

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

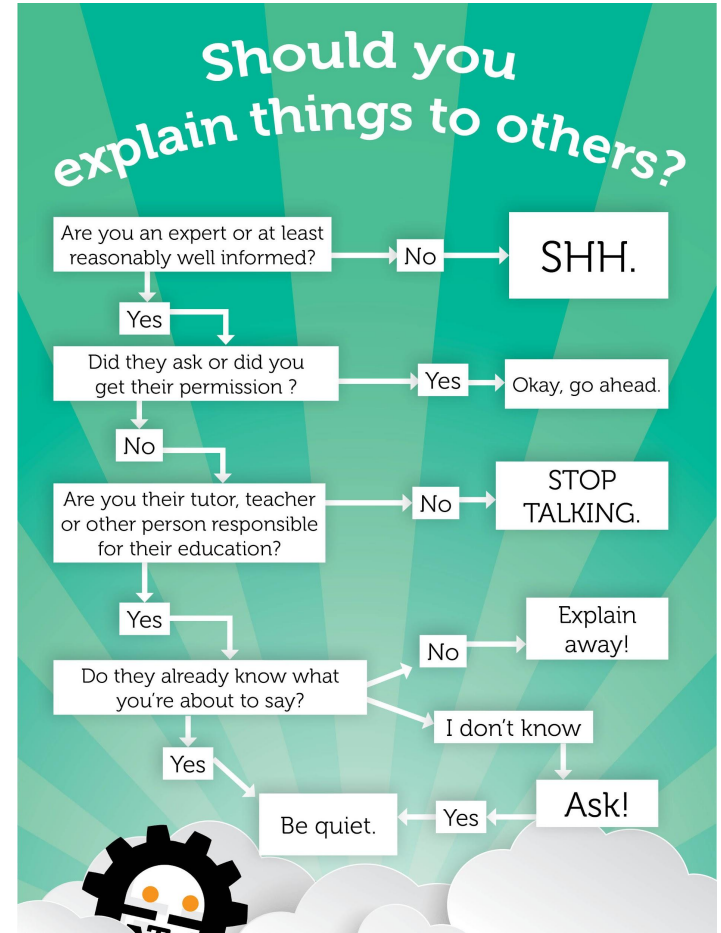
Use one of the signs to mark the tool as Down

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
- 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
 - Babies do not belong in Metal, Workshop, or Laser
 - Kids must be able to mask and be vaccinated

Classes and certifications

How to request a class

It is your job to herd the cats for the class you want!

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](#)

How to find information and help

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.

