During any of the tours, visitors will be encouraged to see the EROS overview video.

Hosting Tour Visitors - all tour visitors will be greeted by a physical security guard, asked for appropriate identification, given a "visitor" I.D. sticker, and asked to sign in. The Receptionist will then advise the visitor of the tours available for that day.

Self-Guided Tours - will be available to visitors throughout the year. A self-guided tour handout will be available at the reception desk. The handout will include a map identifying key points and the route of the tour (confined to atrium and lobby). The points of interest guide will be reviewed and evaluated for content at the start of each summer season or as needed. Self-guided tour visitors do not need a personal escort once they have been checked in by a physical security guard providing they remain in the designated public area.

Guided Tours - guided tours should be arranged through the Receptionist at (605) 594-6511. Visitors desiring a guided tour can contact anyone at EROS, who will then be responsible for contacting the Receptionist. As required for special circumstances, the Receptionist, Outreach Coordinator, or Communications and Outreach Work Manager can make arrangements to coordinate and design a specific guided tour to meet the requestor's needs. The Receptionist is responsible for maintaining a schedule for all tours.

A list of staff will be maintained as a resource for providing guided tours. The list includes, but is not limited to, the Outreach Coordinator, Receptionists, volunteer employee tour guides, and the Communications and Outreach staff. The Receptionist maintains this list. Volunteer employees will be allowed to charge Communications and Outreach up to one hour per tour for standard tours of the lobby/atrium area, the Hall of States imagery, and Earth As Art imagery. For special tours of the Computer Rooms, the Archive, the Dome, etc, volunteer employees will be allowed to charge their respective projects up to 2 hours per month for outreach support.

Outreach Support - if more outreach support time is required (beyond 2 hours per month), any additional time will be coordinated with the respective USGS Project

Manager in advance. The Receptionist will track which employees have provided outreach support and will ensure that outreach support requests are evenly distributed between the various volunteer employees.

Receiving Business Visitors - business tours will be provided by the sponsoring employee unless other arrangements are specifically requested in advance.

Serving Potential Customers - when a visitor is interested in discussing or downloading a product from EROS, the Receptionist will call Center Support (CS) to see if anyone is available to assist the visitor. If no one is available, then the Receptionist will provide an inquiry form for the customer to fill out. CS will then make contact with the customer as needed.

Walk-In Visitors - all walk-in visitors will be greeted by Security, asked for appropriate identification, given a "visitor" I.D. sticker, and asked to sign in. If the visitor is here to see a specific employee(s), Security will then contact the appropriate employee(s) and have the visitor wait with Security until the employee receives the visitor. It is the employee's responsibility to have entered their personal visitor(s) into the Visitor's Report. They can do this through their Administrative Assistant. The employee is responsible to escort the visitor(s) outside of the designated public areas.

If the visitor came to tour the Center and it is outside of the standard tour times of 10:00 a.m. and 2:00 p.m., the Receptionist will provide a self-guided tour book and the visitor will be allowed to tour the lobby/atrium area unescorted.