



New Member  
Orientation  
Handbook  
2020

# Introduction

## *Welcome!*

You have become a member of a *member-run* community: Artisan's Asylum. You may already be one of the members who staff the front desk, service the machines, maintain and organize the shops, hold the free workshops, give tours, and take out the trash. If you aren't yet, you soon will be.

Doing all this work is what keeps our not-for-profit going since the monies the Asylum takes in are just barely greater than the costs of operation. At any one time we maintain a small paid staff. To continue providing the tools and the inspiration makers need, we all need to work together.

This orientation handbook explains some of our member requirements. These include tasks like taking the trash to the dumpster, cleaning up 110% of your mess, and observing safety policies. We the

members are also able to help one another to build and enrich the Asylum by doing tasks like handling the mail and packages, lending tools, advertising one another's work, and sharing information.

This handbook is not a rulebook or policy document, nor does it cover everything. There are specific shop safety rules you must learn before working in each shop and using each tool. You can find much of the information contained herein on the public wiki here: [http://wiki.artisansasylum.com/index.php/New\\_Member\\_Orientation](http://wiki.artisansasylum.com/index.php/New_Member_Orientation)

We hope this information will be the first of many steps into your full and rich participation in Artisan's Asylum.

*Happy Making!*

# The Artisan's Asylum Code

## Respect the Equipment

- A lot is at stake in the shops. Stay alert! Use methodical care around tools.
- Use only tools you are trained and tested on.
- If you don't remember how to do something, ask someone!
- Return tools to their starting position when done.
- Clean up the mess you made.

*"There's only one rule  
that I know of, babies -  
God damn it, you've  
got to be kind."  
- Kurt Vonnegut*

## Respect your Fellow Inmates

- Be kind
- When a class is in session in the shops, give them the right of way.
- Classes in the multipurpose rooms need silence.
- Individual studio spaces are private and tools within them are private property.
- Clean up the mess you made.

## Respect the Shared Space

- Plan your storage needs in advance. If you need storage space, fill out the [storage request form](#) on the website.
- Only put leftover material in the scrap bin if you know it to be truly useful.
- Clean up the mess you made. Whether you're finished for the day or just finished for now, clean up completely. Then, clean up 10% more!
- Put your bagged trash in the dumpster.

## Security

### Member Access

- A huge part of both safety and security at the Asylum is knowing who is in the building. For this reason, please badge in at the Front Desk every time you walk past it. If you are waved past the desk it is a courtesy, not the default.
- When Artisan's Asylum is locked your RFID card<sup>1</sup> will let you in the front door<sup>2</sup>.
- When someone's RFID card does not open the front door or a guest is looking for someone, be helpful. Never allow an unauthorized person past the front desk unaccompanied.
- If you see someone wandering the building who seems out of place, ask kindly if you can help them. If they somehow got through a door, politely show them out.

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<sup>1</sup> You can use your CharlieCard or some brands of key fobs for your Asylum RFID card. Ask at the front desk.

<sup>2</sup> You might need to take your card out of your wallet to make it work.

- If someone needs assistance, please have them contact member services during business hours at [member-services@artisansasylum.com](mailto:member-services@artisansasylum.com)

## **Visitors and Guests**

- You'll need to arrange to meet your visitors at the front desk. They must be accompanied by you at all times.
- Guests may not enter the shop areas.
- Guests may not use the Asylum's hand tools, power tools, or computers.
- Guests are permitted only in the Social Area and the Multipurpose Rooms.
- Guests and their actions are the sole responsibility of the host member.

## **General Safety**

- If there is an emergency call 911.
- Know where the nearest exits, first aid kits, eyewash stations and fire extinguishers are at all times (*see map on p. 21 of this handbook*).
- If you are working with electronics, please be aware that Class C extinguishers are appropriate for live circuits, and Class B extinguishers are appropriate for lithium battery fires. [More information can be found here.](#)

- Flammables: If you have solvents, paints or other volatile liquids you need to store them in a flammables cabinet. There is one outside the paint room, and another in Building 8. No liquid fuel is permitted in the building.