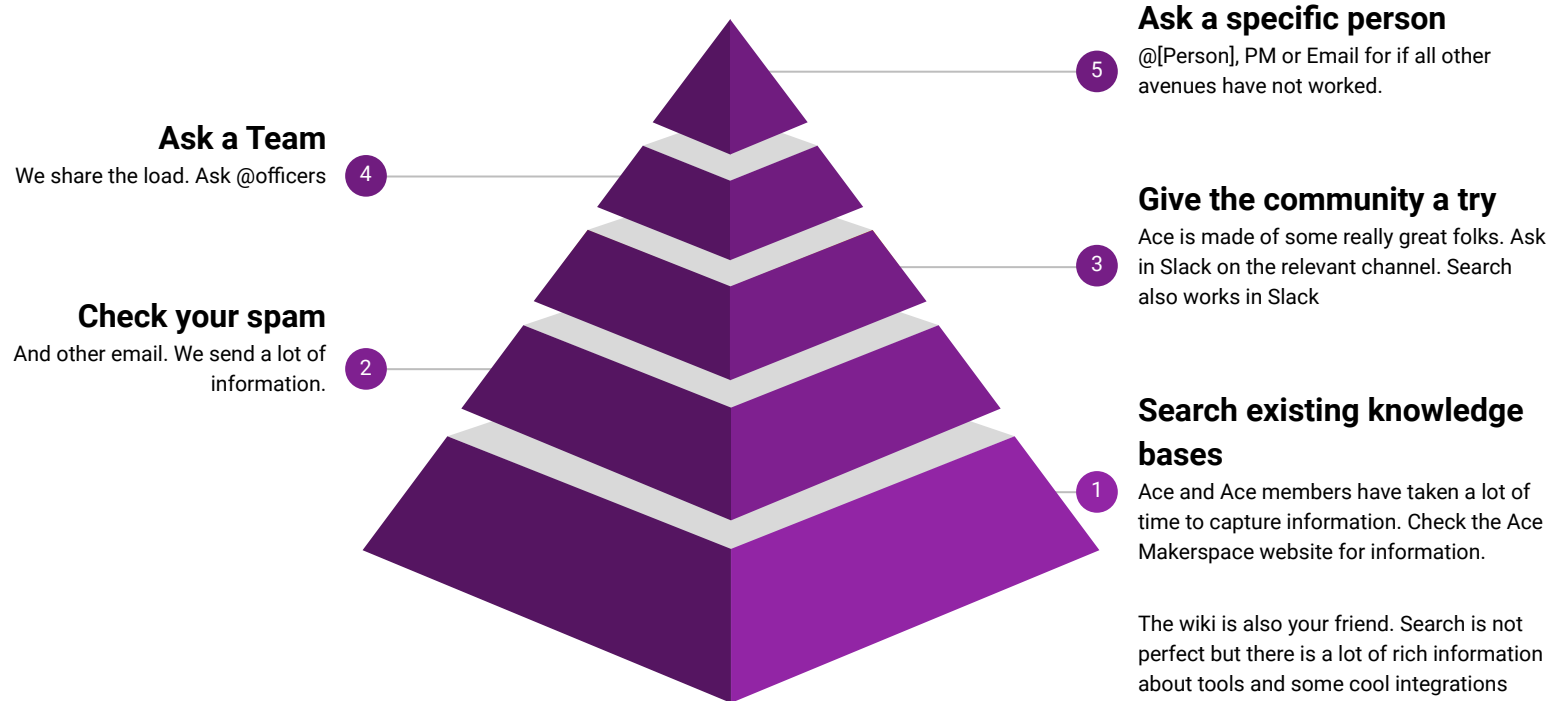
What is an emergency

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

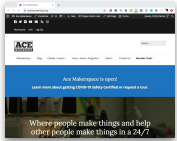
What is not an emergency

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

Start at the bottom

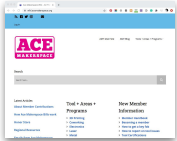


Where the information is



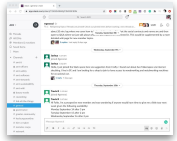
Ace Makerspace Website

- 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



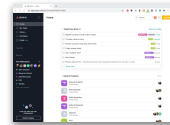
Ace Makerspace Emails

