

## Overview:

Making Matters NH d/b/a Concord Makerspace is a 501(C)3 NH nonprofit organization whose mission is to develop a safe, fun, and collaborative environment supporting makers of all skill sets coming together to teach, learn, create, explore, and prosper. We are creating a strong and sustainable organization that contributes to Concord's regional economy and builds a more vibrant community.

A makerspace provides shared tools, equipment, and resources that members of the space can use to learn new skills and pursue new projects. In addition to shared tools and equipment, our makerspace offers classes to makers and artisans of all ages and skill levels and provides workspace for local artisans. Additionally, we focus on supporting small and emerging businesses and increasing rates of entrepreneurship and innovation in the Concord region through classes, resources, and networking.

### **Board and Committee Structure :**

The Board of Directors is elected every two years and is charged with providing governance and guidance for the organization. Terms are staggered as circumstances permit so as not to overturn the entire board at any given time. All Board members are volunteers.

The Board has decided to use a committee system to advise decisions and to designate a Resource Manager for each shop, or critical mission areas, to serve as the conduit for information to the Board. The job of the Resource Manager, much like a committee chair, is to invite input from member volunteers and gather details needed to formulate recommendations to the Board. Full duties of the Resource Managers (accepting donations, purchasing supplies, etc.) will be defined by the Board. It is the job of the Resource Manager to present balanced information to the Board. Although Committees have substantial influence, final decisions are made at the Board level.

All members are welcome at all Committee meetings and all Board meetings are public.

## **GENERAL POLICIES AND PROCEDURES MANUAL:**

Concord Makerspace strives to provide a safe, productive and fun work environment for its members. In light of this mission, everyone must follow all of our policies and procedures for working in our facility.

Please take these policies seriously. Failure to follow our policies and procedures can make our facilities dangerous or unwelcoming to others, and such actions on your part may result in your membership being terminated without notice. We reserve the right to change our policies and procedures from time to time, and will provide notice to members via Slack or posting to our website of any new policies and procedures or any changes to existing ones.

**Safety Policies & Procedures:** Members and all users of the facility must obey all posted signs and literature pertaining to safe use of our facilities. These rules are minimum obligations, and you should always meet or exceed the base level of safe practices expected. Use common

sense at all times with respect to safety, and diligently observe all policies and procedures which we may establish from time to time for the safe use of our facilities.

These include, but are not limited to, policies and procedures relating to securely locking up our facilities, appropriate shop clothing and protective gear, techniques for safe equipment use, material-specific precautions for equipment and machine tool lockouts. If you have any questions regarding our safety policies or the safe use of our facilities, contact the Resource manager immediately. Maintain a clean and clutter free workspace, dispose of all waste and return all tools to their dedicated storage location when finished with work.

**Cameras:** The facility is under 24 hour surveillance in order to keep members safe.

**Reservation System:** As parking is limited Monday through Friday 9 - 5, use of the reservation system is REQUIRED during these times. For popular equipment, use of the reservation system is strongly recommended at all other times. If another member alerts you that they have a reservation for equipment you are currently using, please stop your work immediately and clean the area as rapidly as possible.

**Equipment Safety & Use:** Safety glasses are required to be worn at all times while in the wood shop and while using specified equipment. Hearing protection and carpenter's masks are strongly recommended, including in the laser area. Do not use any tools, equipment or machinery if you are not trained, certified and comfortable with that piece of equipment. The operation of tools, equipment and machinery is at your own risk. If you have any questions about how to use our equipment, always ask for help from a volunteer or Resource Manager. Certification is required prior to use of any tools, equipment or machinery. Report any malfunctioning equipment to the Resource Manager immediately and do not use any equipment that is not functioning properly. Equipment may not be removed from Concord Makerspace

Do not use any piece of equipment tagged "Out Of Service (OOS)". All tools shall be returned to their proper location after use.

**No Soliciting, Canvassing, or handing out materials printed or otherwise at 197 N Main Street** (ALL spaces and businesses, not just Unit #4.) This is a violation of the lease we hold with our landlord and could result in immediate termination of your membership.

**In Case of Emergency:** First aid kits and eye wash stations are found by the utility sink. Fire extinguishers are located by each woodshop door, in the laser area, and in the front lab. Please familiarize yourself with their locations. If an injury occurs, notify our staff or a volunteer immediately. An accident report must be completed within 24 hours.