## In the Shops

### Safety Overview

*This is a basic overview of general safety principles. Tool Certification is required before shop use.*

- Closed-toed shoes must be worn throughout the Asylum; steel toes and metatarsal protection are suggested.
- Safety glasses must be worn in all the shops.
- Wear any additional safety gear for the tools you are using.
- Do not wear loose-fitting clothing in the shops.
- You must pass the certification test before you use a tool, even if you are already experienced in using that tool<sup>3</sup>.
- Use the right tool for the job. Misusing a tool because it's handy can damage it, your project, and your body!
- Always ask for help if you need it. If you see someone being unsafe, talk to them, or report the incident to the Facilities Manager at [facilities@artisansasylum.com](mailto:facilities@artisansasylum.com).

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<sup>3</sup> Hand tools and soldering irons are the only exceptions, as we do not offer testing for these tools.

## How to Get Certified

The three main paths to to be certified to use our tools are **classes, tool trainings, and testing**. Many classes and tool trainings at the Asylum, when successfully completed, include testing and result in certification to use the appropriate tools. If you are already experienced with a tool, you may only need to take a test. [Learn more](#) about our tool testing practices.

***You may not use tools that require certification until you have been tested.***

Even if you have used similar tools elsewhere in the past, most shops have specific requirements regarding safe practices and you must be up to speed on how it's all done here at the Asylum.

Access Artisan's tool testing calendar here: <https://artisansasylum.com/tool-testing/>

Class registration and the testing calendar are both located on our website. If you have more specific questions, ask a fellow member, either at the front desk or in the shop you're interested in.

## When Something Breaks

If you find something broken or break something yourself, tag it as described above, and report it to the appropriate [Shop Lead](#) and cc Facilities [facilities@artisansasylum.com](mailto:facilities@artisansasylum.com).

When you attach a red tag, include all the info requested. No one gets in trouble for an honest mistake. Hiding those mistakes may not go as well. And, of course, the faster it's reported the quicker it'll be fixed.

## Tags

Tags are used to communicate the status of projects under specific circumstances. See the Wiki Tidy Spaces page for more info.

- Green tags are only used by staff members to indicate approval by staff of a Parking Pass.
- Yellow tags communicate that a project is in a temporary position, not to exceed 24 hours.
- Orange tags can be used by anyone. Projects with an orange tag may be disposed of after 24 hours.
- Red tags are used to designate broken machinery or equipment. An email should also be sent to [maintenance@artisansasylum.com](mailto:maintenance@artisansasylum.com). Make sure to include a description of the problem on the back of the tag.



## Specific Shop Resources

- Each shop has its own [shop rules pages](#) on the Wiki.
- Join the [various mailing lists](#) for the shops you work in; ie, wood@, fiber@, etc.

## Logistics

### Shared and Personal Food

Tea, coffee and related beverages and accessories are member-stocked on the shelves by the sink in Multipurpose Room One (MPR1). Anything you leave out in the kitchen area will be considered common, including your dishes. Treat this space like a shared kitchen with lots of roommates: it is expected that you clean your dishes immediately.

We have two refrigerators in MPR1. Put your name and the date on your food (including frozen food). Throw out your spoiled food. Unlabeled, super old or stinky food will be thrown away with abandon or possibly turned into artwork. If it's unlabeled and looks delicious it might be considered fair game.

### Waste Disposal

- Put your trash in the dumpster.
- Any mess you leave has to be cleaned up by other members, so clean up 110%.
- No broken glass, metal shavings or shards, needles, or boards containing nails are ever to be put into trash cans. Safely bag them and put them directly in the dumpster!
- Properly dispose of solvents. Consult their labeling and the web. Email [facilities@artisansasylum.com](mailto:facilities@artisansasylum.com) if you are unsure of how to disposal of something.
- Break down your cardboard boxes before placing them in recycling bins.

- Use the green and blue bins for Somerville mixed stream recycling<sup>4</sup>
- We also have a compost bin for your food scraps and other compostable remains. Please use it! Fruit flies love us, so please keep it covered.
- Please, no food trash anywhere except the bins in MPR1 and the social area.
- Cleaning equipment like brooms, paper towels and soapy stuff are in the broom closet in the Multipurpose Room. Use them.