- Detailed specific information
- Bills
- Legal notices



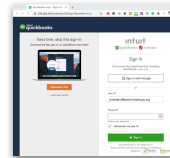
Ace Makerspace On-site

- 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

In Space

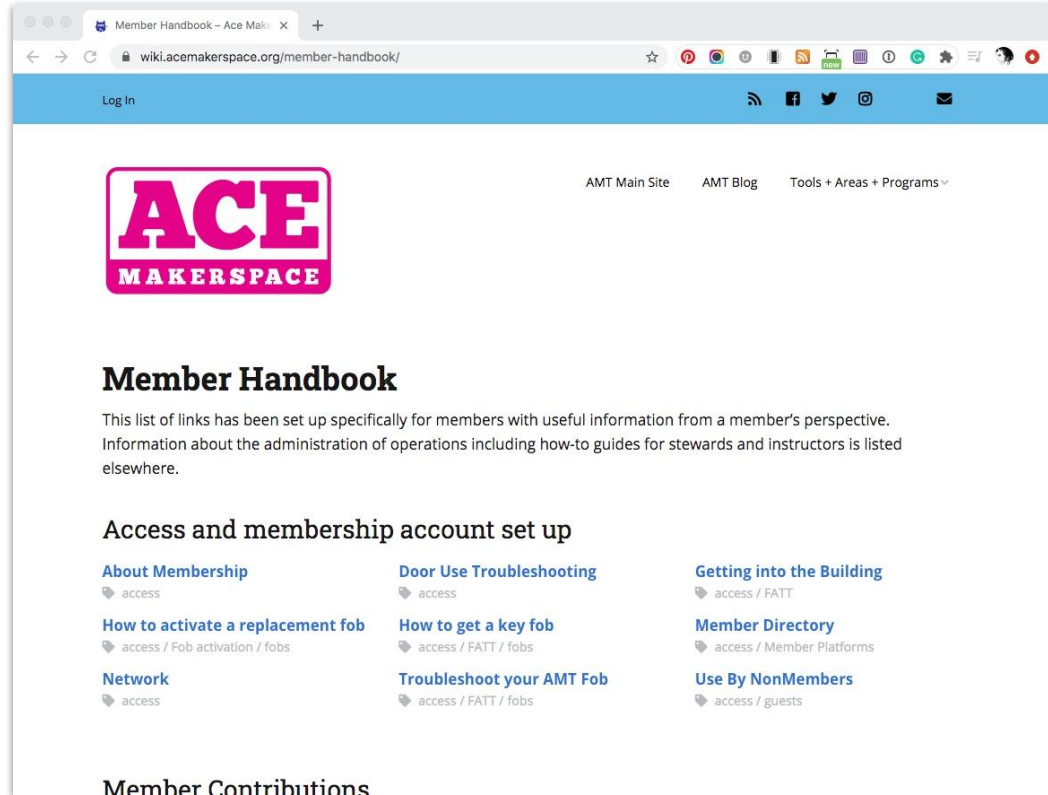
There are a variety of regular communications in the space

- Whiteboards
- Info packs
- Notification unicorn



Testing a new member handbook

wiki.acemakerspace.org

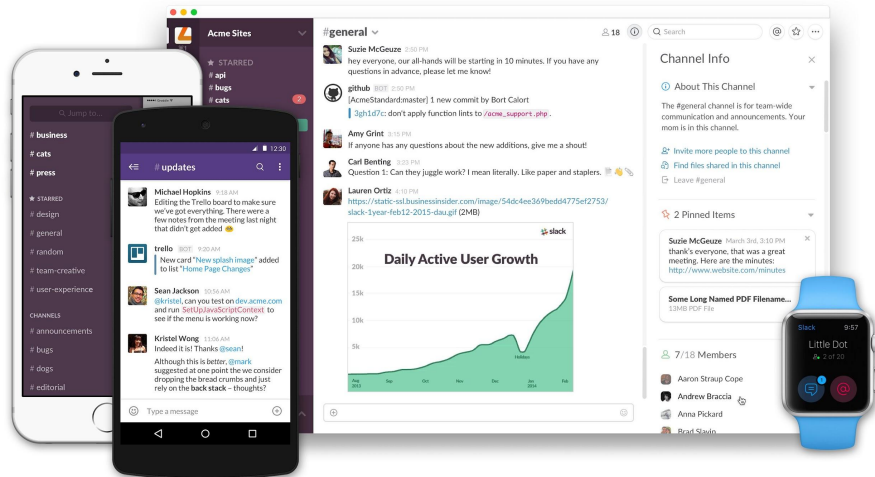


More about ACE systems and platforms

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](#)

