How Ace Makerspace works

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

Agenda

- Welcome and Introductions
- Membership & Getting Connected
- The Social Contract
- Key Privileges & Responsibilities
- Planning your space time
- Classes and Certifications
- How to find information and help
- ACE and COVID

Beyond Dues

- Trash and cleaning
- Storage
- Consumables
- Email
- Billing
- Donations and tool loans
- Honor Bar and ACE Store
- Random but important things
- Extra, Friends and Resources
- Ace Blog
- The member directory
- Shared Credentials
- QuickBooks Online
- Asana

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."

Embedding the mission in everything we do

Membership & Getting Connected

The membership sign-up process

Pay Dues

Create an account on acemakerspace.org and paying dues

Fill Out Forms

Go to My Account page on acemakerspace.org and Click on the DocuSign links. Fill out the forms.

Complete Profile

Upload a recent photo of your face to your profile on acemakerspace.org under

Pick up a Fob

Pick up a fob and instructions at a tour, workshop attendance or via an appointment and follow the instructions

New Member Workshop

This step is optional but has a lot of value!

Activate Fob

Email the org. Staff verifies all your paperworks, then adds your fob number to your account. This is done in staff working hours only.

How dues 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 - $105 per month
- Starving Hacker - $75 per month
  - Application required, limited availability
- Scholarship - $45 per month
 - Application required, limited availability
- Monster Corps - 8 Hours

All members are expected to make a monthly Community Contribution as well as pay dues.

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
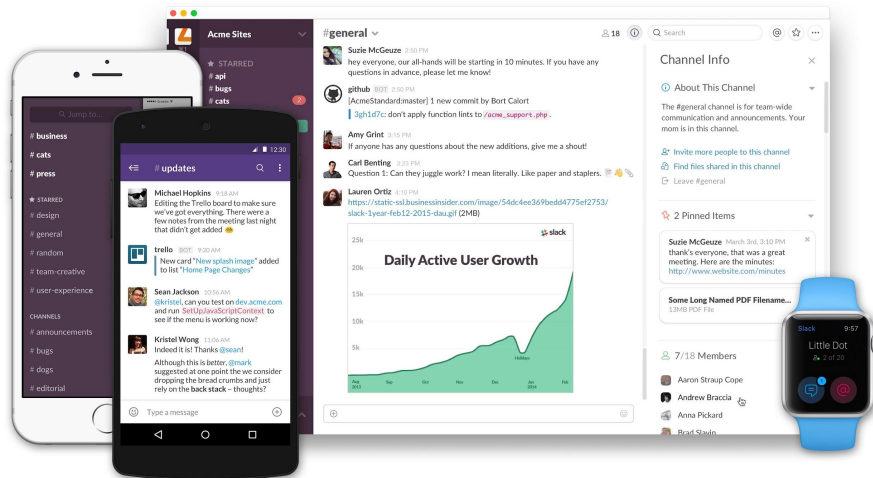
The Social Contract

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 360º 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 Makersplaining rule

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

Should you explain things to others?

Are you an expert or at least reasonably well informed? → No → SHH.

Yes ↓

Did they ask or did you get their permission? → Yes → Okay, go ahead.

No ↓

Are you their tutor, teacher or other person responsible for their education? → No → STOP TALKING.

Yes ↓

Do they already know what you're about to say? → No → Explain away!

I don't know → Ask! → Yes → Be quiet.

