

Saxapahaw Timebank Research Team

Research Meeting with Mary Murphy from Silver Springs Timebank July 28, 2025

About Silver Springs Timebank

- <https://www.sstimebank.org/>
- **Founded:** ~10 years ago
- **Members:** 400+
- **Platform Used:** hOurWorld / Time & Talents
- **Initial Launch:** Started with a core group of ~6 people; launched after creating vision/materials (PowerPoints, guides), reached out to hOurWorld, then built the website, & created orientation plan

Meeting Attendees

- Special Guest:
Mary Murphy
- Harry Phillips
- Frankie Blackburn
- Brianna Haferman
- Jason O'Dell
- Keigo Jenks
- Isabelle

Membership & Community Boundaries

- Open to anyone who "lives, works, or plays" in the area.
- However, the farther out someone lives, the harder it is to give/receive services.
- Applicants are required to list their address in the sign-up process.
- 18+ to join, or must have parental permission.

Onboarding & Orientation

- Anyone can apply, but must complete an orientation before account activation.
- Orientations were once in-person but are now held on Zoom. ([Video](#))
- They have a dedicated Orientation Team that hosts monthly orientations.
- After orientation, members are given a timebank mentor that can answer any questions for them, help them brainstorm services, etc.
- Members can earn hours for helping with orientations.
- No background checks or referrals are conducted.

Community Agreement & Terms

- Yes, there is a Terms of Service agreement through hOurWorld. - <https://hourworld.org/pdf/TOS.pdf>
- No major legal concerns or issues reported so far in their 10 years.

Services & Activity

- No prohibited services (e.g., medical, childcare, etc.). They do not screen but encourage folks to put their qualifications in their service listing.
- In any services that require physical items like gas for transportation or ingredients for cooking, members are encouraged to work out agreement of payment beforehand
- Services that are frequently requested may go unfulfilled; members are free to ignore requests.
- This can cause frustration among members if no one responds to their requests.

Safety & Accountability

- Only minor issues - they've removed a problematic member in the past.
- Members can report concerns via a central timebank email.
- Overall, members tend to act in good faith.

Community Engagement

- Hosts regular events:
 - Swaps: plant, clothing, arts & crafts, tools
 - Potlucks, mixers, and coffeeshop gatherings
- Sends out monthly and quarterly newsletters (via MailChimp).
 - Includes new listings, popular exchanges, highlights active members
- Maintains an events calendar to promote ongoing activities.
- Also publicizes via flyers and t-shirts.

Inactivity

- Many members are inactive at any given time—natural ebb and flow.
- No formal re-engagement system mentioned.

Equity, Access & Diversity

- Membership is largely older and white.
- Efforts to diversify the community have not been very successful.
- Accessibility for income, ability, and language is still a challenge.

Governance & Teams

- Organized into six teams:
 - Communications
 - Leadership – meets every other month; meetings are open to all
 - Tech – manages software, Gmail, hOurWorld
 - Events
 - Orientation
 - Membership – follows up after orientation and serves as mentors
- Admins/Teams get hours for their service.
- Admins are now taking turns answering the timebank email to avoid burnout.
- Core volunteers: Jay Kaplan (tech guy), Laura Kiannis, and Tina Slater.
- hOurWorld Software creator: Steven Beckett

Fundraising & Publicity

- Fundraising happens every few years via yard sales and bake sales.
- Promotion via flyers, t-shirts "Ask me about the Silver Springs Timebank!", events, and word of mouth.