

# New Member Orientation

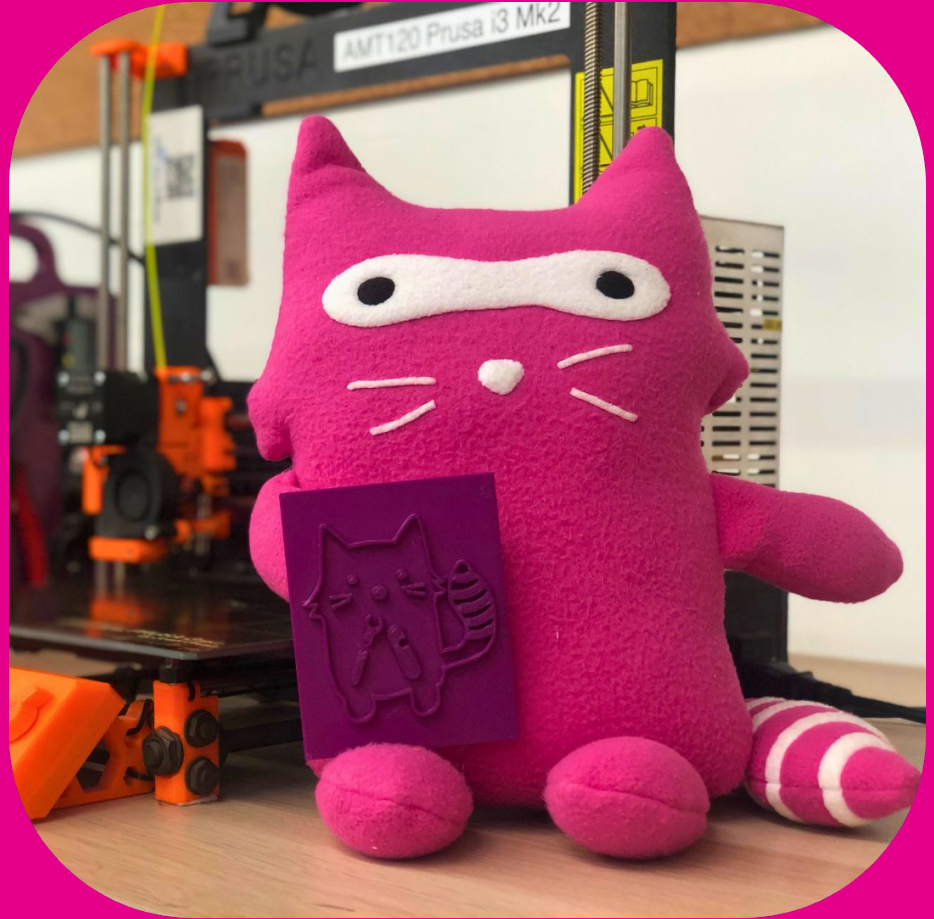
## How Ace Makerspace works

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Get the most out of your membership & contribute to your community



# Welcome



# Agenda

- Introductions
- Memberships
- Ace Community
- Ace Culture
- Additional choice topics
- Q&A

**Sign Up Help  
Available After  
Orientation**

**Name**  
**Pronouns**  
**About You**  
**About Ace**

# **Introductions**

## **You and Ace**

# 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**

# Content Key

- [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](#)
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- [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](#)

# Membership





# Membership Plans

## Options

- Yearly Subscription
- Monthly Subscription

## Current Rates

- Pink Membership - \$150 per month
- Green Membership - \$120 per month
- Monster Corps - 8 Hours

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

# The membership sign-up process

## Pay Dues

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

## Fill Out Forms

Go to My Account page on and click on the DocuSign links. Fill out the forms.

## Complete Profile

Upload a recent photo of your face to your wordpress profile, top right hand corner.

## Pick up a Fob

Pick up a fob and instructions at a tour, class or via an appointment and follow the instructions.

## New Member Orientation

Attend the New Member Orientation and gain an insight into Ace culture and community.

