

## ABOUT & MAKERSPACE PASSES

- **What is a makerspace?**
  - A makerspace is a place where people with shared interests can gather to work on creative projects in a community setting. Some spaces provide access to equipment that the general hobbyist, individual, or small business may not have the means to purchase for themselves. The Hawk Makerspace empowers makers of all ages and abilities by providing access to a quality technical space. We work with our participants to foster a culture of community by way of shared resources, knowledge, experience, and responsibility. Much like a fitness center, you may buy various passes for access.
- **I've never used tools before. Can I still join?**
  - Absolutely! The Hawk Makerspace seeks to welcome, encourage, and accommodate users of all abilities. All users are required to complete checkout courses on individual equipment to ensure utmost safety usage and become more comfortable with the equipment.
- **What incentives does a pass include?**
  - Passes provide access to use of equipment during Open Studio Hours. With a new purchase of a Monthly or Annual pass, users receive a complimentary checkout course for the 3 Saws OR Wide-Format Printer and Vinyl Cutter. Passholders receive reduced rates for additional checkout courses. Passholders also receive complimentary use of the Hawk's Nest Child Babysitting Room for ages 3-11.
- **Can I use the space if I don't have a pass?**
  - You sure can. Purchasing a pass allows users to utilize the space independently during Open Studio Hours. However, we also have classes, workshops, and checkout courses available to anyone – regardless of whether you have a Makerspace pass or not. Visit [www.fhgov.com](http://www.fhgov.com) to see our most recent Activities Guide with a listing of classes or join our Hawk Makerspace mailing list by scanning the QR code found on the easel and the information stand just outside the door!
- **What's the difference between the different types of passes?**
  - We're pleased to offer flexible Makerspace Pass options for teens, adults, seniors, and families. Annual Passes are the best value option, saving you about 10%. An annual pass allows year-long use of The Hawk Makerspace during Open Studio hours. Monthly passes give you the same benefits of an Annual Pass while keeping the payments manageable and convenient with electronically deducted fees each month. Daily passes are an option for Pay-As-You-Use. This pass allows for a single day use of The Hawk Makerspace during Open Studio hours. Visit [www.fhgov.com/makerspace](http://www.fhgov.com/makerspace) for more information on the different prices and requirements.
- **What are the ages?**
  - Passholder options are available for ages 12-adult. Adult passes are available for individuals 18 and older. Teen passes are available for ages 16-17. Youth 12-15 are only permitted in The Hawk Makerspace if named on a Family Pass. At all times, users 12-15 years old MUST be accompanied and supervised by an adult listed on the same Family Pass. Children under the age of 12 are not permitted in the space during Open Studio hours unless enrolled for a class or program explicitly for that age group. Some equipment requires that BOTH minor and adult complete the appropriate checkout course.
- **Are you hiring?**
  - We always welcome applications if positions are listed on our Human Resources page. For more information on open positions, please visit [www.fhgov.com/departments-services/human-resources](http://www.fhgov.com/departments-services/human-resources)
- **Can I volunteer?**

- We love volunteers and are happy to provide incentives for doing so. To find out if any volunteer positions are currently available, please email [eguzman@fhgov.com](mailto:eguzman@fhgov.com)!

## **COURSES & CLASSES**

- **What is a checkout course?**
  - Checkout courses are required for a variety of equipment prior to independent use. These courses help users become familiar with the equipment and its standard operating procedures (SOP). This also helps users ensure they have been trained in The Hawk Makerspace approved methods for use of equipment. New monthly and annual passholders receive a complimentary 3 Saws OR Wide-Format Printing and Vinyl Cutting Checkout Course with purchase. Checkout courses must be scheduled in advance.
- **I already have experience outside of The Hawk Makerspace on a particular piece of equipment. May I “test out” of the Checkout Course?**
  - While we have no doubt that many of our users will come to us with previous experience, our checkout courses are required regardless of your background. It is important that you are trained on our specific safety protocols, in our space, for that particular piece of equipment. Working in a professional or private shop is different from working in a communal space so our training helps to make sure every user has had the same training we provide. When everyone is operating tools the same way, we are able to model best practices for new users. Additionally, this is a liability requirement.
- **How much do checkout courses cost?**
  - Most checkout courses are 1-2 hours in length. Unless otherwise noted, 1-hour courses are \$40, and 2-hour courses are \$65. Current passholders receive a reduced rate of \$30 and \$55. Some courses have longer lengths or different fees and are noted as such.
- **How do I schedule a checkout course?**
  - Please visit [www.fhgov.com/makerspace](http://www.fhgov.com/makerspace) to schedule your course through a Jotform request, found under the “Checkout Courses” tab. Booking through this system allows you to put in your time request, and a staff member will follow up with you via email or phone to confirm the course date and time (or reschedule if needed).
- **How long does checkout course qualification last? Do you have to be a passholder to keep your checkouts?**
  - Checkout qualification remains current if the passholder is using the equipment on a semi-regular basis. If a passholder has lapsed for more than a year, it will be up to the Makerspace leadership team to determine if a requalification is required.
- **Can you redo a checkout course?**
  - Want a refresher? You’re more than welcome to take our checkout courses more than once. Many checkout course refreshers may be offered free of charge; please inquire with Makerspace staff.
- **What are the different types of classes?**
  - In addition to the checkout courses that help you learn the logistics of using a piece of equipment, we offer a variety of classes and workshops to help guide you in your creative goals. These program options offer a mix of preplanned projects for you to complete as well as helping you design your own final project and helping you navigate through concept, design, and fabrication for your desired end result. Check your Activities Guide or visit [www.fhgov.com](http://www.fhgov.com) for an updated list of available classes!
- **Do you offer custom classes for groups?**
  - We encourage class suggestions and welcome the opportunity to create a custom class for your group or party. Please inquire by sending an email to: [makerspace@fhgov.com](mailto:makerspace@fhgov.com)
- **How do I enroll in a class or workshop?**
  - We encourage you to visit [www.fhgov.com](http://www.fhgov.com) to peruse a copy of our most recent Special Services Activities guide or visit <https://recreg.fhgov.com>
- **Do you have classes for kids?**

