

# New member - welcome guidance

## Welcome to Norwich Hackspace @nhackspace

A few things to help you settle in

First, our main channel of communication is the **Slack Team**. It is a team working app that we have found very effective and is our main way of communicating with members. You can download it to your PC, phone and tablet and it is an instant way of keeping in touch with members. Slack is your friend!

Once you have signed up you will get an invitation to join Slack. Please do so and sign up with a name that we can recognise and a photo so that members can get to know you. On Slack you can ask questions, share projects, offer answers on any subject - there are channels for different things. Someone is always available and it is very responsive. If you don't like the 'chatter' then switch off notifications but **please sign in at least once a week** for notices and communications.

The **#decision-making channel** is where we make decisions. If someone wants a decision (this can be a purchase or action) the procedure is to make a proposal - there is a form on the Hackspace Wiki, then post in #decision-making and wait for responses. Give an idea of urgency/timescale eg a Gumtree purchase may need a quick turnaround but we try and leave enough time for people to check in and to respond, so a week if possible. If no-one has strong objections it is usually agreed. If there is an objection, we discuss further or shelve the proposal if there is no support or a justified objection. A core team meeting may be called to arbitrate and decide.

Slack is a good way to find out how we do things. As a new member, you have restricted access to the space (ie when other members are there) until we are confident that you are trustworthy and that you know how things work. When we get to know each other you can request a key or swipe card/fob so that you can come and go. Initially come on Monday evenings 7-9pm or ask on Slack when people are planning to go. That way you get to know members, what's ok and what isn't without doing tons of reading. Just ask in general, or the appropriate channel.

**Slack rules:** Don't clutter channels, ask before starting new channels (we don't want too many), keep on topic. It might help to turn off notifications at times as it can get very busy. Don't invite non-members to join Slack - only paid up members are invited which makes it a safe place to communicate and is a key member benefit. Be polite, considerate and supportive as it is easy to upset people with careless posts - even humorous ones can be misinterpreted.

**General stuff :** If you want to do something, ask on Slack if it is ok first. However you don't have to ask to do helpful things such clean up, empty bins etc just anything that will affect other members. Please don't bring items to the space without discussing it first esp if they are bulky

**Member storage :** As a paid up member, you get a storage box. If you want to keep things safe, put them in there or label them, otherwise they are fair game for people to use.

**Access:** After a while you will be offered a key and a key induction (@alan\_scarse does these) so that you can come to the space when you want/need to. Please announce your arrival and departure in the #who-is-in-the-space channel in Slack. There is a calendar to book space and equipment - in Slack type #bookequipment

### Parking and access

At first you will have limited access, after a bit you will have a front door key or fob (costs £5). The front door is on Muspole Street. The rear entrance can be opened from inside

Parking is limited. After 6pm it is ok to park in the back carpark but you will need a Hackspace sticker to identify your car. There are 1 hour loading spaces during the day but they are limited. There are car parks in the area and some on-street parking in St Mary's Plain and Oak Street on the other side of Duke Street.

**Shop and kitchen:** We have a stock of things such as crisps, Coke, chocolate in the main room which we pay for either in cash (donation tin on the shelf) or by IZettle (card payment attached to tablet). Let @mario know for stock requests.

Materials are also paid for by IZettle - we have a stock of laser friendly plywood and acrylic. Sheets are priced. Please buy full sheets and keep them in your box if you don't use it all. There are smaller pieces and scraps around for trials and tests. Let admins @alan\_scrase or @mario know if stocks run down. There is also a small charge for lasercutter and 3D printer time - pay via IZettle - the costs are listed there.

In the kitchen are tea bags and coffee, dried milk etc. At the moment we pay for these from Hackspace funds so help yourself but please keep the kitchen clean and tidy. There are masses of wipes in all the cupboards inherited from previous occupants, a vacuum cleaner and mops!

### First aid and safety

You are responsible for your own safety and that of others. **Please be thoughtful.**

In case of small injuries there is a First Aid kit on the shelves in the office and an accident book. Please also post on Slack if anything happens, either to a person or to a piece of equipment or item. There are emergency numbers and full address on the whiteboard in the main room.

### Heating

There are storage radiators which you can switch on and are good for background heat plus a fan heater for spot heat in the main room or quiet room. Don't be cold but please try to be economical as we don't want the landlords to start charging us extra. Preferably heat small spaces, keep doors closed, turn the fan heater off once warm.

### Hackspace Hoodies

If you want to be warm and cosy at the hackspace you can buy a hoodie, £18 unzipped £20 zipped, various sizes available. Hackspace tees also available.

### Who runs the hackspace?

@mario, @alan\_scrase and @james\_m are the **Admin Team**, responsible for day-to-day running of the space and are the first point of contact for members. There is also a **Core Team** of members who look after the longer-term and bigger decisions that affect the space overall. More information is available in the Hackspace Wiki

### Lead members/coordinators

Some members have offered to be look after\* different areas of Hackspace activity and we call them Lead members. They are the people to refer to if you have any questions. They will also be the people who will keep the relevant equipment working and will have the ultimate say in what will happen in those areas eg what materials can be used and what is ok and what isn't.

Currently Lead members/coordinators are:

- Main room, admin (lease, rates, insurance, general issues, money, shop) PR, external relationships and projects, signage & communications, – **Marion** – @mario
- Laser cutter, vinylcutter, bookings, broadband & network – **Ben Norcutt** @plexer
- 3d Printer - resin and filament printers – **Tim Parnell** @tim-gomi **DanRobertson**
- Workshop areas, general issues, inductions, admin (membership, accounts and keys) – **Alan Scrase** @alan\_scrase **John O'Connor** @John O'C
- IT and computers – **Alan Childs** @alan\_childs
- Website, Wiki and Metalspace - **Toby Catlin** – @tobyc
- CNC Router - **James Mason** @JamesM
- Electronics bench – **Tom Goff** @goffy

We are currently reviewing Lead areas and volunteers are welcome

The long and the short of it is:

- be respectful, generous and supportive to others - think the best of people first
- don't clutter up the space - **if in doubt, ask**
- tidy up after you and put your things away
- Slack is your friend (but make sure you know how to turn notifications off!)
- be considerate with posts, as with all online communication you can be misunderstood
- if you are the last to leave make sure everything is switched off and locked
- And again, if in doubt, ask!

*\*they have no legal liability though*