## 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.

# Ace Community

## Getting Connected

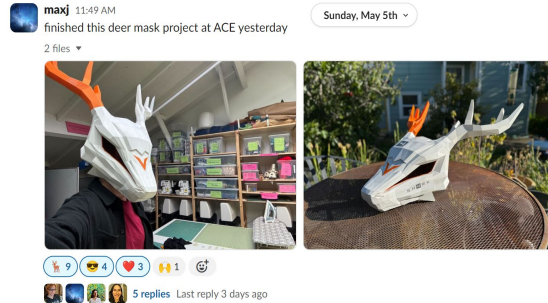
# Ace Slack

[Link to Ace Slack](#)

In Ace Slack Channels we:

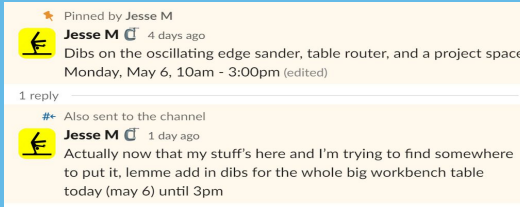
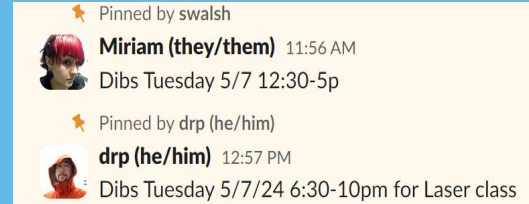
communicate as a community

- # amt-it
- # amt-safety
- # amt-software
- # art
- # classifieds
- # cnc-router
- # coworking
- # electronics
- # fob-all-the-things
- # general
- # grants
- # greater-community
- # heavy-metal
- # hire-a-maker
- # large-format-printer
- # laser
- # monster-corps
- # network
- # new-members
- # random
- # show-n-tell
- 👤 team-laser
- 👤 team-shop
- 👤 team-textiles
- # textiles
- # workshop

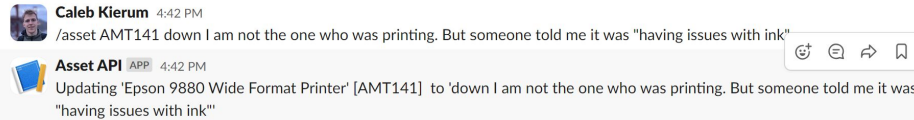


Call dibs and report on tools

Call dibs on tools and space for personal use and classes



Say what you will do, and when it changs say that too.



Ace slack is integrated with other platforms to automate certain operational tasks.

# Ace Newsletters



## Big Budget Decisions and New Leaders

- [Town Hall Takeaways](#)
- [New Ace Leaders](#)
- [4 Artsy Workshops to Try](#)
- [Share What Ya' Love!](#)

## Town Hall Takeaways

## Check out our February Calendar

Highlights include [LEGO Succulents](#), [Magnetic Knife Block](#), [Book Safe Art Workshop!](#)



### Ace Events Calendar



## All Shook Up in the Shop

But in a good way! We have 2 brand new filters and a shaker for the Cyclone Filter Stack.

## A Look Back at 2023

### Winter



Ace's small but mighty Workshop gets big [Redesign and Reno](#).

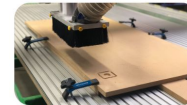


[Martin's Coffee Table Project](#) becomes the First [Large Scale Resin Pour Project at Ace](#), [Shapes New Policy](#).



Ace's pandemic-era [Art Program](#) gets its own designated area in Clean Fab, tons of new classes

### Spring



Highly anticipated [CNC](#)



Terry celebrates her



Ace Community

# Ace Classes and Events



# Ace Outreach Events



# Ace Blog and Social Media

[Link to Ace Blog](#)

*Telling Ace and member making stories via blogs and social media helps the Org and the Org helps people.*

Insta: [ace\\_makerspace](#)



8 likes

ace\_makerspace Paint your favorite flower while learning basic watercolor techniques at Ace! Our Watercolor Basics classes are a great starting point for beginners... [more](#)



Search...

MAKING IS FOR EVERYONE

[Membership](#) [Blog](#) [Classes + Events](#) [Tools + Areas + Programs](#) [About](#) [Contact Us](#)

FEBRUARY 8, 2024



## MakeXpression Art Opening at Ace Makerspace

Join ACE!

[Celebrating the Life and Legacy of Executive Director, Rachel "Crafty" Sadd](#)

In the vibrant, creative, and ever-evolving story of Ace Makerspace, one name stands out as a consistent driving force behind its growth and success—Rachel "Crafty"... [Read more](#)

[MakeXpression Art Opening at Ace Makerspace](#)

Over 60 people came out to celebrate the culmination of an 8 month collaboration between Ace Makerspace and local artist, Miriam Levenson on a line... [Read more](#)

[Ace Winter Raffle](#)