## **Effective as of 10/22/18 we have some new trash/recycling procedures and guidelines**

- Wood scraps should be taken to the trash dumpster in the L-Shaped Lot:
  - Wood/wood scraps should be broken down as best as possible (2.5 feet or less) and placed in one of the designated trash dumpsters.
  - Companies are responsible for breaking down their own wood and if they cannot be broken down to fit in our containers, you will need to dispose of these elsewhere.
  - Wood should NOT be put next to the dumpsters and should no longer be put in the large wooden container underneath the tree.
  - We will be arranging to have the current wood container removed, but in the meantime it will be locked.
- Recycling containers:

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<sup>4</sup> Somerville cannot recycle styrofoam, plastic bags, batteries, or pane or window glass.

- Please refer to the attached documents for what is and is NOT acceptable.
- Many people are not following these recycling guidelines and fees will be assessed for guidelines not being followed.
- Some wood chips are now being composted. Check in at [facilities@artisansasylum.com](mailto:facilities@artisansasylum.com) for more information about how to support this effort.

## **Recycling**

Recycling bins are located through Building 10 for your convenience. Please be a partner in managing the collection and removal of recyclables:

- Review and follow the guidelines on pages 12 and 13
- If you have boxes to recycle, break them down before putting them in the bins
- If a bin is full, take it to the L-Lot and empty it before adding more material.

**SINGLE STREAM SPECIFICATIONS**

**RECYCLABLES** must be dry, loose (not bagged) and include **ONLY** the following:

Aluminum cans - empty	Newspaper
PET bottles with the symbol #1 – with screw tops only - empty	Mail
HDPE plastic bottles with the symbol #2 (milk, water bottles detergent, and shampoo bottles, etc.) – empty	Magazines, glossy inserts and pamphlets
Plastic containers with symbols #3-#7 – empty (no expanded polystyrene)	Uncoated paperboard (ex. cereal boxes; food and snack boxes)
Steel and tin cans – empty	Uncoated printing, writing and office paper
Glass food and beverage containers – brown, clear, or green - empty	Old corrugated containers/cardboard (uncoated)
	Phone books

**NON-RECYCLABLES** include, but are not limited to the following:

Plastic bags and bagged materials (even if containing Recyclables)	Microwavable trays
Mirrors	Window or auto glass
Light bulbs	Coated cardboard
Porcelain and ceramics	Plastics unnumbered
Expanded polystyrene	Coat hangers
Glass and metal cookware/bakeware	Household appliances and electronics,
Hoses, cords, wires	Yard waste, construction debris, and wood
Flexible plastic or film packaging and multi-laminated materials	Needles, syringes, IV bags or other medical supplies
Food waste and liquids, containers containing such items	Textiles, cloth, or any fabric (bedding, pillows, sheets, etc.)
Excluded Materials or containers which contained Excluded Materials	Napkins, paper towels, tissue, paper plates, paper cups, and plastic utensils
Any Recyclable materials or pieces of Recyclables less than 4" in size in any dimension	Propane tanks, batteries

**DELIVERY SPECIFICATIONS:**

Material delivered by or on behalf of Customer may not contain more than 5% Non-Recyclables and may contain no Excluded Materials. In the event a load does not meet Specifications, the load may be rejected and/or Customer may be charged additional processing, return or disposal costs.

"Excluded Materials" means radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous or toxic substance or material, or regulated medical or hazardous waste as defined by, characterized or listed under applicable federal, state, or local laws or regulations, materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances.

Company reserves the right upon notice to discontinue acceptance of any category of materials set forth above as a result of market conditions related to such materials and makes no representations as to the recyclability of the materials.

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7/29/2016



# ZERO-SORT® RECYCLING

No sorting on your end makes recycling quick and easy! Just focus on tossing **ONLY the Zero-Sort recyclables listed below** into your **recycling bin** and Casella takes care of the rest.

