

# How Ace Makerspace works



How to get the most out of your membership  
and contribute to your community

# Agenda

- Welcome and Introduction
- The Social Contract
- How to find information and help
- Q & A
- Nuts and Bolts

**Welcome**

# The Ace Makerspace mission

*“Promoting and encouraging technical, scientific and artistic skills through social collaboration, education and individual projects”*



# The signs up process

## Online



### Pay Dues

Create an account on [acemakerspace.org](http://acemakerspace.org) by paying dues



### Fill out Forms

Acce DocuSign form links on My Account page or via email links



### Complete Profile

Add a good photo to your Wordpress Profile

## In Person



### Pick up Fob

Using the code emailed or at a tour or orientation



### New Member Orientation

Optional. But really good to do. If you are seeing this slide during a workshop, good job!

## Via Email



### Activate Fob

Follow the instruction that come with the fob to email your fob number in.

At next opportunity a staff member will check that your account is ship shape and wire up your fob.

New members get a confirmation email at this point.

# **The social contract**

# The membership agreement

As a member, I agree to **respect** the rights of others.

I understand that Ace Monster Toys is a **community** and use of Ace Monster Toys facilities constitutes participation in that community. I agree that assault, hate speech or any generally offensive or oppressive behavior that makes other members and/or guests feel unwelcome in the community shall not be tolerated.

I agree to observe the rules established by the membership and officers and I understand that those rules have been established so that Ace Monster Toys can function legally, independently and safely.

I hereby certify that I will **not be a jerk** while at or around Ace Monster Toys or at any Ace Monster Toys related event.

... the practical application comes down to transparency and respect.

# Respect

## Respect yourself

- Wear safety gear
- Operate tools only when sober
- Eat and drink when needed
- Don't make angry
- Don't expect to be perfect mistakes are okay here

## Respect others

- Sharing is hard
- Speak respectfully even when bothered
- State your boundaries clearly and respectfully

## Respect the space

- Plan on time to clean up after yourself
- Leave the space a little better than you found it
- Observe the etiquette for each space



# Transparency

*Say what you are going to do, do what you say,  
and when it changes say that too!*

*Let the rest of us know what happened! Using the reporting  
systems along with notes on equipment is the way to go!*

The leadership has a commitment to transparency as well including:

- Read-only access to the books
- AMT 360° Series on the Blog
- Open Process for Budgets

# The serious things

Violence, bigotry, sexism racism, etc. will not be tolerated. What that means in context :

- You may not yell profanities because a machine messed up, especially if it messed up because another member left it in a bad state.
- You may not throw things in a fit of frustration.

## Unconscious Biases

- We all have them. ACE will work with you on unconscious biases to a point.
- We have resources including conflict resolution consultants
- A formal Code of Conduct including a red-card/yellow-card process is currently in effect

# What to do/say when things break

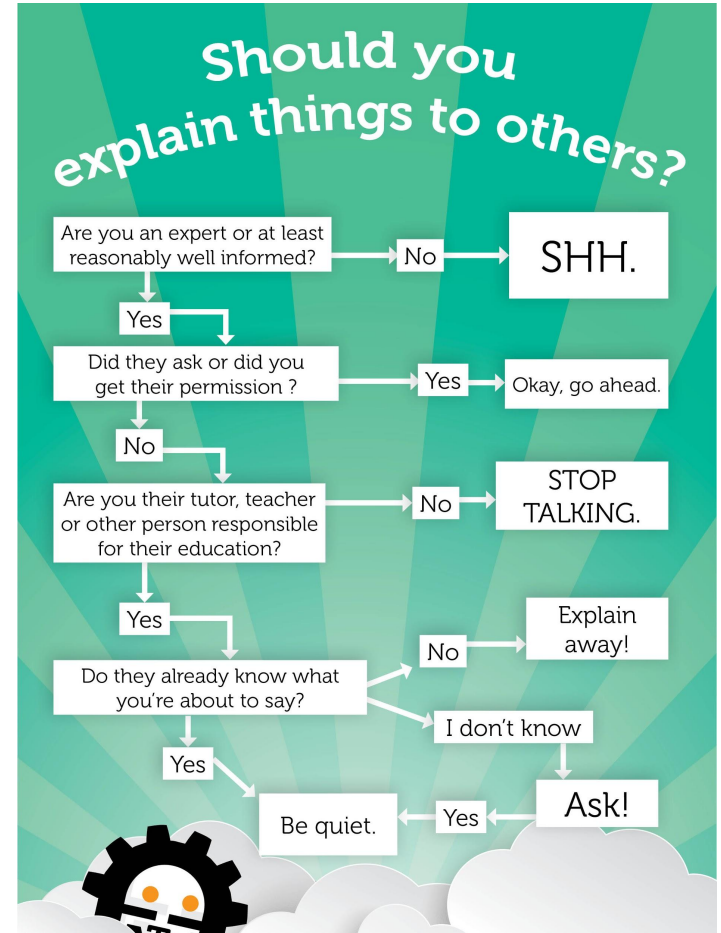
Use one of the signs to mark the tool as Down

Use slack to update the logs and tell the community the tool is down

Talk to the community on slack and be part of the fix.

# No Makerplaining rule

- Sharing knowledge is part of the Ace Makerspace magic
- Permission is everything
- “No” is a great answer sometimes.



# Talking to each-other about safety

At ACE, it's okay to be asked about safe operation

Please report out on things when they are jacked up.



# It's okay to make a mistake

Fostering a culture where it is okay to make a mistake is an important part of ACE culture. Some of the best lessons learned are from when things don't go well.

