

Use of the Maker Studio is subject to the rules in this User Agreement and the Delaware County District Library (DCDL) Patron Code of Conduct. This agreement is in effect for any future visits to the Maker Studio unless superseded by a revised policy. Failure to abide by all applicable policies and procedures will result in suspension or loss of Maker Studio use privileges.

## **What is the Maker Studio?**

The Maker Studio is a do-it-yourself workshop located in both the Delaware and Liberty branches of DCDL. Each location is staffed during open hours with experienced staff who can help answer questions and show patrons how the equipment works. Maker Studio staff will teach and assist patrons with the process of design and with operating the equipment.

The Maker Studio is a project of the Delaware County District Library. Any policies relating to patron usage of the library apply to the Maker Studio unless specifically altered by this agreement. The procedures that govern the Maker Studio are subject to review and to change if necessary to maintain safe, equitable, and proper functions of the Maker Studio. Changes to this policy may be made without notice.

Users understand and agree to respect any and all intellectual property, copyright, trademark laws, and licensing agreements. Users are responsible for obtaining their own protections for any intellectual property developed in the Maker Studio.

## **Ages**

The Maker Studio is available to users to responsibly work independently from ages 12 and up. An adult must accompany anyone under the age of 12 at all times.

An adult is responsible for any fees or damages an individual under the age of 18 may incur through use in the Maker Studio.

## **Expectations**

Users agree to be courteous to library staff, other Maker Studio users, and other library users.

To avoid damage to machines, patrons, or materials, users are expected to ask for help anytime they are unsure of which way to proceed with their project.

The Maker Studio does not guarantee successful results of projects. Every effort will be made to achieve the finished project as intended, but mistakes happen, equipment malfunctions, and some projects may take more time than planned or allotted resulting in incomplete or sub-optimal results from time to time.

While multiple pieces of equipment technically can be used concurrently by a user, the Maker Studio staff recommend focusing on one piece of equipment at a time to be the most effective.

The Maker Studio requests that any users with disabilities who need special arrangements or accommodations reach out as far in advance as possible before their expected use to ensure we can best meet their needs.

The Maker Studio is not intended for mass-production or manufacturing. The Maker Studio staff reserves the right to refuse projects creating large numbers of identical objects.

Maker Studio staff reserve the right to refuse any project if, in the opinion of the staff, the request is unreasonably large, or if the request will cause significant inconvenience to other users or staff by making equipment inaccessible for an unreasonable period of time.

The Maker Studio is a public space. All projects are therefore visible to the public.

## **Staff**

Maker Studio staff are present to assist users in the creation process. They will train users to operate the equipment independently, and will offer help whenever it is required. Staff can answer questions, explain equipment, policies, and software to the best of their ability to the extent that their time, other duties, and other patron's needs allow.

Staff will teach patrons how to operate the equipment for their project. Guidebooks are stationed at each piece of equipment offering step by step information on how to operate the machine. Patrons are expected to learn how to operate the equipment as independently as possible.

Maker Studio staff reserves the right to halt, prohibit, or end a user's session at any time if they believe the user is violating DCDL policy or any applicable laws.

Supervision of the lab by any library staff does not constitute knowledge or acknowledgement of the final use of any product created, nor of the lawful status of said products. DCDL specifically disclaims any knowledge thereof. Projects created in the Maker Studio do not specifically reflect the views of the Delaware County District Library.

In the rare event that staff are unavailable, the Maker Studio will close and any reservations for the day will be canceled. In this case, users with reservations will be alerted with as much notice as possible.

## **Reservations**

Walk-in usage of the Maker Studio is welcome as long as the equipment is not already reserved, and as long as staff have enough time to help. Maker Studio Staff have the ability to turn away or delay walk-in users if their time is too limited. Users may reserve any of the equipment with the exception of the 3D printers (see 3D printing section for more information). Reservations take priority over walk-ins for equipment usage and staff time. Reservations are limited to fifteen (15) blocks within the last 30 day period. Reservations may be made anytime the Maker Studio is open within the next 14 day period.

Reservations are made online at [makerstudio.simplybook.me](https://makerstudio.simplybook.me) or by calling the library.