# **Ace Culture**

## **Need to Know**

# 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

# 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*

# 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!

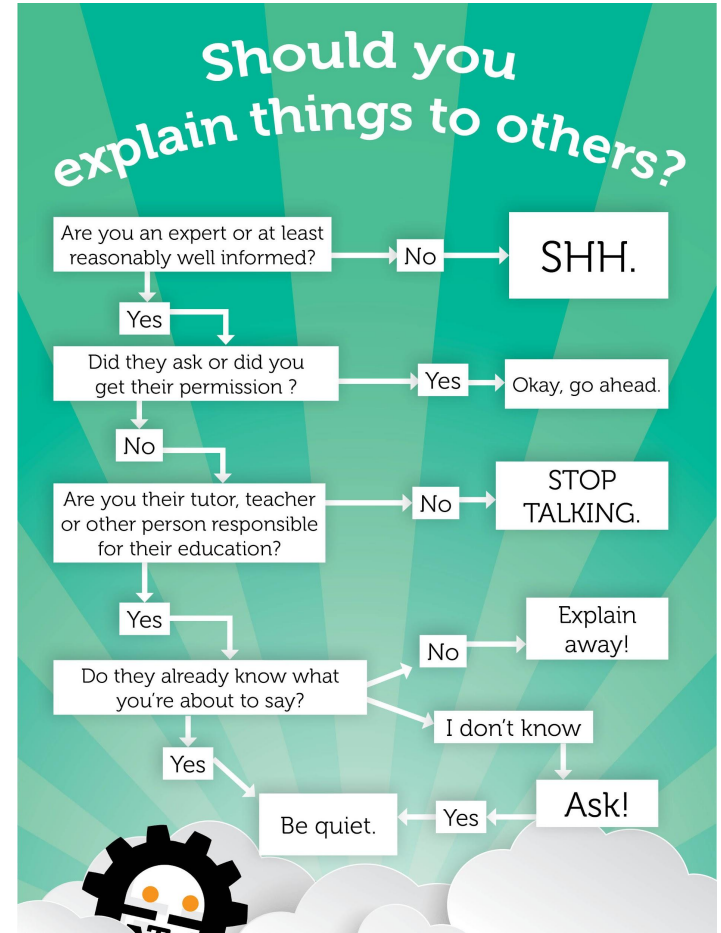
**The leadership has a commitment to transparency!**

# 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.





# 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

# Ace Volunteers

# Make Ace Possible

## Make your monthly Community Contribution

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

## Ace Human Resources

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

# 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 Scrapy
- 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 Scrapy
- Sweep the Shop

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

# Getting Connected

## Volunteering makes ACE possible

- All members are expected to volunteer regularly
- There are lots of ways to volunteer
- Say when you volunteer so we can celebrate you

## 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 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!



# **Time to Volunteer**

**How will you volunteer this month?**

# Additional Choice Topics (1-2 per person)

- [Key Privileges & Responsibilities](#)
- [Planning your space time](#)
- [Classes and Certifications](#)
- [How to find information and help](#)
- [Trash and cleaning](#)
- [Storage](#)
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- [Asana](#)

**Before you go  
what do you want  
to know?**

# 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

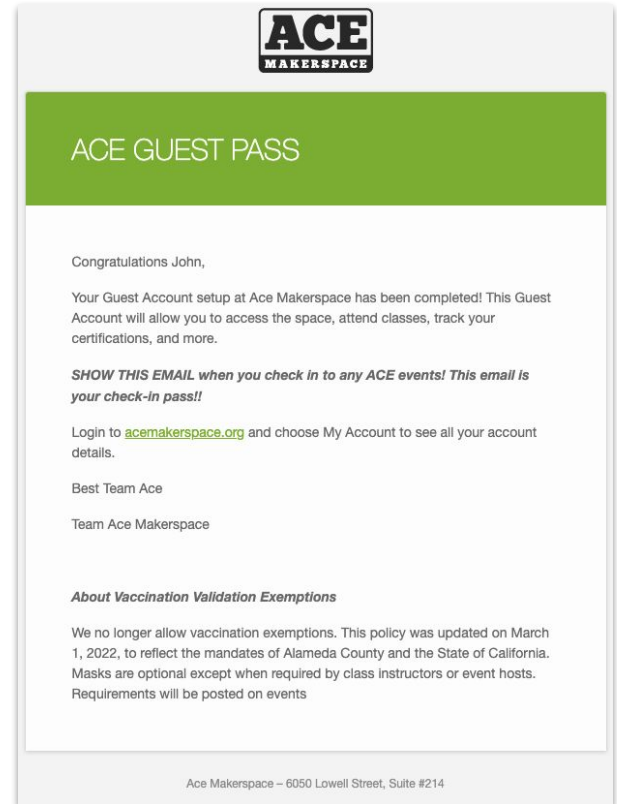
# Guest Checklist for Members

## 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.



# Member Services

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.

