



# Fort Collins Creator Hub Member Handbook

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# Purpose of this handbook

The Fort Collins Creator Hub started with a small group of kindred spirits that together created our vision of a makerspace in Fort Collins. Many of the assumptions of how we would behave and treat each other went unsaid. As the Creator Hub has continued to grow, it has become essential to make explicit all of the expectations we place on ourselves as members of a healthy and thriving community.

In this handbook we codify the requirements and expectations of membership as a set of guidelines. It would be impossible to cover every situation and contingency here. We instead cover much of what is important and look to you, dear member, to uphold not only the letter of what is written here but the spirit. Please pay particular attention to the section on Member Expectations.

**We require and expect all members to abide by the guidelines and procedures written here.** Any violation of these guidelines may result in a penalty to or expulsion of the offending member. The board of directors' decision on these matters will be final.

That last paragraph is a bit of a downer, but if you follow the golden<sup>1</sup> and platinum<sup>2</sup> rules, be safe, and **remember to have fun**, you can't go much wrong.

This is a living document. If you feel there is a mistake or omission in this handbook please contact any board member. You may email us at [info@fortcollinscreatorhub.org](mailto:info@fortcollinscreatorhub.org)

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<sup>1</sup> Treat others as you wish to be treated

<sup>2</sup> Treat others as they wish to be treated

## Our Mission

Our mission is to restore our country to being a nation of makers. We encourage a culture of creative ownership. We want people to not just understand what is inside our “black box” appliances but to be able to learn, design and build new and better ideas. We believe that we work best as part of a community of makers, builders, technologists and artists.

# Member Expectations

If any member willfully and/or consistently violates the following expectations they will be asked to leave.

## Our Culture

### **Community, Cooperation, Safety, Learning, Creativity and Inclusiveness**

The majority of this handbook covers an explicit set of rules. There will be many situations and areas not specifically covered by these rules. In order to provide clarity for the expectations we place on each other, we have principles that guide our shared culture and behavior within our shared space.

Our goal is to create a culture that encourages community, cooperation, safety, learning, creativity and inclusiveness. To that end we hold all members and volunteers to the following principles when in the space:

- We are safe
- We treat each other with kindness and respect
- We leave the space in better shape than we found it
- We do not discriminate
- We are willing to learn
- We encourage making
- We work best when we work together
- We have fun!

## The Prime Directive: Don't be a jerk!

Don't intimidate or insult anyone working at FCCH. Simply be kind and keep any snide remarks to yourself. No power games. Rather, support each other. Encourage new makers. Encourage growth and creativity.

Let's all be aware of power and cultural differences and work together to create the kind of community that makes us all glad to be here.

Mistakes are OK - it's how we learn to do better. We need to take creative risks (but not physical risks). Safety issues aside, if you are NOT working on a project do not give out unsolicited feedback on how to make it "better". Ask for permission first before having to ask for forgiveness later.

In short, don't be "that" person:

- Clean up after yourself
- Be welcoming to new and existing members
- Be a positive influence on the organization
- Be an exemplar ambassador to the public and prospective members
- Be a positive role model to youth in the space
- Think - How do your actions or inaction affect others?
- Don't engage in any kind of bullying or harassment - sexual or otherwise
- Only give feedback when invited (immediate safety concerns excepted)

## Additional Expectations

All members are expected to abide by the following additional rules of behavior:

- Follow all rules and procedures - including safety procedures
- You must be trained on the equipment that you use
- If you don't know what you are doing, ask for help
- Watch air quality - take severe dust-generating projects outside
- Watch noise pollution - take loud projects outside
- Never circumvent our RFID readers
- Please "swipe" in - even if door is open or unlocked
- Docents and shop bosses are volunteers responsible for the safety and organization of the space. Please don't hassle them. They do not set policy.

## Dealing with Problems

We are not a perfect organization with perfect tools and equipment. There will be problems. Here are guidelines on how to deal with them:

- Things break and get used up - we get that - but we can't fix or replace what we don't know about.
- If something is broken or missing, **tell us about it** - tell a docent, shop boss or email [info@fortcollinscreatorhub.org](mailto:info@fortcollinscreatorhub.org). We also have a feedback box to report concerns with the space and equipment. If you don't know where it is - ask a docent.
- It is always OK to let a shop boss, docent, or board member know about problems with the space, equipment or people.
- Don't try to fix a problem with equipment unless you really know what you are doing.
- Don't make it worse.
- If a tool is broken or unsafe, leave a note for the next person in addition to the feedback box.