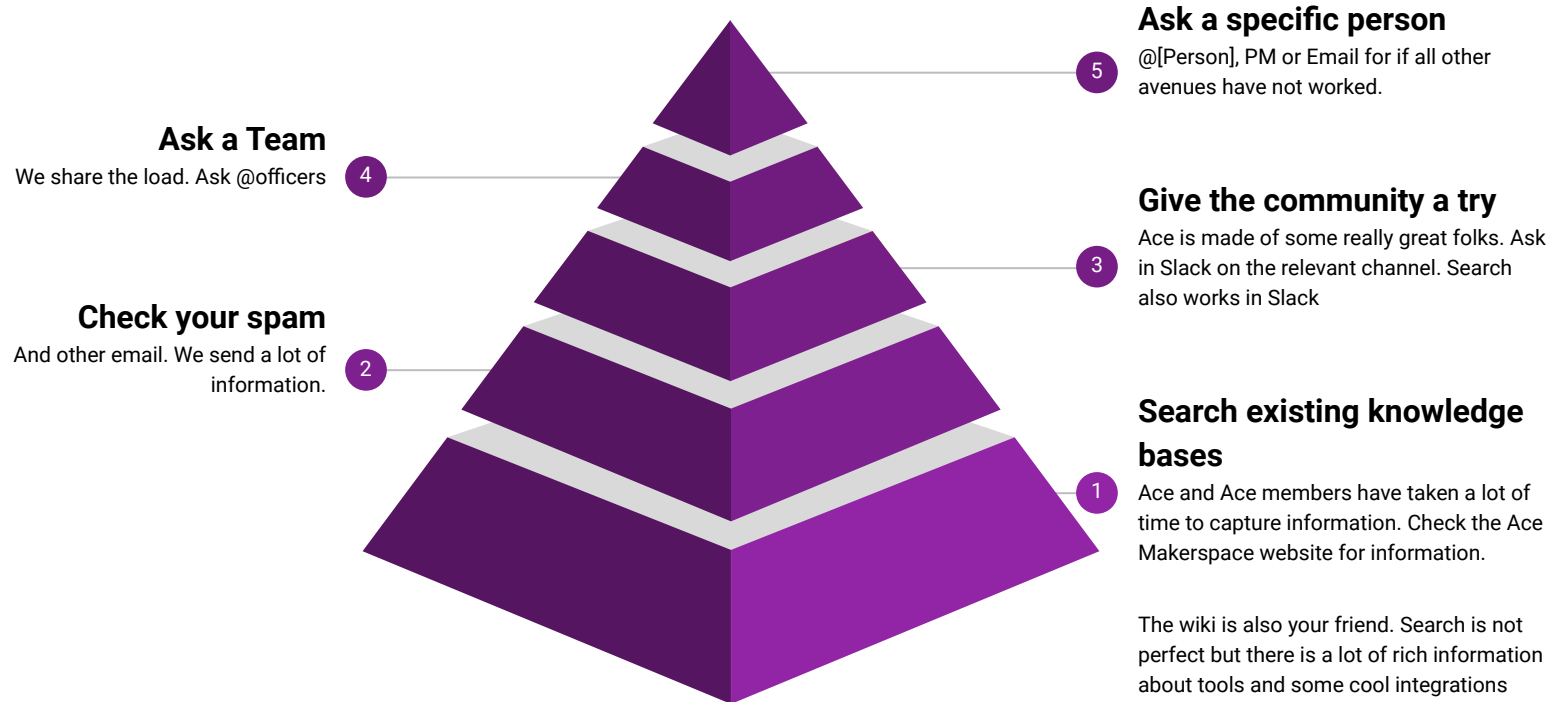
ACE is also a safe place to learn and make mistakes while making.

ACE is not a private space. What we do here is seen by the rest of the folks using this small space.

Part of transparency is being clear and owning our actions and their impact on the group. It is okay to be human. Successful sharing relies on communication.

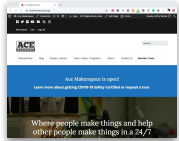
# **How to find information and help**

# Start at the bottom



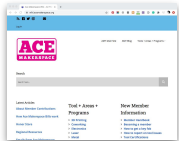


# Where the information is



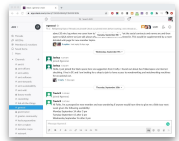
## Ace Makerspace Website

- Simple clean information
- Member Tools
- Blog
- Member Accounts and profiles
- Calendars



## Ace Makerspace Wiki

- Detailed information
- Logs
- How-to's



## Ace Makerspace Slack

- Archive, files and pictures
- Conversations
- Announcements



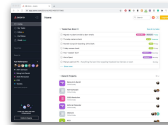
## Ace Makerspace Emails

- Detailed specific information
- Bills
- Legal notices



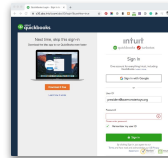
## Ace Makerspace On-site

- POOT Stations
- Whiteboards
- Notification Animals



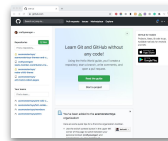
## Asana - Ace Workspace

- Operations Management
- Plans
- Assignments
- Software Development



## Quickbooks

- Detailed financial records



## Ace Makerspace Github

- Codebase for custom Ace hardware and software

# Who can help



Members

- Widest range of knowledge
- Largest number of people = most availability



Instructors

- Tool education
- Information about offerings
- Specialized information
- Limited availability



Stewards

- Program specific help
- Tool help
- Limited scheduled availability



Officers

- Account help
- Systems troubleshooting
- Reporting
- Emergency help
- Limited availability
- Office hours
- officers@ email or @officers on slack



Directors

- General information
- Advisory roles
- Monthly meeting
- board@ email or @board on slack

# Expectation of service

There are lots of great folks involved with running ACE and providing member services.