Yes ↓ Be quiet.
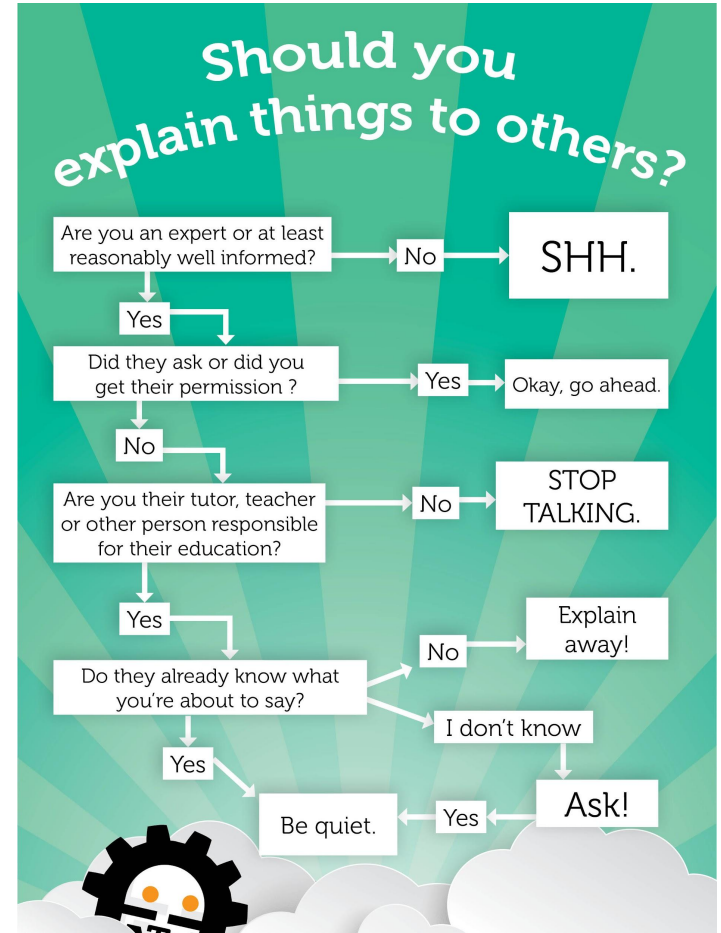
Talking to each-other about safety

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.

Cameras, culture and public accountability

How cameras are used

- In order to still operate in a safe way trained staff members spot check things in the space via the cameras a few times a week at random.
- When things are reported out as having gone awry, we look up what happened to verify the who, what, where, why when.
- To provide remote mentorship or supervision for staff, volunteer teams, etc. This allow leader to sign off on things when they can't be on site.

Accountability workflow

- Something happens and is reported to leadership
- The responsible parties are identified (door logs, camera feed, other)
- Leaders PM the folks involved and ask them to take ownership publicly on the channels. As well as seeking more information when relevant.
- Leaders provide support with information on how things can be done differently in the future

Make Ace Possible

Make your monthly Community Contribution

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

Ace Human Resources

- 1 Full time staffer
- 3 part time staffers
- 9 Dedicated volunteer leaders 12 hr/mo
- 16 Monster Corps members 6 hr/mo
- 1 contract instructors
- 2 staff instructors
- 4 volunteer instructors

What do you want to know before you leave?
Please think of 1 to 3 top of mind questions as well as what your first member contribution will be.

After the break, we will answer questions and help people sign up for their **Community Contributions**.

3 min. Stretch!

Before you go what do you want to know?

Quick Links

- Key Privileges & Responsibilities
- Planning your space time
- Classes and Certifications
- How to find information and help
- ACE and COVID
- Trash and cleaning
- Storage
- Consumables
- Shared Credentials

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Time to sign up for your community contibution

Easy Options for New Members

General
- Google Review
- Post on Social Media
- Update a wiki post
- TA for a workshop or event
- Staff First Fridays

Shop users
- AQM
- Empty the shop vac's
- Clean out Scrappy
- Sweep the Shop

Textiles
- Host Sewcial Night
- Dust off all the bins
- Organize one of the fabric bins

Laser
- Wash the cleaning cloths and dusters
- Wash down all the surfaces
- Clean the trash out of the materials bins
- Vacuum the materials bins

Art
- Clean out Scrappy
- Sweep the Shop

There are a lot more opportunities, we just listed a few of the easy one's good for new folks.

Key Privileges & Responsibilities

Guest Policy

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.

Members have these Guest Privileges and Responsibilities

- 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 in required workshops

Guest Checklist for Members

Adults

- ❏ Make sure they have a complete Guest Account by checking their guest pass
- ❏ If they have to create a Guest Account at the last min. make sure they show you their My Account page as it shows completed paperwork.
- ❏ Make sure they are certified for any relevant tools they will use

Kids

- ❏ Make sure parents/guardians complete the Youth forms including liability and vax verification. There is a confirmation from Docusign they can share.

ACE GUEST PASS

Congratulations John,

Your Guest Account setup at Ace Makerspace has been completed! This Guest Account will allow you to access the space, attend classes, track your certifications, and more.