Each reservation begins at the start of the hour and stops at the end of the hour. There is a 15-minute grace period for no-shows. If a user is more than 15 minutes late for their reserved time, the reservation is cancelled and staff may make the equipment available to anyone in waiting at that time. Each reservation block is treated individually, so if a user misses their first block, but also has a second block, they can begin working when their second block starts. If a user is running late, they may call the Maker Studio to alert staff who may elect to extend the grace period based on demand for the equipment.

Having a cancelled appointment due to a no-show still counts for the reservation limit and does not refund the reservation.

Having a reservation block does not always guarantee an exact 60-minute window on the reserved equipment. There may be circumstances that impede on this window. We will make every attempt to accommodate a user to get their reserved time, but cannot guarantee in all situations that this may happen. Staff will do what they can to be as fair to all parties involved as possible.

If you are unable to attend at your reserved time, please alert Maker Studio staff as soon as you know this so the block may become available to other users.

## **Equipment**

All equipment should be used in a manner consistent with the proper use of each device. Equipment should not be mishandled or used in a way that can cause damage to a user or the equipment. Staff have the right to end a user's time on the equipment if deemed necessary.

Maker Studio equipment may not be left unattended while in operation. If the user must leave temporarily for some reason, they must alert staff before doing so. Staff cannot guarantee the ability to watch the equipment nor recognize an undesired outcome in the design. A user may not leave the Maker Studio for an extended period of time while their projects are in progress (with the exception of 3D printing).

The Maker Studio does not guarantee the availability of any equipment in the Maker Studio as equipment can break down or require repair making them temporarily unavailable without prior notice. In the event that a piece of equipment breaks down, any upcoming reservations for it will be put on hold, the users notified, and an attempt will be made to give the affected users first priority for time slots once the machine is repaired.

## **Projects**

Sometimes designs can fail. The Maker Studio does not guarantee that any and all projects will complete successfully. If a failure occurs, Library staff may provide reasons for failure and offer suggestions to improve the design or procedure. If the project has failed due to library staff or machine failure, staff will attempt to rerun the project at the earliest opportunity with no cost for the damaged materials. Staff may refuse to run a project after two unsuccessful attempts without a redesign to fix issues.

DCDL is not responsible for any manufacturing defects in the quality or workmanship of any of the tools, materials, or equipment supplied by the Maker Studio, or for the condition or quality of a user's project. DCDL shall accept no liability whatsoever if a project or material is destroyed, does not fabricate correctly, or does not work. The Library will not purchase replacement materials a patron provided due to an undesired outcome. Patrons must monitor their project's progress and notify staff if the process is in question.

Projects completed in the Maker Studio are provided "as-is" and without warranties of any kind. DCDL disclaims any responsibility as to the fitness of the lab or projects created within for any purpose.

## **Designs**

The Maker Studio prefers files to be brought with the patron on a flash drive for ease of use. However, patrons can access cloud storage options from any of the Maker Studio computers. Files can also be sent to [makerstudio@delawarelibrary.org](mailto:makerstudio@delawarelibrary.org) as a last resort. Files submitted this way will may be kept longer than 14 days from the time of receipt. Patron files will be deleted once the project has been completed.

If sending a file, we recommend sending it before your reservation to minimize any delays in their reserved time.

## **Materials**

Use of the equipment and tools of the Maker Studio are free to use. However, consumables for the various pieces of equipment are available to purchase. Fees for consumable materials are charged to cover the Maker Studio's costs. The user agrees to pay for any charges or fees for use of the Maker Studio facilities, equipment, supplies, materials, and services.

Users are expected to pay for library provided materials at the time of project completion. Estimates will be given prior to starting if desired. Users are not responsible for any materials that were damaged or ruined due to machine error, however materials wasted due to user neglect or misuse are the responsibility of the user.

DCDL does not refund any money paid for consumable materials.

The Maker Studio will make every effort to keep in stock a certain set of materials to operate the equipment, but does not make any guarantee of the availability of these materials due to backorder, low inventory, or the choice to no longer carry a particular material that was formerly stocked.

Users may only purchase the Maker Studio's materials for their current usage during that specific session. The Maker Studio does not accept pre-payment for materials for future projects. All materials are intended to be utilized at the time of creation.