These are some things you should expect.

- The 24 to 48 hour rule when asking for non-emergency help!
- Leaders and staff are member's too. Please check in to see if they are working before expecting service.
- There is only staff in limited hours.

## What is an emergency

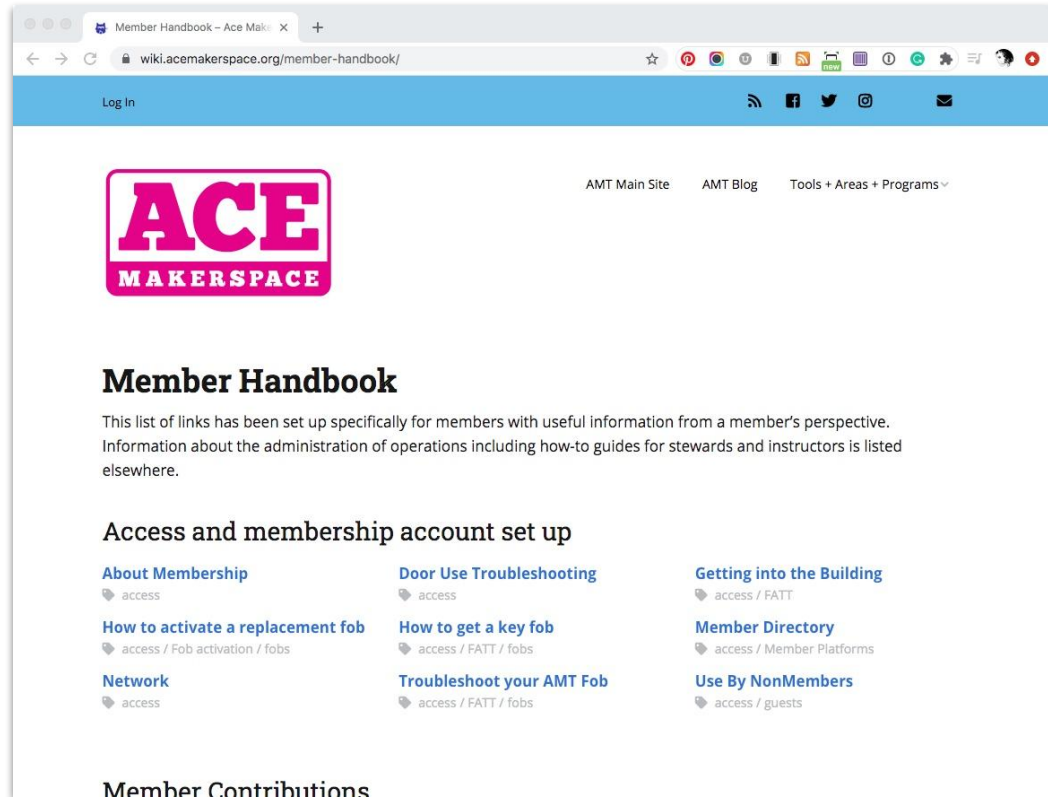
- Accidents, fire, law-enforcement interaction
- Complaints from neighbors
- Safety issues

## What is not an emergency

- Broken fobs
- Broken tools
- Refund Requests
- Fob Activation

# Testing a new member handbook

[wiki.acemakerspace.org](http://wiki.acemakerspace.org)



The screenshot shows a web browser window displaying the ACE Makerspace Member Handbook. The browser's address bar shows the URL [wiki.acemakerspace.org/member-handbook/](http://wiki.acemakerspace.org/member-handbook/). The page features a blue header with a "Log In" link and social media icons for RSS, Facebook, Twitter, Instagram, and Email. The ACE Makerspace logo is prominently displayed in the center. To the right of the logo, there are navigation links for "AMT Main Site", "AMT Blog", and "Tools + Areas + Programs". The main content area is titled "Member Handbook" and includes a paragraph explaining that the links are specifically for members. Below this, there is a section titled "Access and membership account set up" which contains a grid of links with sub-headers and breadcrumb trails.

Member Handbook

This list of links has been set up specifically for members with useful information from a member's perspective. Information about the administration of operations including how-to guides for stewards and instructors is listed elsewhere.

**Access and membership account set up**

<b>About Membership</b> access	<b>Door Use Troubleshooting</b> access	<b>Getting into the Building</b> access / FATT
<b>How to activate a replacement fob</b> access / Fob activation / fobs	<b>How to get a key fob</b> access / FATT / fobs	<b>Member Directory</b> access / Member Platforms
<b>Network</b> access	<b>Troubleshoot your AMT Fob</b> access / FATT / fobs	<b>Use By NonMembers</b> access / guests

Member Contributions

# Q&A

# Nuts and Bolts

# Guest Policy

## ALL YOUR GUESTS MUST SIGN A WAIVER BEFORE DOING ANYTHING

- The waiver is digital:  
[acemonstertoys.org/forms](http://acemonstertoys.org/forms)
- Your guests are you, and you are responsible if they:
  - Make a mess
  - Use tools they are not certified on
  - Behave disrespectfully with others
  - Fail to use safety measures
  - etc.
- You have unlimited guest privileges
- Loaning out your fob will get your membership and use privileges revoked.
- Kids and dogs are welcome but you must be with them at all times
  - Both kids and dogs must be well socialized (this includes running, yelling, barking, etc.)
  - Be mindful of pets... then shouldn't be in shops with stuff that can hurt their paws or where they can be a tripping hazard for others

# **Classes and certifications**



# How to request a class

Classes are taught on-demand by ACE Volunteers or by contractors for whom this is a side gig. Both contractors and volunteers need the same things in order to schedule a class:

- 1) A time that works for them
- 2) A guarantee of a certain number of students

If you want a class that isn't on the schedule, do the following:

- Get at least 3 people who also want the thing
- Figure out amongst yourself 3 dates you can make
- Post dates and request to the relevant channel

# Tool Certification

## Competency classes

- Regular monthly classes on most tools
- All classes posted on meetup
- Class fees are *not* included in membership
- Evening and weekend options

## Testing for the experienced

- If you have experience, some tools allow for testing out:
  - **Table Saw**
  - **Band Saw**
  - Drill Press
  - **Jointer**
  - **Planer**
  - Pfaff 145 Walking Foot Sewing Machine
- You cannot test out of the laser or the CNC Router
- It may take longer as you will need a volunteer to give you up to 20 min. Per tool to test out.