## 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 revenue. 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

< > This Month May 2024 ▾

SUN	MON	TUE	WED	THU	FRI	SAT
<b>28</b> 10:00 am - 1:30 pm Bandsaw, Drill Press, and Panel Saw Basics	<b>29</b>	<b>30</b> 6:00 pm - 9:00 pm Epson Wide Format Printer Basics and Certification	<b>1</b>  7:00 pm - 9:00 pm 3D Printing Night and Certification 6:00 pm - 8:00 pm Little Leatherworking Projects 7:00 pm - 7:45 pm Ace Makerspace Tour	<b>2</b> 6:00 pm - 11:00 pm Miniature Game Night (Members Only) 6:00 pm - 7:00 pm Ace Makerspace Tour	<b>3</b> 5:00 pm - 8:00 pm Ace@ Oakland First Friday	<b>4</b>  10:00 am - 2:30 pm Solid Wood Cutting Board 12:00 pm - 2:00 pm New Member Orientation (canceled) 2:00 pm - 5:00 pm U.N.I.T.E. Saturday School
<b>5</b>  10:00 am - 2:00 pm Tote Bag Sewing Workshop	<b>6</b> 7:00 pm - 8:00 pm Shop Basics	<b>7</b> 7:00 pm - 10:00 pm Laser Basics and Certification	<b>8</b>  7:00 pm - 9:00 pm Electronics Night 7:00 pm - 7:45 pm Ace Makerspace Tour	<b>9</b> 6:00 pm - 7:00 pm Ace Makerspace Tour 7:00 pm - 8:30 pm New Member Orientation	<b>10</b>  7:00 pm - 9:00 pm Digital Modeling Co-learning Meetup 8:00 am - 11:00 am Closed for Cleaning	<b>11</b> 10:00 am - 2:00 pm Sewing 101 Bootcamp 12:00 pm - 1:00 pm Ace Makerspace Tour 2:00 pm - 5:00 pm U.N.I.T.E. Saturday School

# Classes and Certifications

## Competency classes

- Regular monthly classes on most tools
- All classes posted on the [Ace Calendar](#)
- Class fees are *not* included in membership

# How to hold an event, class or workshop

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

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.



# 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

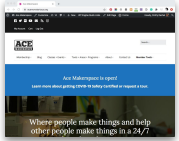
# In Space

There are a variety of regular communications in the space

- Whiteboards
- Info packs
- Notification unicorn

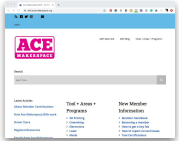


# Where the information is



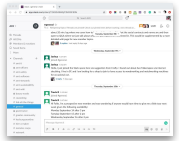
## Ace Makerspace Website

- 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



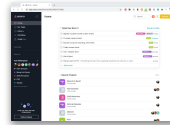
## Ace Makerspace Emails

- Detailed specific information
- Bills
- Legal notices



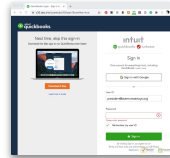
## Ace Makerspace On-site

- POOT Stations
- Whiteboards
- Notification Animals



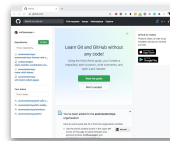
## Asana - Ace Workspace

- Operations Management
- Plans
- Assignments
- Software Development



## Quickbooks

- Detailed financial records



## Ace Makerspace Github

- Codebase for custom Ace hardware and software

# Emails

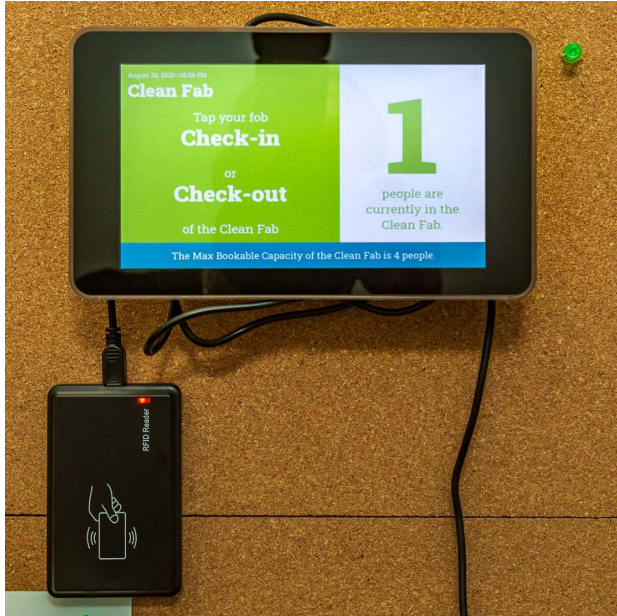
Many important things are emailed to you:

- 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 @acemonstertoys.org in your email client.