SHOW THIS EMAIL when you check in to any ACE events! This email is your check-in pass!!

Login to acemakerspace.org and choose My Account to see all your account details.

Best Team Ace

Team Ace Makerspace

About Vaccination Validation Exemptions

We no longer allow vaccination exemptions. This policy was updated on March 1, 2022, to reflect the mandates of Alameda County and the State of California. Masks are optional except when required by class instructors or event hosts. Requirements will be posted on events

Ace Makerspace – 6050 Lowell Street, Suite #214

Getting Connected

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

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

Planning your space time

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

Member Available Time

There are certain times that spaces may not be available for member use:

- When there is a class in an adjacent space that needs it to be quiet
- When there is a class ~ btw, the source currently of most program revenu. Member dues do not cover program expenses at this time.
- When we are closed for cleaning or there is maintenance

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 and that you are flaking on your dibs (don't do this a lot).

Did we mention sharing is hard?

Consider the following when planning your space time:

- Is there already a class scheduled in that space?
- Has somebody called dibs so that it is quiet enough to teach in an adjacent space?
- Has somebody called dibs on the tool already?
- Is your project going to dominate the space?
  - Remember to be transparent?
- Has somebody else announced a big old project in the space?

Classes and Certifications

Calendar and Meetup.com

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 out for certification is no longer possible. The program was not sustainable.

How to request a class

See the course cata log for the list of what we teach!

Method A

- **Ask for the class on the relevant channel**
- **Email info@acemakerspace.org**

This may or may not work. It is just a request and all requests are dependant on instructor availability.

Method B

Classes usually require a minimum of 3 people to run.

- Find 2 or more other people, including members who want the class
- Coordinate with them privately, and find at least 2 dates you all can make
- Post the request with everyone's names on the relevant channel

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.

How to find information and help

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

Where the information is
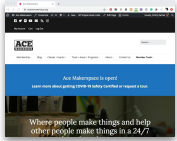
Ace Makerspace Website
- **Simple clean information**
- **Member Tools**
- **Blog**
- **Member Accounts and profiles**
- **Calendars**
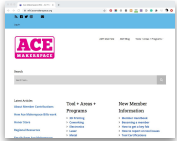
Ace Makerspace Wiki
- **Detailed information**
- **Logs**
- **How-to's**
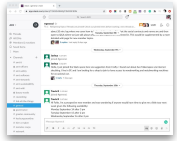
Ace Makerspace Slack
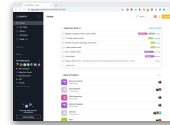- **Archive, files and pictures**
- **Conversations**
- **Announcements**

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**
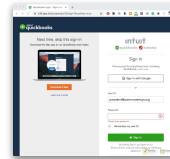
Quickbooks
- **Detailed financial records**
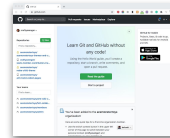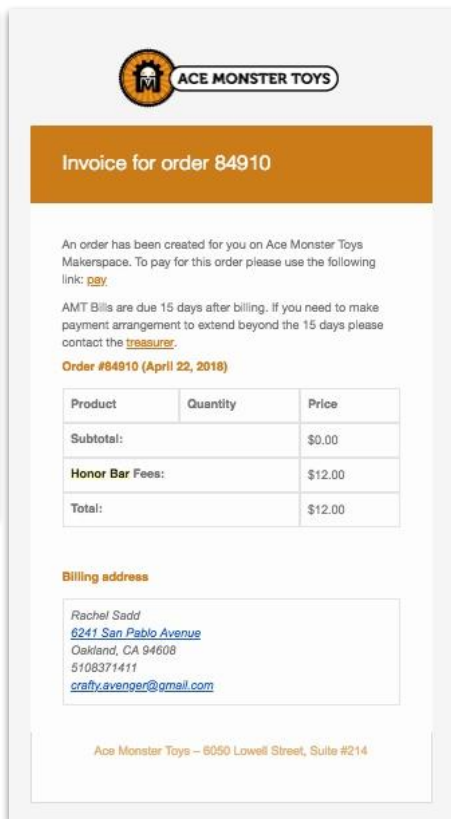
Ace Makerspace Github
- **Codebase for custom Ace hardware and software**

Email and You

It is your responsibility to get and read Ace emails

Set up a filter so you don't miss things in spam

Opting out of Ace email lists will hurt your ability to get important notices.