## CARDBOARD/PAPER



**Corrugated Cardboard**  
(Wavy center layer)



**Boxboard**  
(Dry-food boxes, paper bags, egg cartons, rolls)



**Junk Mail, Periodicals & Office Paper**  
(Catalogs, envelopes, soft cover books)

## PLASTIC



**Plastic Containers**  
(#1-#7, 5-gallon pails)

## METAL



**Metal & Food Cans**  
(Aluminum, tin, foil)

## GLASS



**Glass Bottles**  
(Food jars, beverage)

## NOT ACCEPTED



**NO Plastic Bags or Bagged Recycling**  
(Take clean plastic bags to your local retailer for recycling)



**NO Coated Paper Items**  
(Items with a plastic lining such as waxed coffee or soda cups, & waxed paper plates)



**NO Disposable Items**  
(Styrofoam®, napkins, paper towels, tissues, plastic utensils, dirty recycling, register tape, condiment packets, straws, stirrers & coffee pods)



**NO Toys, Hangers, Clothes, or Shoes**  
(Specially used items can be donated)



**NO Waste or Wood**  
(Ropes, twine, diapers, food, pet & yard waste)



**NO Plastic Wrap, Films or Tarps**  
(Food bags or wrappers, plastic or shrink wrap & tarps)



**NO Ceramics, Pots, Pans, or Baking Glass**  
(Specially used items can be donated)



**NO Hazardous Materials**  
(Find safe and secure disposal near you)



**NO Medical Waste**  
(Find safe and secure disposal near you)



**NO Rubber or Scrap Metal**  
(Find alternative recycling)



**NO Electronics, Batteries or Bulbs**  
(Find alternative recycling)

### Remember to Recycle Properly!

- ✓ No items smaller than 2"
- ✓ All containers are empty, rinsed & dry
- ✓ Cardboard is flattened & broken down
- ✓ There are NO items from the NOT ACCEPTED list in the recycling bin



Learn more at [casella.com](http://casella.com) • 800-CASELLA

## **Mail and Deliveries**

As a member, you can have mail and packages and deliveries sent to **10 Tyler St.** Please make sure the sender includes your name and/or company name. Please claim your packages promptly to keep the space free for others.

## **Carts**

Carts are first come first served. We have a variety of flat carts, hand trucks and a pallet jack for member use. Any items left unattended on a cart may be moved to the ground so the cart can be used by someone else.

## **Loading Dock**

We have a commercial loading dock where you can accept freight deliveries or load and unload materials and projects.

- Members are responsible for accepting their own dock deliveries and pickups.
  - Accepting your dock deliveries is neither a staff function nor an obligation of your fellow members. Please be considerate!
- Nothing should be left on the loading dock.
- Do not prop the door open.
- If you have a shipment going out, make sure you are around to handle the pickup. Shipping companies are often optimistic about the schedule. Please make sure you have a buffer in either direction.

- If you are loading or unloading a vehicle, only use the 10 Tyler Street loading dock. Once active loading or unloading is complete, please move your vehicle to the Dane St lot.
- Only place things on our half of the loading dock. We share the dock with our neighbor and can not use their space.

## **Incoming and Outgoing Mail**

The mail area is located next to the main entrance. The front desk receives packages and sends mail notifications via email. Your name and the date received will be written on the side of the box. Paper mail is alphabetized by last name or company name. If you have given our address to be used for you, make sure you check the box for any letters or mail, as notifications are not sent for those. If you receive any pamphlets, brochures, catalogs, or other mass mailings, they will go into the bin next to the letter mailbox.

## **Shipping Benches**

- Shipping Bench has a load limit of 100 pounds.
- Any supplies on the bench are Member supplied.
- Items that are useful: clear packing tape, utility knife, shipping labels

# Billing and Cancellations

## Membership and Rentals

Please see the following documents for information:

- [Services Addendum](#) (signed at point of sale)
- [Member Agreement](#)
- [Billing Policies](#)
- [Member Services FAQ](#)

## Get Involved

*As a member of a member-run not-for-profit, there are, not surprisingly, tons of ways we rely on your help!*

## Volunteer Events & Committees

Check the Volunteer Calendar: there are monthly volunteer nights, shop-specific and task-specific volunteer days, and more at the Asylum. The [Volunteer page](#) on our member maintained wiki has the most up to date information, as well as a list of tasks that will only take 15 minutes, yet are

exceedingly helpful. There are also a variety of committees you can join to get involved in specific long term projects at the Asylum.