# **Dues and contributions**

# How dues and contributions work

## Options

- Yearly
- Month Subscription
  - Automatic or Manual Payment
- 1-Month Subscription
  - Standard or Premium Rate Only
- Scholarships
  - Subsidized to \$45 per month
- Monster Corps
  - 8 hours per month, specific duties

## Rates

- Premium - \$120 per month
- Standard - \$95 per month
- Starving Hacker - \$70 per month
  - Application required, limited availability
- Scholarship - \$45 per month
  - Application required, limited availability
- Monster Corps - 8 Hours

# Making your member contribution

## Volunteering makes ACE possible

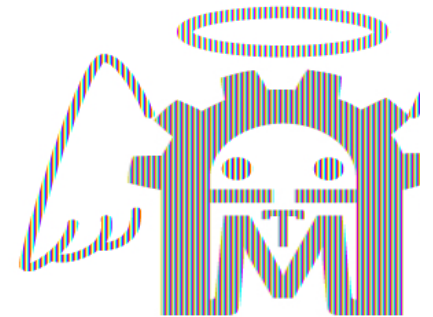
- All members are expected to contribute regularly
- There are lots of ways to contribute
- Accountability is a thing

## What to do when you contribute

- Get credit for your contributions by using the /task command in Slack or tracking what you did in the asset system

## How to find a thing to do

- Check out the [Member Contribution Portal](#)
- Talk to a steward, officer or director
- Propose an idea on Slack in the relevant channel



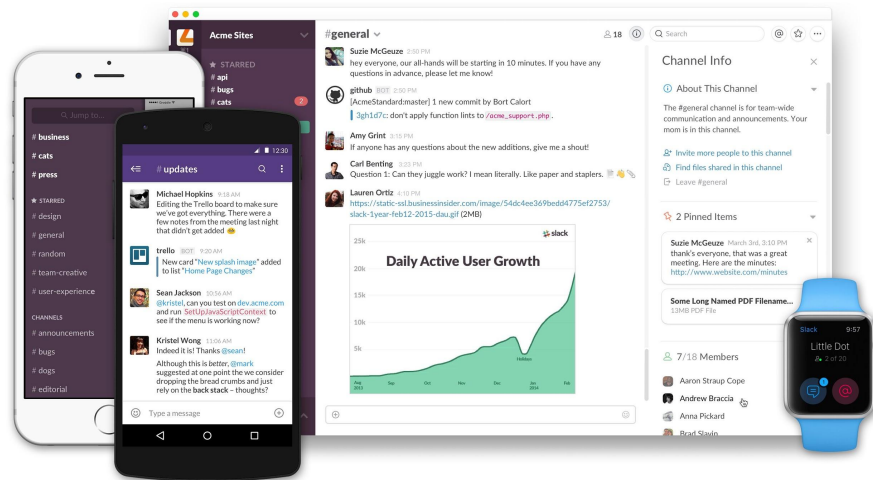
[Link to Member Contribution Portal](#)

# **ACE systems and platforms**

# Slack

Slack is:

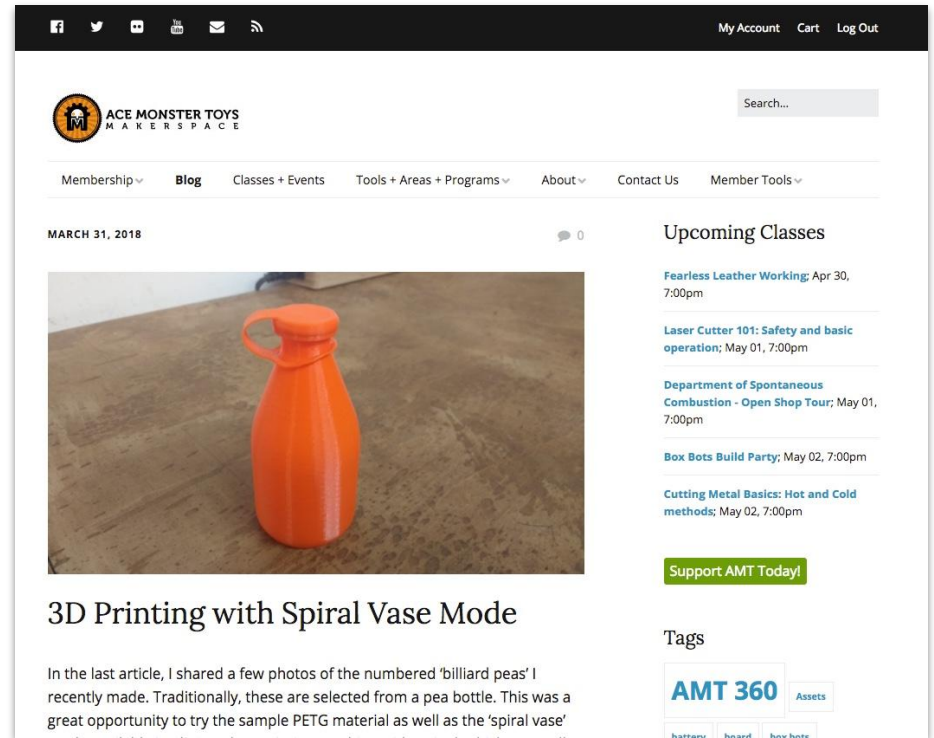
- How we talk to the community at large
- Hear from specific use groups
- Call dibs on a tools and areas
- Get tool status information
- Report on Tools
- Get task based information
- Talk to each other in small groups