ACE and COVID

Masks at Ace Makerspace

Masks have proven to be be effective in stopping the spread of the virus*

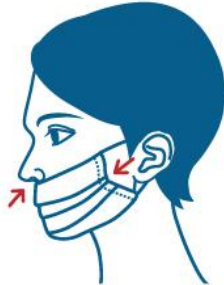**When you must wear a mask at Ace Makerspace**

Any time an instructor requires it for class

Momentary acceptions - Taking a drink of water, replacing your mask. Take precautions and sanitize properly.

How to properly use a mask

Masks are contaminated when they are wet, touched by other people, or dirty

- Contaminated reusable masks can be store in a plastic bag until sanitized
- Disposable masks can be thrown away

In both cases get a new mask if you want to stay in the space.

How to check-in /check-out
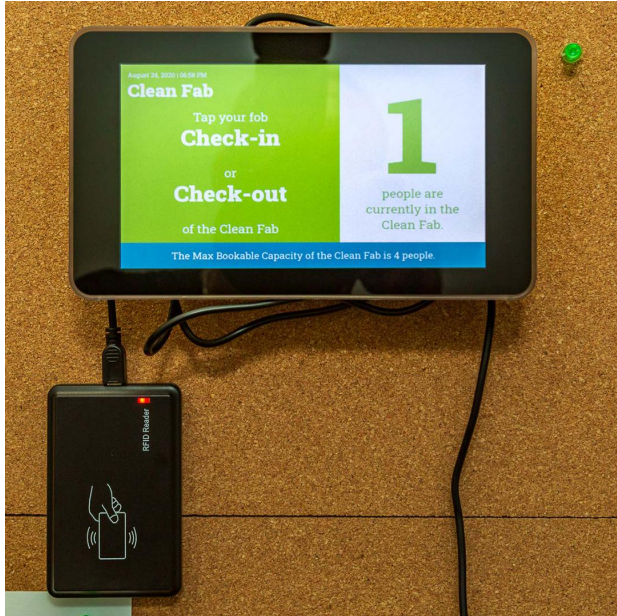
Everything works on your fob.

Basic rules:

- You can only fob in for yourself at this time.
- You cannot check in more than 5 min. before your reservation **OR** if the space is at max. Capacity
- Your reservation expires if you don't check in, in the first 15 min
- You must check out to make the spot available for another user
- You will get a lot of annoying notifications if you haven't checked out once your reservation has expired.
- You can only check into a room 1x at a time.

GUEST CHECK-IN COMING SOON

COVID-19

Beyond dues

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
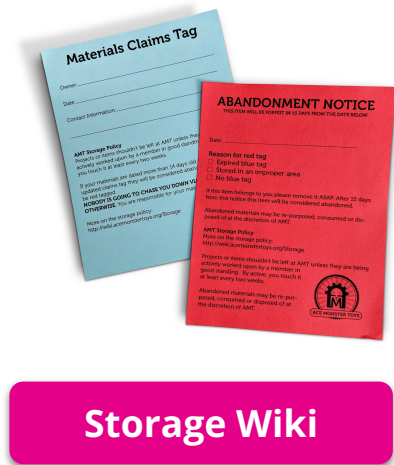
Trash bags can be found:

- 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.

Closed for Cleaning

Storage

How to use Ace Storage

- Members can store things in all basic member storage areas for FREE
- There is a two week limit - extensions possible
- Store things in designated areas only
- Red tags are no joke
- Blue tags are only a little magic
- Project storage is special
- Area specific policy is on the wiki

How NOT to Use Ace Storage

- To store your stash of materials you "might" want to use
- Store hazardous chemicals
- Store project you won't finish in a known time
- Bogart an unreasonable amount of time

Storage Wiki

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

Fabric: Never leave more than the bin can take

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

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.

