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
- Sign Up
- Classes and Certifications
- Dues and Contributions
- Ace Systems and Platforms
- Beyond Dues - Trash, storage, billing, and more
- How to find information and help
- Q & A
- Extras
Welcome
The Ace Makerspace mission

“Bringing people together to create, learn and solve life’s challenges with an amazing array of tools, technology, and project-based education. All in inclusive spaces serving everybody in Oakland and beyond.”
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.
Sign Up and Dues
The signs up process

**Online**
- **Pay Dues**: Create an account on 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.
Guest Policy

ALL YOUR GUESTS MUST SIGN A WAIVER BEFORE DOING ANYTHING

- The waiver is digital: 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

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

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

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

Link to Blog
The Wiki

The Wiki Needs You!

Is a great way to help others

Link to Wiki
Shared Credentials

Sometimes it is more affordable to share.

We have shared accounts for:

- Asana
- Wiki
- Quickbooks

Link to Handshake
QuickBooks Online

Shared Credentials and Code

qbo.intuit.com/qbo30/login

User:
transparency@acemonstertoys.org

Pass:
m0nster-800ks

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

Link to Wiki: Budget
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
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 set up a filter for anything from @acemonstertotoys.org in your email client.
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

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

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).
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.
Bills are sent our 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... obtainium 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
How to find information and help
Start at the bottom

1. Search existing knowledge bases
   Ace and Ace members have taken a lot of time to capture information. Check the Ace Makerspace website for information.
   The wiki is also your friend. Search is not perfect but there is a lot of rich information about tools and some cool integrations.

2. Check your spam
   And other email. We send a lot of information.

3. Give the community a try
   Ace is made of some really great folks. Ask in Slack on the relevant channel. Search also works in Slack.

4. Ask a Team
   We share the load. Ask @officers

5. Ask a specific person
   @[Person], PM or Email for if all other avenues have not worked.
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 thing 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
Q&A
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

If you are ready to go with your event, contact 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