[Link Slack](#)

# Ace Blog

- All ACE Members are Authors!
- Blog posts don't need to be fancy tutorials
- Telling the ACE story via blog posts helps the org and the org helps people



The screenshot shows a web browser displaying a blog post on the ACE Monster Toys Makerspace website. The page has a dark header with social media icons (Facebook, Twitter, YouTube, Instagram, Email, RSS) and links for 'My Account', 'Cart', and 'Log Out'. Below the header is a search bar and a navigation menu with items like 'Membership', 'Blog', 'Classes + Events', 'Tools + Areas + Programs', 'About', 'Contact Us', and 'Member Tools'. The main content area features a date 'MARCH 31, 2018' and a comment count '0'. A large image shows a bright orange 3D printed vase with a spiral design and a handle, sitting on a wooden surface. Below the image is the title '3D Printing with Spiral Vase Mode' and a paragraph of text: 'In the last article, I shared a few photos of the numbered 'billiard peas' I recently made. Traditionally, these are selected from a pea bottle. This was a great opportunity to try the sample PETG material as well as the 'spiral vase''. To the right of the main content is a sidebar with 'Upcoming Classes' listed, including 'Fearless Leather Working', 'Laser Cutter 101: Safety and basic operation', 'Department of Spontaneous Combustion - Open Shop Tour', 'Box Bots Build Party', and 'Cutting Metal Basics'. There is also a green button that says 'Support AMT Today!' and a 'Tags' section with a tag for 'AMT 360'.

[Link to Blog](#)



# The Wiki

The Wiki Needs You!

Is great way to help others

[Link to Wiki](#)

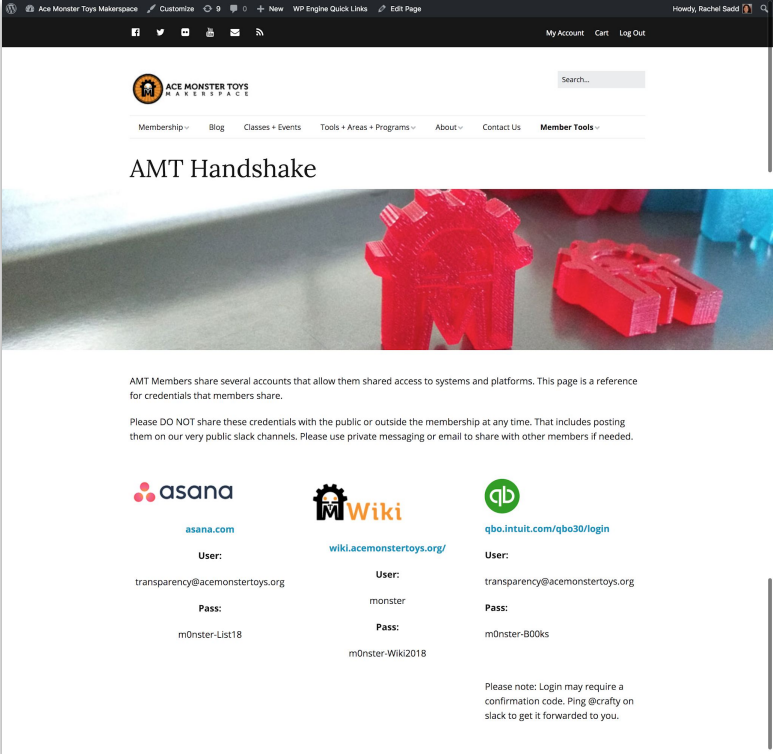
The screenshot shows the homepage of the ACE Makerspace website. At the top, there is a blue navigation bar with a "Log In" link on the left and social media icons for RSS, Facebook, Twitter, Instagram, and Email on the right. Below the navigation bar is the ACE Makerspace logo, which consists of the word "ACE" in large, bold, pink letters above the word "MAKERSPACE" in smaller, bold, pink letters, all enclosed in a pink rectangular border. To the right of the logo, there are three links: "AMT Main Site", "AMT Blog", and "Tools + Areas + Programs" with a dropdown arrow. Below the logo and navigation is a search bar with the placeholder text "Search here..." and a magnifying glass icon on the right. The main content area is divided into three columns. The left column is titled "Latest Articles" and lists several articles: "January 19 Board Meeting Agenda", "Annual Reports", "AMT298 206 Door FATT Access Point", "December 8 Board Meeting Agenda and Minutes", "November 17 Board Meeting Agenda", and "Administrative process for State of the Organization Reports". The middle column is titled "Tool + Areas + Programs" and lists several categories: "3D Printing", "Coworking", "Electronics", "Laser", "Metal", "Textiles", "CNC Router", "Photo Printing", "Workshop", and "Community". The right column is titled "New Member Information" and lists several resources: "Member Handbook", "Becoming a member", "How to get a key fob", "How to report on tool issues", "Tool Certifications", and "How AMT Works Presentation".

# Shared Credentials

Sometimes it is more affordable to share.