Billing

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.
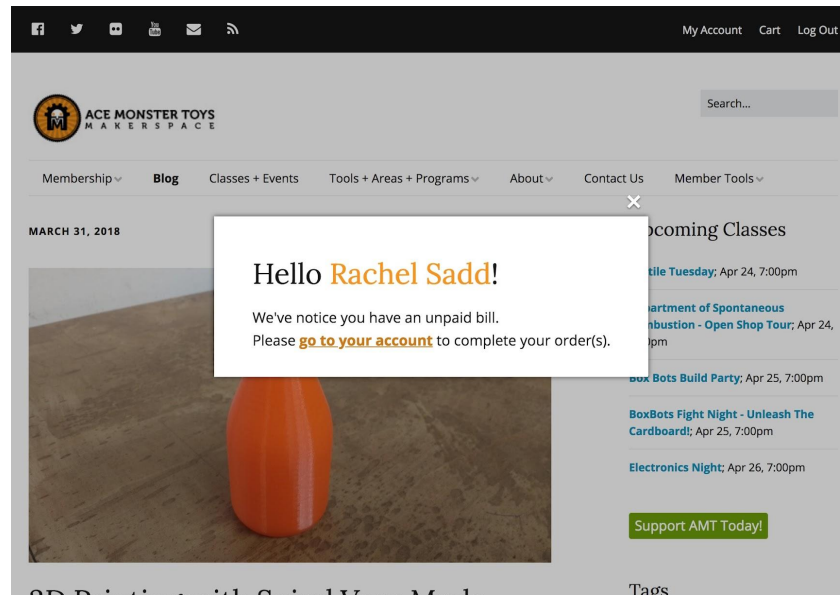
Donations and tool loans

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.

Link to: tool Lending and donations

Honor Bar and ACE Store

Hungry Makers and Hackers are no fun. Eat something.

More than snacks: Want something in the ACE Store? Just ask for it!

GIFT CERTIFICATE

Link to store

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

- Put a red tag on it and put it in the Lost and Found bin in #113 (on the shelves by bike storage).

Extra, Friends and Resources

Businesses where we have ties or discounts

- MacBeath Hardwood (10%
- Stone Mountain Daughter Fabric (**acemakerspace15) 15% in store**
- Mr. Plastics 10%
- Neal's CNC
- Soul Mind Studios
- Tandy Leather

Local Orgs

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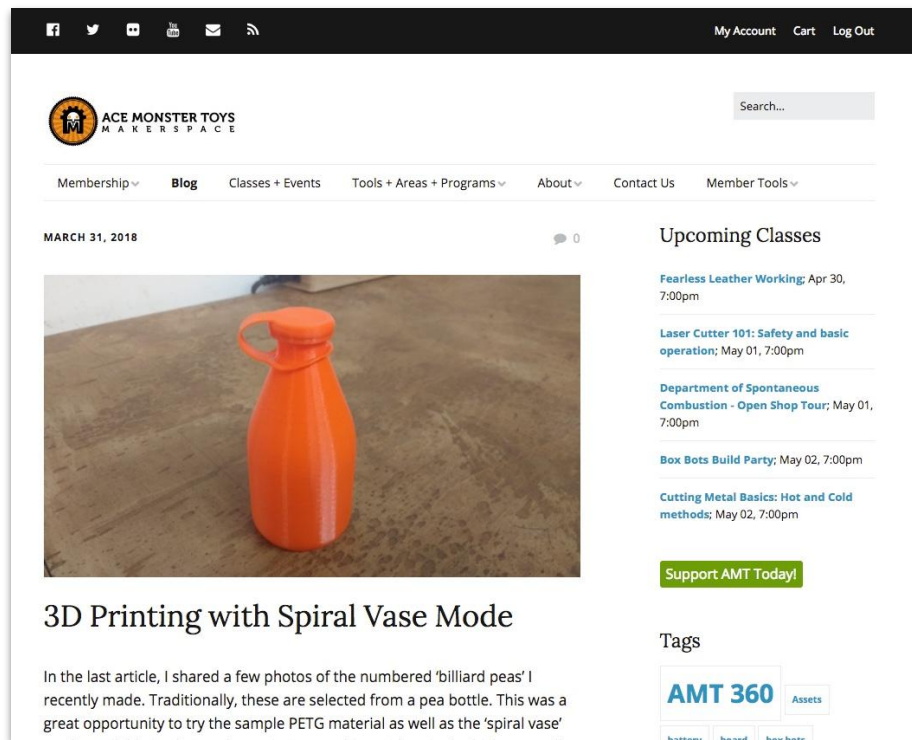- Rock, Paper, Scissors
- Hacker Moms
- Double Union

Vendor who give us free product

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

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 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

Want to learn: CNC Routing, 3D Printing

Rachel M.