In the event of an emergency or for immediate medical attention, call 911. When your medical emergency has been taken care of, please advise a board member of any injuries.

**Shared Safety:** Please stay on the lookout for unsafe behavior and approach and offer Making Matters NH d/b/a ConcordMakerspace, 197 N. Main St Unit 4, Boscawen, NH 03303  
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feedback to fellow members if you believe they are working unsafely. Please notify staff or a Resource Manager immediately if you believe any piece of equipment or infrastructure to be unsafe. All members must comply immediately with instructions given by staff and volunteer Resource Manager. Failure to comply may result in disciplinary procedures and could result in termination of the membership agreement.

**Volatile organic compounds (VOC) are allowed at the Concord Makerspace sparingly and with ventilation.** Please check in with the Resource Manager before starting your project. **Spray painting is not currently permitted.** If you are asked by a member of the staff or Resource Manager to stop using a noxious or potentially harmful substance you must comply immediately. Failure to do so could result in the termination of this agreement.

**Courtesy of Shared Spaces:** Keep noise levels to a respectful minimum for the comfort and enjoyment of those in the immediate area. No loud music, tool use or other noise will be permitted in the facility's shared areas without the explicit permissions of the members around you. No fumes or flames are permitted. Please restore your work areas to be as clean as when you found them – or cleaner. Please respect and do not interrupt any official Concord Makerspace activities or classes in the shared spaces.

**Animals:** We love them, but our lease does not permit animals of any kind except service animals in the building. Please do not bring them into the space.

**Access Cards :** Members will be issued an access card or fob which can be used to enter the facility. Members shall notify management immediately if either is lost, misplaced or otherwise out of their control. Members shall not give their access card to anyone.

#### **Makerspace Communication:**

Slack is the tool Making Matters has used to create online community and collaboration. Slack is a free app that you can use on any device/platform. As a chat forum for sharing ideas, pictures and updates, or a means to work together on projects, it has allowed us to stay involved and connected when we can't all be under one roof. Its advantages over email are that when new people join, they can follow any "channels" on topics that interest them or be easily directed to resources and how-to's with no need to sort and store (or delete) correspondence. Because you find and read the discussions that interest you without having to be "cc'd", it is automatically inclusive- it contains a member directory where people can post their photos and say a little about what interests them, so members can get to know each other. If you are working on a project and need some tips when no one is around, our resource managers and volunteers can offer guidance from their homes (and others can refer back to it!).

While Slack is not a substitute for meetings, it is a way to make all the mental resources of our community available at your fingertips and to allow people to still follow along when their lives require them to be elsewhere. Our Board and committees follow a deliberative process that does not exclude anyone from the dialog and provides ample time to respond. Any of our volunteers would be happy to show you the basics or give you guidance on how to get going in

Slack. While we will also provide important updates on our website and in our newsletter, we strongly encourage you to join in the electronic forum to be that much more in the know!

**Donations of stuff and projects:** Please check with the appropriate resource manager before you bring donations. While we love donations generally, not all donations of equipment are right for the makerspace at any given time. Please discuss with the resource manager for the appropriate shop rather than simply showing up with the item, or abandoning it. Unwanted donations may mean the space has to incur disposal fees and clean-up time by volunteers. Similarly, while we love volunteer projects for the good of the makerspace, we may already have an effort underway similar to what you want to do, or the timing may be bad. Again, please check with the resource manager(s) for the shops that would benefit from your proposal.

**Under no circumstances will the Concord Makerspace reimburse a member for equipment or supplies the member did not discuss with a shop manager ahead of time and receive affirmative consent.**

**Classes and Programming:** It is our goal to have a robust calendar of both making and business classes. If you would like to teach or mentor - please reach out!

**Lost or Stolen Items:** The Concord Makerspace is not responsible for any lost or stolen items.

**Snack bar:** Our carry in/carry out model for materials also applies to snacks. Please bring only the food and drink you intend to consume during your visit. The snack bar is an honor donation system for pre-packaged snacks that we will keep stocked. Make sure to take care of your waste and recycle as much as possible!

**No Discrimination:** Concord Makerspace does not discriminate because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, or veteran status and seeks at all times to promote an inclusive and respectful community. In the interests of safety and legal compliance, Making Matters NH may restrict membership access or privileges to minors under the age of 18, and may restrict access to certain fundraising or private events where alcohol is served to individuals aged 21 or over, in order to comply with applicable laws.