## Get Involved

Without member involvement we would not exist. That is not even remotely an exaggeration. This is where we differ from a for-profit space or business. Our dues are actually quite low for the value of our space and equipment. Everyone needs to pitch in to run and to improve our shared space. Here are some suggestions on how to get involved:

- Help out on work days
- Take a class
- Teach a class
- Form an interest group
- Be part of a group that maintains our equipment and tools
- Locate machinery or tools that could be donated
- Make a donation
- Volunteer to staff a booth or table at an event
- Write a grant request
- Join the board

See something you want to improve? **Pitch in!**<sup>3</sup> We need everyone pitching in to improve and maintain our tools and space, discuss what you want to do with a shop boss, docent or board member.

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<sup>3</sup> for large changes, talk to a shop boss or the board first

# Membership

Members are essential to our existence. We simply would not be here without our members. All members receive 24 hour access to the shared space.

There are three main types of memberships:

## Personal Memberships

These are our most popular memberships. They give makers twenty-four access to our space and equipment. We offer several levels of personal memberships:

- *Student/Senior* - for currently enrolled students and those 60 years of age and older. One fob per membership.
- *Individual* - our standard membership with one fob.
- *Family* - for all those in a single household. All adults in that household can use the space independently each with their own fob.
- *Sponsor* - same as Family, but with an extra monthly donation to the Creator Hub.

## Co-Creator Memberships

These are Individual memberships that come with a leased exclusive-use space. These are ideal for small businesses, startups, artists, and others that need private space along with access to the shared equipment and tools at the Creator Hub.

## Corporate Memberships

We offer discounted memberships for businesses that would like to offer access to the Creator Hub to multiple employees, either for work for as employee benefit. We have a variety of plans varying by the number of fobs issued.

These memberships come with one or more RFID fobs to get you into the door.

Personal memberships can be paid month-to-month, via subscription, or yearly. Co-Creator memberships are paid monthly. Corporate memberships are paid monthly (ideally via subscription) or yearly. Here is a table of dues/rents (note that these are subject to change):

	Month-to-Month	Monthly Subscription	Yearly
<b>Student/Senior</b>	\$25	\$22.50	\$230
<b>Individual</b>	\$50	\$45	\$460
<b>Family</b>	\$75	\$65	\$700
<b>Sponsor</b>	\$100	\$90	\$975

<b>Co-Creator 3 month lease</b>		\$2/sq.ft.	
<b>Co-Creator 1 year lease</b>		\$1.75/sq.ft	
<b>Corporate-2</b>		\$69	\$750
<b>Corporate-3</b>		\$83	\$900
<b>Corporate-5</b>		\$110	\$1200
<b>Corporate-10</b>		\$183	\$2000
<b>Corporate-25</b>		\$367	\$4000

In general, the amount owed can be paid online with a credit card on our website (<http://www.fortcollinscreatorhub.org>), with cash or check. When paying with cash or check, please give it to a docent so that the payment can be recorded and your account credited. If paying with cash, please attach a note with your name and date.

All payments are due on the first of the month, with a 5-day grace period. After that, your fob will no longer work to get you into the door.

# Docents and Shop Bosses

The Creator Hub does not have the budget to hire someone to staff the space during the day and evenings and probably will not for the foreseeable future. Instead, we rely on volunteers to keep the doors open. Some of these volunteers are Docents. Docent responsibilities include:

- Giving tours
- Signing up new members
- Answering questions about the use of the space and equipment
- Making sure the space is kept tidy
- Keeping track of issues that need to be addressed by the board

Docents are the eyes and ears of the board. If you see a problem with tools, equipment or members, please contact a docent if one is on duty. Note that the Docents don't make the rules. If you need to discuss a policy issue, please contact a board member by emailing [info@fortcollinscreatorhub.org](mailto:info@fortcollinscreatorhub.org).

In addition, a number of our volunteers have taken on the role of Shop Boss. These are people that are responsible for specific areas of our space. These areas include: woodworking, CNC routing, metal working, welding, laser cutting, and 3D printing. Shop boss responsibilities include:

- Maintaining, adjusting, repairing and improving equipment in their area
- Organizing and arranging their area
- Ordering new parts, supplies and equipment
- Being a resource to members in their area
- Putting together training curricula

While docents and shop bosses are familiar with much of the equipment at the Hub, they are not all-knowing and don't have the time to drop everything to train you. Getting trained on some pieces of equipment will require you to take the training courses we offer. Occasionally, some of our members can be talked into "drop of the hat" training sessions, but that is completely up to the discretion of those members.

Please treat our docents and shop bosses respectfully. They are volunteering their time to make the Creator Hub possible.

# Safety

We aren't just giving lip service to safety - We mean it!

If you are not being safe, please come back when you can be. Your actions are an example to others. Your actions impact others. It's the right thing to do, and it keeps us in business

Being safe is absolutely critical for continued existence. We are one major accident away from closing. Everyone is responsible for their own safety. The cardinal rule is that **if it doesn't feel right, stop what you are doing and correct any problems.**

Each piece of equipment has tool-specific safety rules, but we have a general set of rules that must be followed at all times.