We have shared accounts for:




- Asana
- Wiki
- Quickbooks



The screenshot shows a web browser displaying the 'AMT Handshake' page. The page header includes the 'ACE MONSTER TOYS MAKERSPACE' logo and navigation links for Membership, Blog, Classes + Events, Tools + Areas + Programs, About, Contact Us, and Member Tools. A search bar is also present. The main content area features a large image of red 3D printed gears. Below the image, a paragraph explains that AMT members share several accounts for shared access to systems and platforms, and provides a reference for these credentials. It includes a warning not to share these credentials with the public or outside the membership at any time. The credentials are listed in three columns, each with a logo, the service name, the user, and the password.

AMT Members share several accounts that allow them shared access to systems and platforms. This page is a reference for credentials that members share.

Please DO NOT share these credentials with the public or outside the membership at any time. That includes posting them on our very public slack channels. Please use private messaging or email to share with other members if needed.

		
<a href="https://asana.com">asana.com</a>	<a href="https://wiki.acemonstertoys.org/">wiki.acemonstertoys.org/</a>	<a href="https://qbo.intuit.com/qbo30/login">qbo.intuit.com/qbo30/login</a>
User: transparency@acemonstertoys.org	User: monster	User: transparency@acemonstertoys.org
Pass: m0nster-List18	Pass: m0nster-Wiki2018	Pass: m0nster-B00ks

Please note: Login may require a confirmation code. Ping @crafty on slack to get it forwarded to you.

[Link to Handshake](#)

# QuickBooks Online

## Shared Credentials and Code



[qbo.intuit.com/qbo30/login](https://qbo.intuit.com/qbo30/login)

**User:**

transparency@acemonstertoys.org

**Pass:**

m0nster-B00ks

Please note: Login may require a confirmation code. Ping @crafty on slack to get it forwarded to you.

[Link to Wiki: Budget](#)

## Budget Reporting

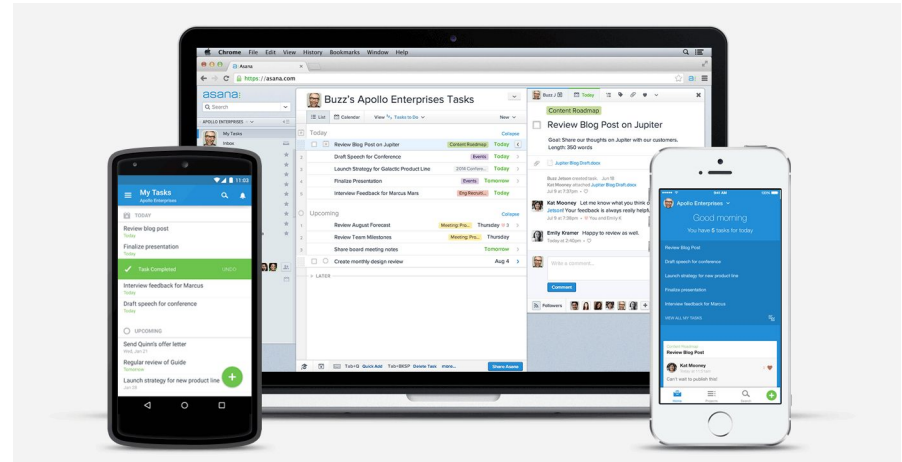
# Asana

We use Asana to manage tasks that keep the ACE in operation.

Asana is hard.

## Why Asana is hard:

- 1 more technology for people to learn
- We have to share seats and getting more is expensive.
- The phone app is lacking



[Link to asana](#)

# In Space

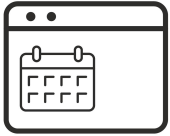
There are a variety of regular communications in the space