Users may provide their own materials for certain pieces of equipment upon staff approval. In this instance, there is typically no charge for the use of the machine. The exception to this is for the wide format printer, sublimation printer, and photo printer. For these the patron is still using the Maker Studio's ink and will be charged a pro-rated amount if they supply their own medium.

Materials may be donated to the Maker Studio following approval by the Maker Studio Supervisor. All unapproved donations will be returned to the user or disposed of. Any materials that are donated become the property of DCDL and will be charged for accordingly for their usage and may be disposed of if no longer needed. Any materials left in the Maker Studio that belong to a patron will be considered a donation after one month if not picked up.

## **Damages**

Some of the equipment in the Maker Studio may contain aspects, parts, or components that may cause injury to the user if rules, policies, and procedures are not followed. Users agree to release and hold DCDL harmless from any claims for personal injury, property damage, or any other loss in connection with their use of the Maker Studio, including the equipment, tools, and materials therein.

Users are expected to follow all posted safety procedures and abide by the advisement of all DCDL staff. Users will report any accident, incident, or unsafe behavior by anyone to a staff member immediately. If a piece of equipment appears to be unsafe, users will cease use immediately and allow Maker Studio staff to address the problem.

Anyone found working in an unsafe manner may be removed from the Maker Studio without warning and may result in suspension or termination of Maker Studio usage.

Users agree to accept financial responsibility for any misuse or damage to the Maker Studio computers or equipment. The appropriate repair or replacement method for damaged or broken

equipment is determined by the Maker Studio Supervisor. This includes vendors, parts, equivalent equipment, and any other requirement to resume Maker Studio operations.

## **PCs**

The computers, software, and equipment in the Maker Studio are intended for use with creative projects. Users not utilizing the computers for these purposes may be asked to relocate to other computers in the Library.

Any work left on the Maker Studio computers will be deleted at the end of the user's session. Users must save their files to a cloud or flash based medium if they wish to retain their projects after their session is done. Files stored on Maker Studio flash drives are deleted on a regular basis.

Only DCDL computers may be connected to the equipment.

There is to be no food or drink of any kind at the computers or equipment.

## **Limits**

As the Delaware County District Library is a weapon free facility, weapons, weapon components, and realistic but non-functional prop weapons will not be created in the Maker Studio. This can include firearms, ammunition, knives, daggers, rails, magazines, bombs, clubs, etc. Aftermarket parts intended to modify an existing weapon will not be allowed as well. No weapon or part of a weapon will be brought into the library for the purposes of measurement or sizing for an object intended for creation in the Maker Studio. Non-functioning costume prop weapons and small props intended for use with an action figure or model may be made with the discretion of staff on a case by case basis.

Likewise, the Maker Studio equipment will not be used to produce materials that violate local, state, or federal laws or regulations; look like, function as, or appear to function as weapons or parts thereof; appear unsafe, harmful, dangerous, or that otherwise pose a threat to the health and safety of others; or may be construed as obscene or otherwise inappropriate for the library environment.

## **3D Printing**

As mentioned previously, the 3D printers are not reservable. The Maker Studio operates the 3D printers on a "first in, first out" basis. Projects are entered into a queue and are completed in the order they were received.

Maker Studio staff have the ability to adjust this queue to better accommodate the overall printing time required to complete projects when necessary. They may also alter the queue to accommodate other users around a large order of parts by one user.

The cost for 3D printing is based on the weight of the finished model in grams. The software can give an estimate, but that is only the estimated cost. Final prices may vary. Supports and brims are included with the price of the model and will not be removed by Maker Studio staff.

All 3D prints must be paid in full before they can be released to the patron. Any prints not picked up within 3 weeks of completion will be discarded or given away at the discretion of Maker Studio staff.

Maker Studio staff have the ability to refuse to print a design that has clear design flaws or are beyond the printer's or the Maker Studio's time capabilities. Staff may offer suggestions on ways to adapt the print such as scaling or splitting, but reserve the final say on whether to proceed or not.

Printing and supervising the printers does not constitute awareness or acceptance of the 3D model. The patron retains all responsibility for copyright and policy adherence with their submission.