## Know Our Safety Gear Locations

- Fire Extinguishers
- First Aid Kits
- Exits
- E-Stop Buttons
- The Creator Hub!  
1304 Duff Dr, Fort Collins, CO 80524

If you have any questions about where safety gear is located, ask a docent or shop boss.

## Safe Use of the Space

- **Clean up after yourself!**
- **Safety glasses are mandatory in shop**
- Always be aware of your surroundings when using tools.
- Never disable safety features on equipment
- Put tools away (in correct location!)
- Sweep
- Report and mark broken or misadjusted equipment. If you see a tool in an unsafe condition, fix it if you can or alert a Docent if you can't. If a Docent is not available, leave a conspicuous note on the tool and submit a problem report in our suggestion box
- Stop if you see something wrong. Don't assume a piece of equipment is safe. Always inspect it before using it. Don't assume that the previous user left it in a safe condition.
- Speak up if you see something unsafe or an injury
- Wear appropriate clothing, no jewelry is allowed in the shop
- Tie up long hair or use a cap in shop

- Use hearing protection in shop
- Don't use gloves with power tools (exception: welders)
- Use helmets and gloves when welding and protect onlookers. Use the welding curtains.
- Use dust masks when necessary - take offensive projects outside
- Metal grinding should be done outside
- Use ladders when accessing shelves (and store properly)
- Unplug or disconnect equipment before adjusting
- Do not leave unattended any power tool while in use - this includes laser cutters and CNC machines.
- Don't stand on tables and chairs
- Don't play with electricity
- Air pressure can be dangerous - watch what you are doing
- Avoid extension cords
- Avoid tripping hazards - keep floors and aisles clear

## Prohibited Activities

- No smoking
- No drugs
- No operating any equipment under the influence
- No illegal or dangerous items and materials
- No alcohol except at sanctioned events
- No alcohol kept on site (exception: brewing classes)
- No food or uncovered drinks outside of kitchen/classroom area

## Training and Equipment

Misuse of equipment can hurt yourself, others around you, and damage the equipment itself. If you don't know how to use a piece of equipment, contact a shop boss for instruction or attend a training session (depending on the equipment). This also applies if you know how to use a tool in general but are unfamiliar with our specific tool. Occasionally, some of our members can be talked into "drop of the hat" training sessions, but that is completely up to the discretion of those members.

We are in the process of adding RFID readers to prevent members without training from operating certain tools. However, even if there is no RFID reader, you must not operate any power tool without specific training. We are in the process of putting together training programs and we will be keeping track of who is authorized to use which tools. Violations of this policy will result in suspension or revocation of your membership. Disabling or bypassing an RFID reader will result in revocation of your membership.

Tool-specific training material will be available online.

The following tools require tool-specific training before use:

- Laser cutters
- SawStop
- 14" Bandsaw
- CNC router
- Metal mills
- Metal lathes
- Welders

Currently, all safety and tool training classes are offered on our Calendar page:

[http://www.fortcollinscreatorhub.org/?page\\_id=1597](http://www.fortcollinscreatorhub.org/?page_id=1597)

We also require that all new members go to an orientation session before being able to access our space.

Tool-specific policies are below. Note that popular tools require reservation before use:

[http://www.fortcollinscreatorhub.org/?page\\_id=1487](http://www.fortcollinscreatorhub.org/?page_id=1487)

## 3D Printers

Members should receive printer-specific training before use. Members must either supply their own filament or reimburse the Creator Hub by for using our filament. When doing the latter, measure by the gram and see the price lists posted by the printers. Consider reserving printers before use.

## Laser Cutters

Training is required for use. Cut only safe materials (listed near the cutters). Venting and air-assist are absolute musts. The laser cutters must not be left running unattended. Generally, use of the laser cutters require reservation.

## SawStop

Training is required for use. The SawStop is a an excellent cabinet saw with an "auto-stop" feature when contact with flesh is detected. This saw can still do serious harm even with this feature so there is no room for complacency. Anyone tripping the SawStop feature - for any reason - is required to reimburse the Creator Hub \$100 to cover the cost of a new cartridge and blade sharpening.

## CNC Router

Training is required for use. The Creator Hub has endmills (router bits) available for the CNC Router, but to guarantee availability and good condition, the user should plan on supplying his or her own. The CNC Router must not be left running unattended.

## Metal Mills and Lathe

Training is required for use. The Creator Hub has some tooling for use, but they must be replaced by the member if damaged. The user should plan on supplying his or her own.

## Bandsaws

We own both a 14" vertical bandsaw and a 4" horizontal bandsaw. The former must only be used on wood, while the latter must only be used on metal. The horizontal has a gravity-fed operation and must never be forced. Training is required before use - see the shop bosses.