- Whiteboards
- Info packs
- Notification unicorn



# Occupancy tracking

## Training provided in C19 Safety Course



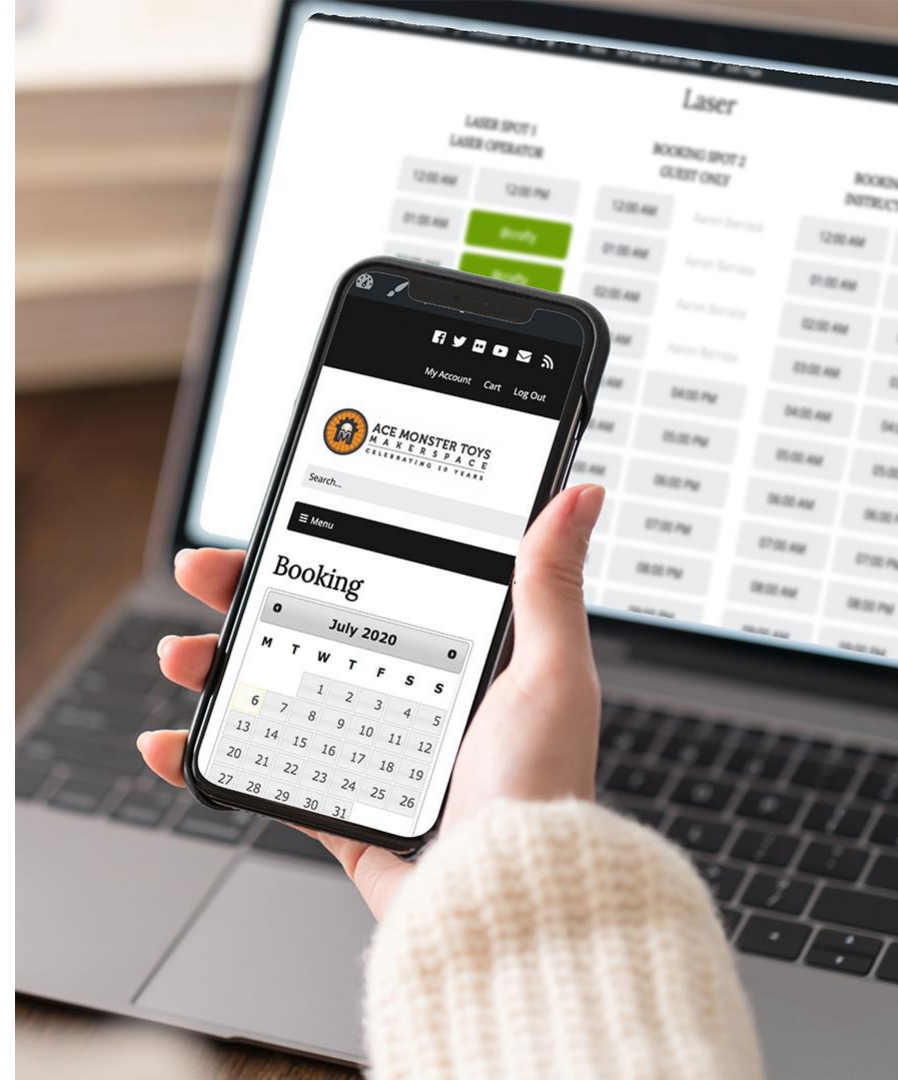
### Online Booking

- Make sure there is room for you
- Book as much time as you need
- Requires login to your Ace member account
- Allows for remote check out



### Point of Occupancy Tracking (POOT)

- Each set of space has a POOT
- Requires membership and a fob
- Can be used to go from room to room for short amounts of time



# The member directory

This is an awesome way to find out who :

- Has skills they can share
- Wants to learn what you want to learn
- Is certified

This is also how you verify that the people you are letting into the space and leaving in the space are members.

- Only active current ACE Members show in the directory.
- Seeing the directory requires login.
- This is also your ACE ID card for discounts with vendors



[Link to Member Directory](#)

# Email

Many important things are emailed to you:

- Account status updates
- Legal notices
- Newsletters with information about changes (things change)
- Bills
- Ballots (for full voting members)
- Access Codes

You are responsible for reading this information.

We highly recommend that you sent up a filter for anything from @acemonstertoys.org in your email client.



- Rents and the space: The good, the bad and the ugly
- New kinds of classes in May!
- Closed for Cleaning
- Staff the AMT Maker Faire exhibit May 19th and/or 20th
- AMT is hiring in June
- Billing Policy Changes Coming
- Latest from the blog

[View this email in your browser.](#)

Rents and the space: The good, the bad  
and the ugly



Invoice for order 84910

An order has been created for you on Ace Monster Toys Makerspace. To pay for this order please use the following link: [pay](#)

AMT Bills are due 15 days after billing. If you need to make payment arrangement to extend beyond the 15 days please contact the [treasurer](#).

Order #84910 (April 22, 2018)

Product	Quantity	Price
Subtotal:		\$0.00
Honor Bar Fees:		\$12.00
Total:		\$12.00

#### Billing address

Rachel Sudd  
[6241 San Pablo Avenue](#)  
Oakland, CA 94608  
5108371411  
[crafty.avenger@gmail.com](mailto:crafty.avenger@gmail.com)

Ace Monster Toys – 8050 Lowell Street, Suite #214



# Beyond dues

# Queuing systems or the lack thereof

We don't use scheduling tools and calendars on purpose.

Benefits of talking to each other:

- We can inspire each other with our projects
- We avoid dead “booked” time because we keep each other up to date
- We self select what we need from each space and tool
- Communicating about what we are doing means less rules and less policing of people's activities



# Calling Dibs

## When to call dibs:

- When you want to use a machine in a specific time period
- When you are going to do a big project in a space
- When you need it to be quiet for a class

## Dibs Facts

- Call as much or as little as you need
- Check other people's dibs before you call yours
- If you don't show up in the first 15 min., folks will consider the tool or area fair game that you are flaking on your dibs (don't do this a lot).

## How to call dibs on a tool or area:

- Go to the relevant channel on Slack
- Call dibs by saying when you are going to bogart the tool or space
- Pin the post
- Remove the pin when you're done



# Trash and cleaning

## Expect to pack out the following:

- Large construction waste (dimensionally)
- Large volumes of stuff

## Things okay to put in the dumpster:

- The tall kitchen trash bags from any of the rooms.
- Small broken down bags of scrap (small like ½ of a contractor bag or less)

**SPACES THAT GET TOO DIRTY WILL BE CLOSED UNTIL THEY ARE CLEANED**

## Trash bags can be found:

- In dispensers in each room
- In the cleaning supplies drawer
- In the workshop supply cabinet

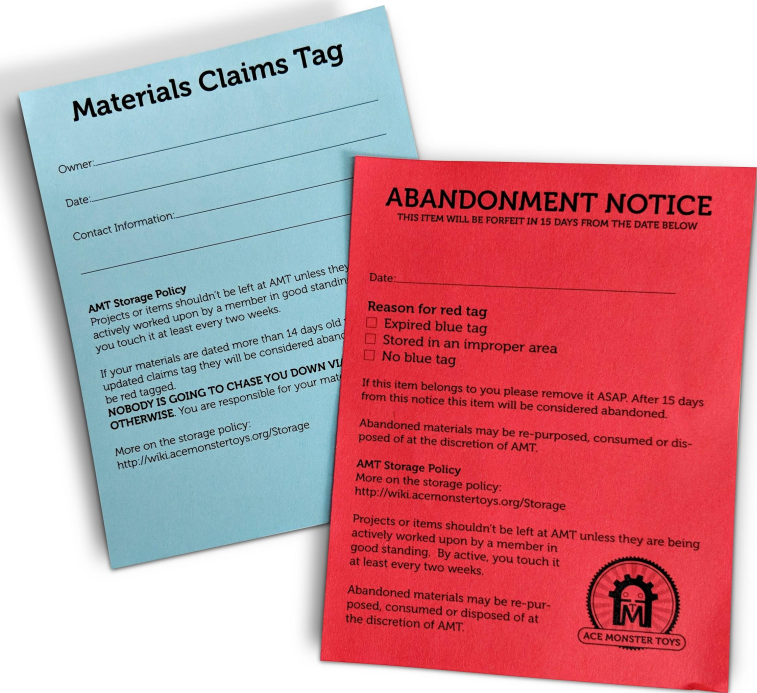
## Janitorial Services

- A paid janitor comes in 2x per month
- They only clean the basics
- Expect to clear whatever room they are cleaning without debate.