Member

Slack handle: @drshiny

Shareable Skills: CNC Routing, Sewing, Laser, Hand Sewing, Woodworking, 3D Design

Want to learn: Leatherwork
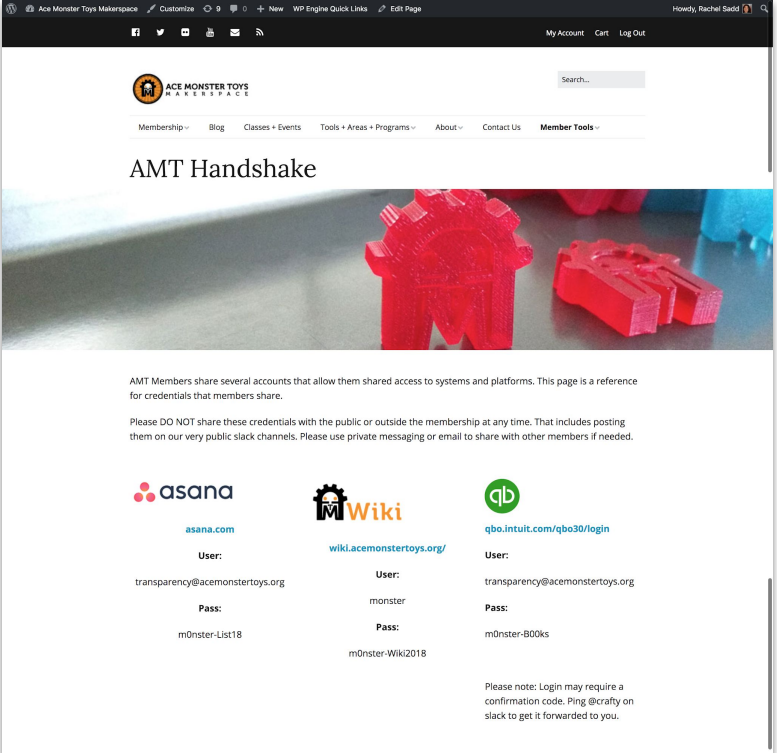
Shared Credentials

Sometimes it is more affordable to share.

We have shared accounts for:

- Asana
- Wiki
- Quickbooks

Link to Wiki: Handshake Page

QuickBooks Online

Shared Credentials and Code

qbo.intuit.com/qbo30/login

User:

Pass:

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

Budget Reporting (TBD)
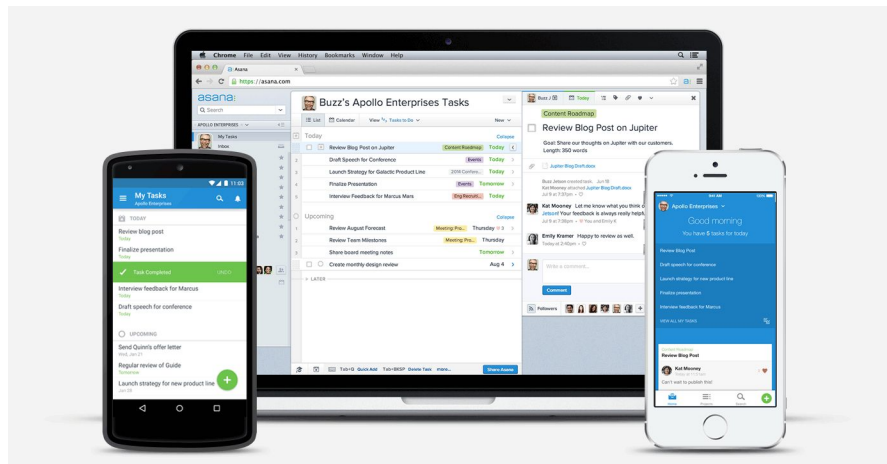
Link to Wiki: Budget

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