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

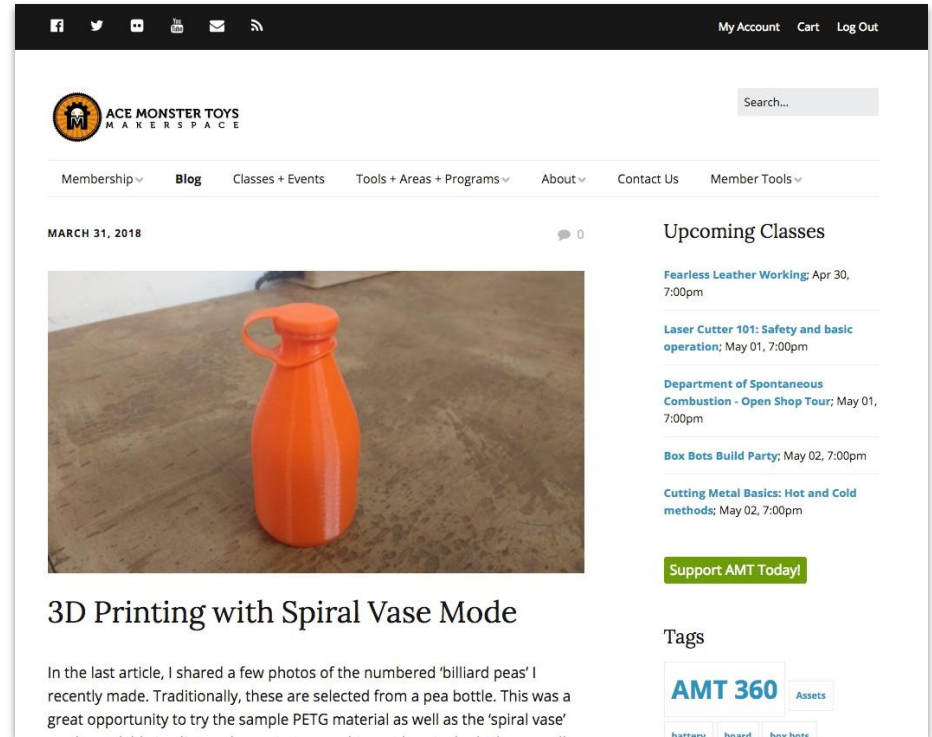
Billing address

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

Ace Monster Toys – 8050 Lowell Street, Suite #214

Ace Blog

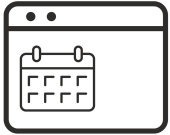
- All ACE Members are Authors!
- Blog posts don't need to be fancy tutorials
- Telling the ACE story via blog posts helps the org and the org helps people



[Link to Blog](#)