# Storage

- Members can store things here
- Store things in designated areas only
- Red tags are no joke
- Blue tags are only a little magic
- Project storage is special



# Consumables

ACE provides a limited set of consumables for general use. Very limited.

## **Empty a bin, fill a bin**

The following areas have consumables available for members. We do not guarantee that these supplies will always be there as they are mostly donated by members.

- The Shop has glue, tape, sandpaper, random hardware and various other supplies.
- Clean Fab and coworking have office supplies
- Textiles has fabric and thread
- Electronics as more stuff than we can name

## **Never leave more than the bin can take**

Donations for the member donated supplies should never exceed what the bin can fit.

# Billing

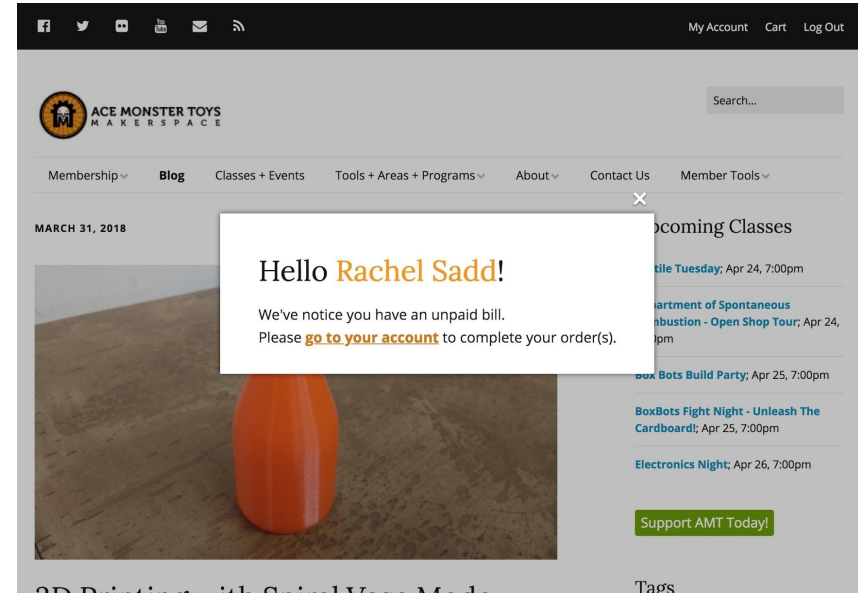
Bills are sent out regularly for the laser and the honor bar.

Bills are due **15 days** after billing.

Overdue bills are lame. If you have had to be hunted down for the money then you should volunteer for a bill collection volunteer shift.

You are sent a minimum of 3 emails before there are consequences.

We are really easy about giving extensions ... but you have to ask.



# Random but important things

- Close the door after you.
  - The only time the interior doors should be open is if somebody is holding a class.
- Sawdust is not trash or recycle. Learn how to deal with sawdust.
- You must pack out your project scraps including breaking them down so they fit in a closed bag
- The air scrubbers in the shops have timers. Please use them.
- If you let somebody in they are your guest.

## What to do with random stuff lost and found around the space

- In coworking put it in the lost and found basket in the chill space
- In all other space put a blue tag on it with the date and put it in the most convenient member storage.



# Donations and tool loans

ACE loves donations!

Cash donation can be made on-site.

We can take digital donations on the ACE Store.

Donations of stuff must be approved... obtaining is really hard to deal with.

- Ask the steward
- Or an officer
- To give to the membership list on #classifieds or post a flyer on the bulletin board

Tool lending is a formal agreement between ACE and an individual.

Tool lending first requires the okay from the steward and approval from an officer.

There is a formal contract to back it up so ACE doesn't end up responsible for tools and individuals don't end up responsible for people who use the tools.

[Tool Lending Wiki Page](#)

**Extras**

# How to hold an event, class or workshop

Members can hold events, host meetups, host affinity groups, or offer workshops.

To get help developing your workshop, contact [rachel@acemakerspace.org](mailto:rachel@acemakerspace.org)

If you are ready to go with your event, contact [officers@acemakerspace.org](mailto:officers@acemakerspace.org) to get host access to the Ace Monster Toys meetup.com account.

# Honor Bar and ACE Store

Hungry Makers and Hackers  
are no fun. Eat something.

Want something in the ACE  
Store? Just ask for it!



[Link to store](#)

# Regional Resources

## Businesses

- MacBeath Hardwood
- Ashby Lumber
- Mr. Plastics
- Neal's CNC
- Soul Mind Studios
- Tandy Leather

## Local Orgs

- Circuit Launch
- Project Ember
- Noisebridge
- Sudo Room
- Omni Commons
- Rock, Paper, Scissors
- Hacker Moms
- Double Union

# Resources

- Seeed studio
- Adafruit
- Sparkfun
- Prgmr.com
- Slack
- GitHub

*We get discounts at  
these places*