We request that members behave respectfully, courteously, and professionally to fellow members. No discrimination, harassment, or hate speech shall be tolerated.

**Drug & Alcohol Use; Illegal Activity:** The Concord Makerspace is a non-smoking facility. The use of tobacco products including e-cigarettes is strictly prohibited at the makerspace. The use of drugs, alcohol or any other substances impairing your ability to use any of the makerspace equipment is expressly forbidden. All illegal activity is strictly prohibited. The use of drugs or alcohol or participation in illegal activity is grounds for immediate removal from the premises.

Drugs or alcohol may not be brought into the facility. Drugs or alcohol may not be stored in the refrigerator, cabinets or any other place at the makerspace.

We may occasionally allow events to be hosted at our facility where alcohol is served. In the event that a private event or meeting is held, such as a fundraiser, where alcoholic beverages may be present, the Concord Makerspace reserves the right to denote that attendance at the event will be restricted to those with valid identification proving that they are over 21 years of age. Furthermore, in the case where an event such as this is held, we reserve the right to limit or restrict use of some or all equipment on site for the duration of the event and a reasonable period afterwards.

**Commitment to the environment:**

Making Matters NH is committed to sustainability and responsible making practices that reduce our footprint. A recycling bin is placed in the front lab for your convenience. We also ask our members to be mindful of turning lights off when done working and to not tamper with thermostat settings! We are open to suggestions from members about how to further reduce our environmental impact.

**Internet Service:** As a convenience, the Concord Makerspace makes wireless internet connectivity available to our members. We may provide computing resources and networking services to our members. Internet and computing services are provided on an as-is and as-available basis and we specifically disclaim any representations or warranties, express or implied, including, without limitation, any representations or warranties of merchantability or fitness for a particular purpose. The Concord Makerspace is not responsible for loss or corruption of any data stored on our computing resources. The makerspace does not provide data backup services; you are responsible for backing up your own data. You are responsible for your actions on the network and systems you access through the internet service we make available. Your access may be suspended or restricted at any time and for any reason without advance notice. If you act recklessly or irresponsibly in using your Internet or computing services or your actions endanger any person or the integrity or security of our network, systems or equipment, the Concord Makerspace may, in addition to all other remedies, permanently ban your access. You shall not use the internet service for any unlawful or obscene purposes. You shall not use the internet service to originate bulk unsolicited email (spam). Excessive internet or computing services use may result in rate limiting (throttling) or in some instances, suspension of access.

**Intellectual Property:** Concord Makerspace does not provide any privacy of intellectual property or confidential and proprietary information and does not offer protection for any intellectual property or confidential and proprietary information developed through the use of our facilities or equipment. Concord Makerspace makes no claim to intellectual property developed through the use of our facility or the facilities of our affiliates. It is your own responsibility to protect (or share) ideas, confidential and proprietary information and intellectual property as you see fit.

**Community:** Making Matters NH seeks to maintain an active community, as this best serves our members. We invite you to make full use of your membership opportunities. If you have ideas for new programming, please share!

**Guests:** Members may occasionally bring guests to the Concord Makerspace. Guests of members are the sole responsibility of that member. We would love to have you tell your friends about us and we invite them to become members. **Guests of the member are not allowed use of the equipment.**

**Publicity:** By making use of our facilities, you agree that the Concord Makerspace has the unrestricted right to publish images of you and any projects ongoing at our facilities, both in print and digitally. If you have concerns over this policy, please let us know and we will not publish photographs of your work.

Please follow our social media campaigns and share posts to your own networks. Every share helps!

**Termination:** As set forth in our *Membership Agreement*, the Concord Makerspace reserves the right to terminate memberships at will.

**Contact Information and Emergency Contact:** For your safety, you must notify Concord Makerspace of any changes to your contact information, including your emergency contact person and that person's contact information. As a condition to your access to our facilities, you agree to keep your contact information (including emergency contact information) current at all times. We will ask you to update your contact information once a year. Slack also has a field for emergency contact, if you are willing to fill this out, it will be the fastest way another member who may be in the space with you can reach them. We encourage each member to do it.

**Suggestions:** Please feel free to Direct Message suggestions to any board member

This is a living document. Please make suggestions for future additions!