Occupancy tracking

Training provided in C19 Safety Course



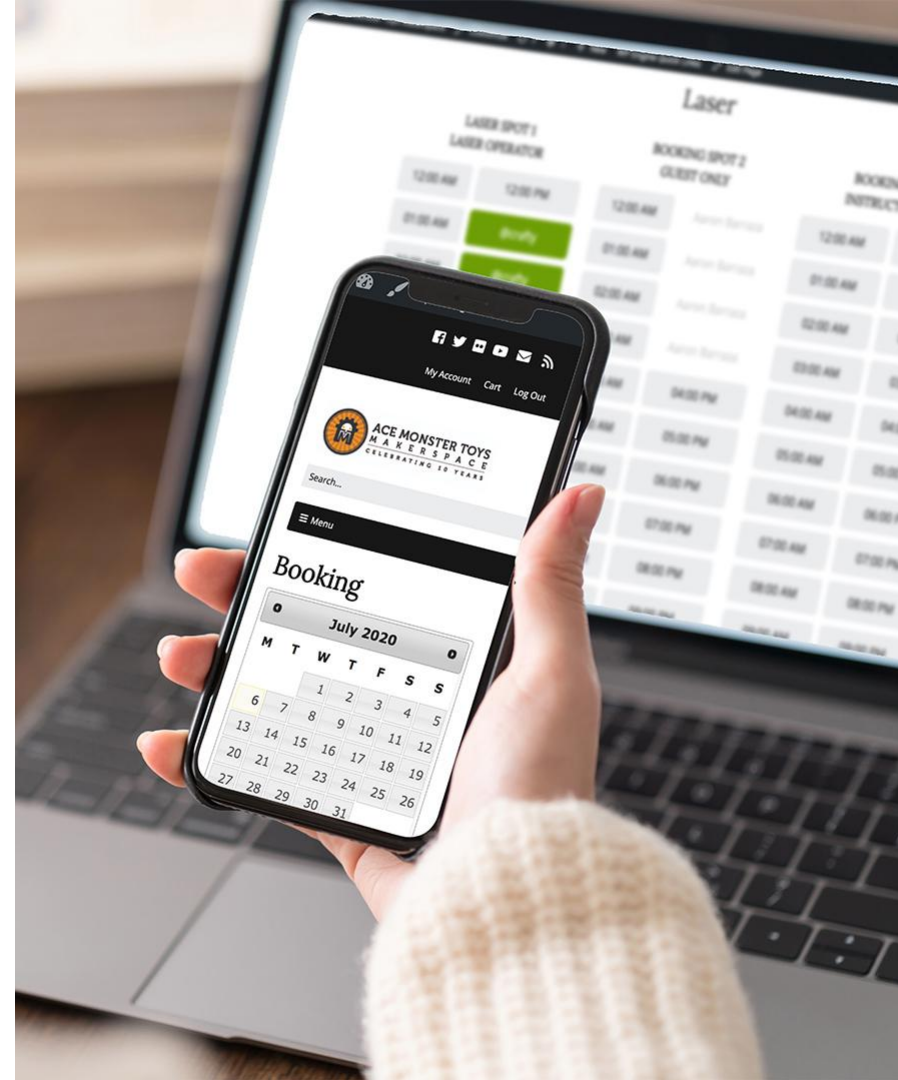
Online Booking

- 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



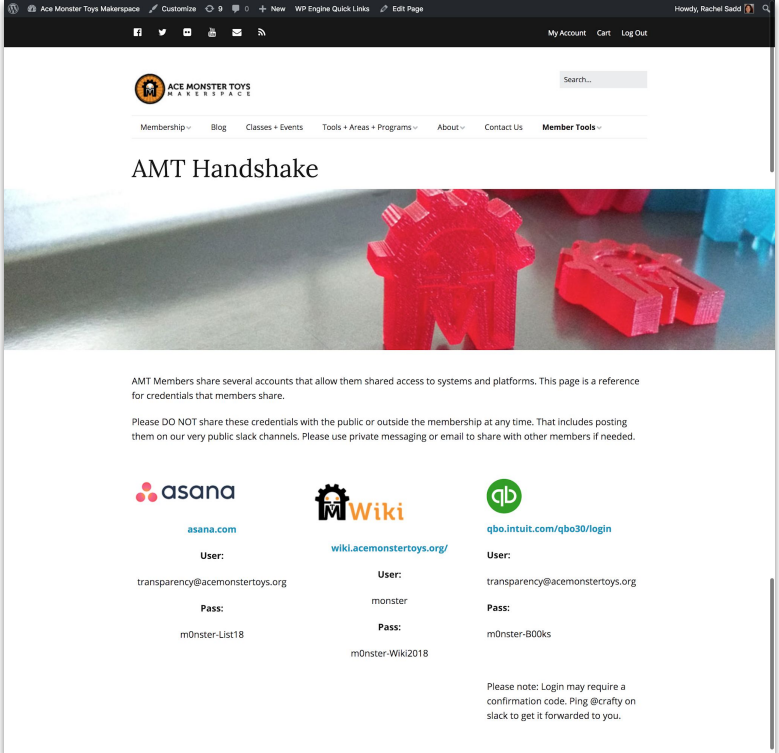
[Link to Member Directory](#)

Shared Credentials

Sometimes it is more affordable to share.

We have shared accounts for:

- Asana
- Wiki
- Quickbooks



ACE MONSTER TOYS
MAKERSPACE

Membership ▾ Blog Classes + Events Tools + Areas + Programs ▾ About ▾ Contact Us Member Tools ▾

AMT Handshake

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.

 asana.com User: transparency@acemonstertoys.org Pass: m0nster-List18	 wiki.acemonstertoys.org/ User: monster Pass: m0nster-Wiki2018	 qbo.intuit.com/qbo30/login User: transparency@acemonstertoys.org Pass: m0nster-B00ks
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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

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

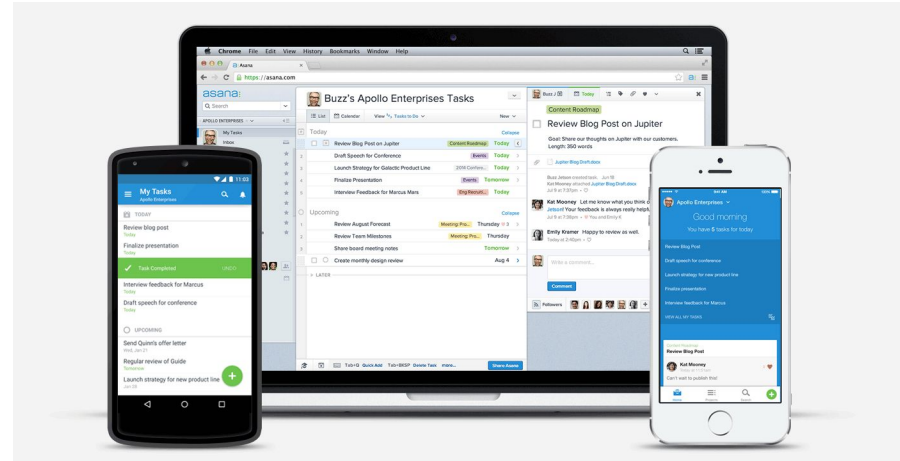
Asana

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 it lacking



[Link to asana](https://asana.com)