## **Participate on the General Mailing Lists**

Our community uses several mailing lists, the most vibrant being Discuss and Inmates. On them you can get how-to questions answered, offer and find jobs, and buy and sell tools.

If you want custom paid design and fabrication work there's a members' only list, Have-it-Made where the public sends requests. For a full description of all the lists, and how they work, look to the [Which List for What](#) page on the wiki.

## **Events: Attend Them and Throw Them**

We've built a velodrome and a dragon, carved pumpkins with power tools at a street fair and floated down the Charles on giant, yellow, inflatable ducks. We host free weekly fiber arts, circuit hacking and social nights.

Keep your eye on our website's events calendar and the member newsletter to see what's coming up, and if you have an idea for an Asylum event: plan it, organize it, host it! [There is a Google Form](#)<sup>5</sup> that will help you get started figuring out a schedule and what resources you need.

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<sup>5</sup> <https://docs.google.com/forms/d/e/1FAIpQLSeBZCaLuwFk0YGtnSnM0eEyyqJ-juCz30iwgz5KpDIZGcMzhg/viewform>

## **Make Your Own Work Known**

- Make your mark on the map of the Asylum to the right of the front door
- Create an entry for yourself on our Wiki's opt-in member directory.
- Leave business cards or your contact info in your space

## **Other Ways to Help Out**

- Want to give one of the daily tours? Be up front at the appointed time and check in with the Deskie on duty.
- Edit the Asylum's Public Wiki. Just open the page and click Log In to start

# **The Team**

## **The Front Desk aka Deskies**

Our front desk is run by a volunteer corps of members. They allow us to be staffed seven days a week. They can answer your questions, but are not able to accept payments.<sup>6</sup>

- Deskies are primarily concerned with security. During staffed hours, they are responsible for regulating access to the space. If anyone walks past the Front Desk without badging in or signing in as a visitor, the deskie on duty will stop them to make sure they are in the right place.

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<sup>6</sup> Joining the deskie corps is by application. Being a Deskie is super fun and comes with some nice perks. Check it out! The most current opportunities are listed here on the Asylum website: <http://artisansasylum.com/volunteer/>

- If a deskie cannot answer your question, they will try to refer you to email lists, staff, an instructor, or another member who can help you.
- You can reach the front desk via email at [front-desk@artisansasylum.com](mailto:front-desk@artisansasylum.com)

## Management

Name	Role	Main Email	Phone Extension	Aliases
Lars Torres	Executive Director	Lars.Torres@		executive@
Anne Wright	Education Director	Anne.Wright@	113	teach@
Christopher Duval	Facilities Manager	Christopher.Duval@	108	facilities@ maintenance@
Julia Csekö	Administration and Outreach Coordinator	Julia.Cseko@		outreach@
Jason Keuhl	IT Manager	Jason.Keuhl@		it@

## **Board of Directors**

The Board of Directors of the Artisan's Asylum represents the voting members by governing through written policies that direct, control, and inspire the organization. It deliberates in many voices, but governs in one. The Board is made up of members who are either elected by the voting members or are appointed by other Board members.

The Chair of the Board is a member elected by the Board whose role is to assure the integrity of the Board's process and to represent the Board to outside parties. The Board formally meets once a month to vote on resolutions, which are recorded in [publicly available minutes](#).

The current Board is chaired by Steve Derezinski; the full board and their profiles can be found [on the website](#). Member elected members are Ariel Matisse and Michael Dawson. The Member Rep to the board is Jacob LaRocca.

The Board may be contacted at [board@artisansasylum.com](mailto:board@artisansasylum.com)



*Welcome, and  
now go make something!*