- We are actively working on building classes and workshops geared specifically for kids as well as for kids with their grown up! Stay up to date on new program options join our mailing list, follow us on [Facebook](#), or visit [www.fhgov.com](http://www.fhgov.com)

## **EQUIPMENT**

- **What is a tool reservation and how do I reserve a time slot?**
  - If you know you will need uninterrupted access to a specific piece of equipment, it is highly encouraged that you reserve a time slot in advance, otherwise we cannot guarantee it will not be in use by someone else. Please email us at [makerspace@fhgov.com](mailto:makerspace@fhgov.com) or call us at 248-699-6489 to reserve your time slot.
- **Are there other communal tools for use besides the main equipment?**
  - We have an assortment of communal hand tools and components that are available for public use. Help us keep them onsite for others to use as well.
- **May I bring personal tools to use in the space?**
  - Users are more than welcome to bring in personal hand tools; however, The Hawk Makerspace is not liable for lost, stolen, or damaged personal property. Since we are working together in a communal space, if you require highly detailed, precision cuts, it may be in your best interest to bring your personal bits and blades. Staff can help you determine what works best with our equipment.
- **I have tools, equipment, or materials I no longer use. Can I donate it to The Hawk Makerspace?**
  - Thank you for thinking of us! Please email [eguzman@fhgov.com](mailto:eguzman@fhgov.com) with a full description of the item(s) you are interested in donating. Please do not drop off items without first corresponding. While we love that people are thinking of us, some donations take more resources than we are able to provide for it to be of its highest potential to the space.

## **MATERIALS & SUPPLIES**

- **What materials do you provide?**
  - Consumable materials are not provided. Users should expect to provide their own wood, fabric, glue, thread, etc. The Hawk Makerspace does provide materials necessary for completing Checkout Courses. When registering for a class or workshop, you will be provided with a necessary supplies list if applicable.
- **What materials are not allowed?**
  - For general safety purposes we do not allow explosive, toxic or otherwise harmful materials. Items that generate dangerous particles such as asbestos, carbon fiber, silica dust, and similar would not be allowed for this reason. This does include finishes, such as spray paints and lead paints if the paint will be disturbed. Likewise, items that are dangerous in construction, for example an un-certified tank under pressure, are not allowed. If you have a material that you are questioning, please feel free to speak to one of our staff members for clarification.
- **What Personal Protective Equipment (PPE) do you require?**
  - Safety glasses are required at all times in The Hawk Makerspace woodshop, even if machines are not currently running. We have some available for use, but you may find your personal pair to be more comfortable. Hearing and breathing protection is also recommended.
- **What storage do you have available for supplies and works in progress?**
  - Storage at The Hawk Makerspace is extraordinarily limited. We will make every effort to assist you in storing works in progress but cannot guarantee storage will be available to you. The Hawk Makerspace is not liable for loss or damage of items left on site by users of the space. LABEL EVERYTHING!
- **Can I have large materials delivered to The Hawk Makerspace?**
  - While we cannot always guarantee this will be an available option, please send inquiries to [eguzman@fhgov.com](mailto:eguzman@fhgov.com). We will make every effort to assist but cannot make guarantees. We will operate on a case-by-case basis in relation to available resources.

- **Can I purchase materials through The Hawk Makerspace?**
  - Some consumable materials will be available for purchase at The Hawk Makerspace. Examples include sandpaper, glue, filament, pre-wound bobbins, etc.
- **What other questions can we answer? Please email us at [makerspace@fhgov.com](mailto:makerspace@fhgov.com)**