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

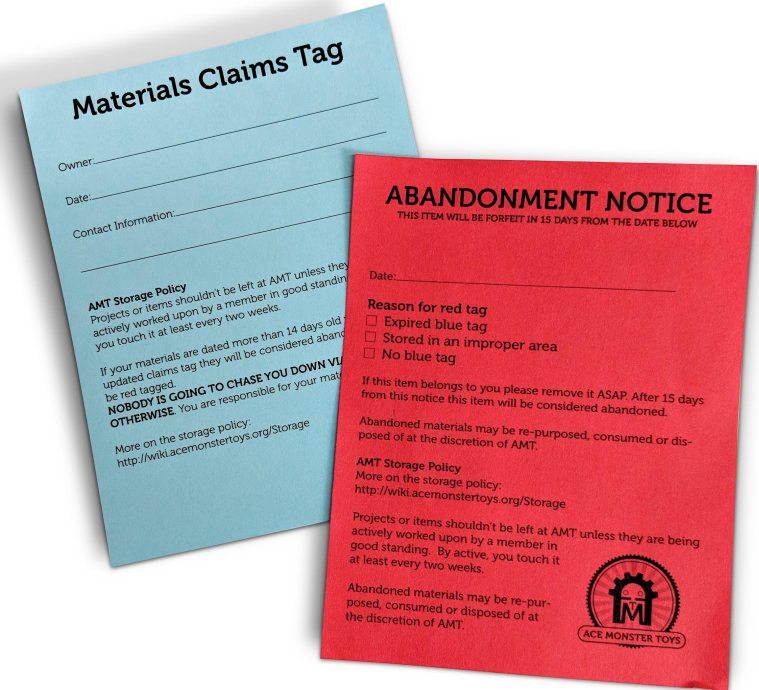
Janitorial Services

- 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

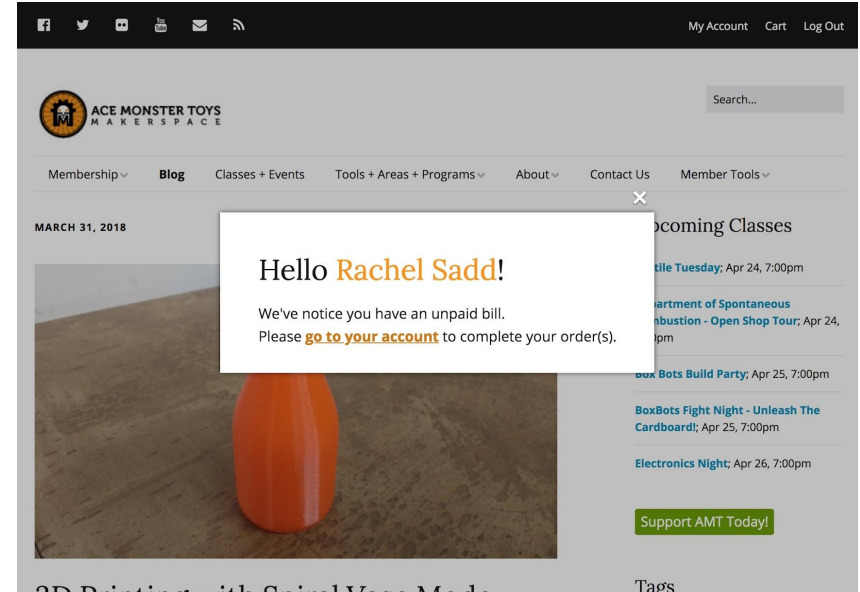
Bills are sent out regularly for the laser and the honor bar.

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](#)

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](#)

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.

Extras

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*

Q&A