# Emergency Procedures

## In Case of Fire

- Call 9-1-1
- Know where the fire extinguishers are - and use them!
- Close doors
- Small fires:
  - Remove ignition sources
  - Put out if you can
- Large fires:
  - Evacuate space

## In Case of Injury

- Know where the first aid kits are located
- Minor injury:
  - Administer first-aid
  - Stay with victim
  - Report injury to Safety Committee ([safety@fortcollinscreatorhub.org](mailto:safety@fortcollinscreatorhub.org))
- Major injury:
  - Call 9-1-1
  - Stay with victim
  - Give CPR if needed

## In Case of Power Failure

- Notify Xcel:  
800-895-1999 or <https://www.xcelenergy.com>  
Premises number: 301175468  
1304 Duff Dr #11,12,15, Fort Collins, CO 80524
- Notify us: [info@fortcollinscreatorhub.org](mailto:info@fortcollinscreatorhub.org)
- Turn off all equipment and lights - including air compressor

## In Case of Door RFID Reader Failure

- Key in lockbox attached to Unit 15 door
- To get lockbox code, send email to [info@fortcollinscreatorhub.org](mailto:info@fortcollinscreatorhub.org)
- Do not break in!

# Policies and Procedures

## Dust Control

**If it has a dust collection port -> use it**

- Everyone must work together to mitigate dust.
- Always clean up when you are finished.
- We have plenty of shop vacs and a dust collector, please use them!

## Storage

We have a limited amount of space for project storage for current members

- Shelves available for member storage will be marked
- All stored items must be marked with Name and Date on tag, contact info on back
- Storage is for current projects only - not long term storage
- Storage time limits and fees may be imposed in future as demand dictates
- Lockers available - first come, first served
- Stored items will be checked regularly by a Docent
- Racks in machining room will have storage tubs for smaller projects
- If no room is available, please contact a Docent
- Untagged or abandoned materials will be disposed of as fit

## Visitor and Guest Policy

- Guests are always welcome
- Guests must be accompanied by a member
- Guests must sign waiver
- Absolutely no use of our power tools by a guest
- Minors must always be accompanied by a responsible adult

## Consumables and Tooling Policy

- 3D printers: bring your own filament or reimburse<sup>4</sup> Hub for material used
- Lasers: bring your own materials (scavenging scrap pile OK)
- Routers, mills, lathes: please supply your own bits, end mills, etc.
- Welders: we supply gas and wire - \$1 per 15 minutes<sup>4</sup> of actual weld time

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<sup>4</sup> Pay using donation boxes

- Everything else: please replace used consumables or make a donation  
Examples: wood glue, sandpaper, xacto blades, latex gloves, etc. Suggested prices will be placed around space

## Equipment Overuse Policy

- No one gets exclusive use of equipment
- Commercial use OK, but limited to prototyping runs only
- No member may use any one piece of equipment more than 16 hours per week (exception: 3D printers)
- No one piece of equipment can be used for more than 4 consecutive hours (exception: 3D printers, instead may not use all 3D printers simultaneously)
- Use equipment scheduling calendar on website for popular equipment
  - Currently: lasers and 3D printers
- Long 3D print jobs should be run overnight
- At the discretion of the board, use may be reviewed

## Prohibited Activities

- Respect privacy of Co-Creator spaces
- No automotive work except by special arrangement
- No habitating in space
- No equipment leaves space without prior authorization
- No inappropriate use of computers

## Closing Up the Space

- Members have 24x7 access to the space, but everyone is responsible for keeping the space secure
- If you are the last member to leave:
  - Turn off lights
  - Turn down heat
  - Make sure all doors are locked
  - Turn off air compressor

# Connecting With Other Members

It is important to connect with and build a vibrant community here at the Creator Hub. Remember that you are not alone in your passion about making and your quest for improvement. There are a variety of ways to make contact with other members that share the same interests:

- We have several web forums on our website covering a variety of areas. Remember to subscribe to those that interest you:
  - [http://www.fortcollinscreatorhub.org/?page\\_id=1606](http://www.fortcollinscreatorhub.org/?page_id=1606)
- Our website maintains a directory of all members (and is only available to members). You can see who shares your interests and who are experts in various areas. Make sure you update your profile with your interests and expertise:
  - [http://www.fortcollinscreatorhub.org/?page\\_id=1604](http://www.fortcollinscreatorhub.org/?page_id=1604)
- We have many classes and meetings every month - Monday Hangouts, Board meetings... Be sure to regularly check our event calendar:
  - [http://www.fortcollinscreatorhub.org/?page\\_id=1597](http://www.fortcollinscreatorhub.org/?page_id=1597)
- Volunteer!