# 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.



# Beyond dues

# 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.

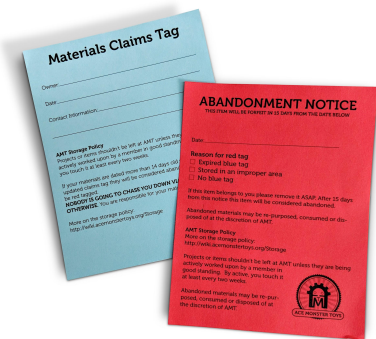
- Only active current ACE Members show in the directory.
- Seeing the directory requires login.
- This is also your ACE ID card for discounts with vendors

[Link to: Member Directory Page](#)





# Storage



Storage Wiki

## 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

# 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 basic:
- Expect to clear whatever room they are cleaning without debate.



# 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.

# Billing

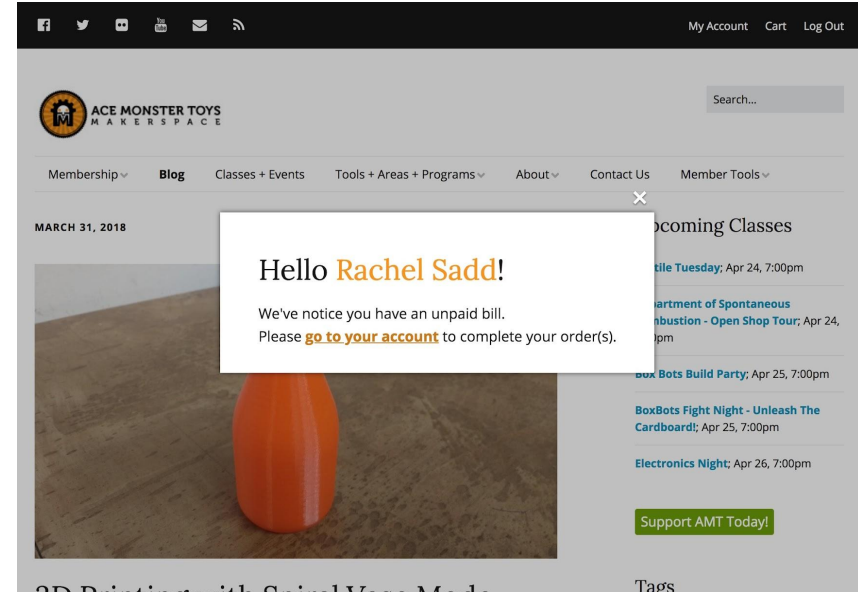
Bills are sent out regularly for the laser and the honor bar.

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.



# 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!



[Link to store](#)

# 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.

[Link to: tool Lending and donations](#)

# 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

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



# Shared Credentials

Sometimes it is more affordable to share.

We have shared accounts for:

- Asana
- Wiki
- Quickbooks

[Link to Wiki: Handshake  
Page](#)




ACE MONSTER TOYS MAKERSPACE

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## 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.

		
<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.

# QuickBooks Online

## Shared Credentials and Code



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

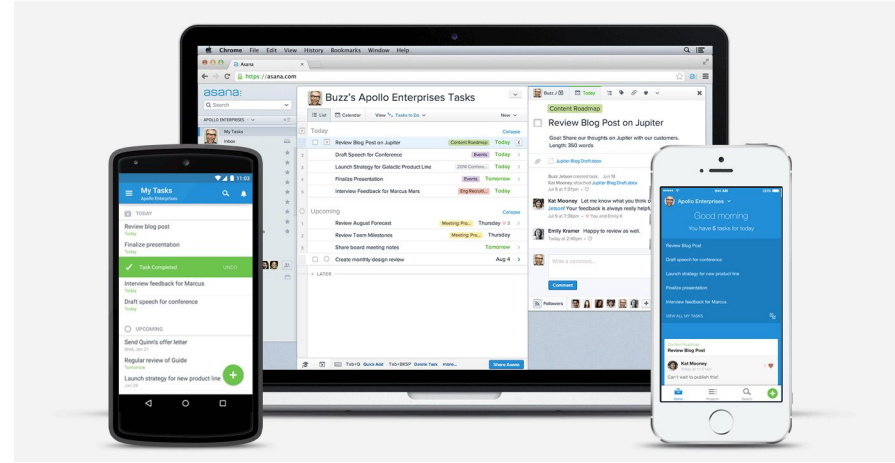
# Asana

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](#)

**This is a rapid tour lasting a strict 30 min!**

Please hold your questions until we gather for our conversation about etiquette and the social contract.

Feel free to snap photos so you can ask about “that thing” later

# Tour