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Open Works is a makerspace – a community built around shared access to tools. Just like a gym or a library, we make expensive things affordable by sharing the cost amongst many people. We are part of two larger groups of makerspaces: Nation of Makers and the FabLab Network. In fact, there are over 300 makerspaces in the United States, and 14 here in Baltimore! We cooperate with several of them on classes and programming, so if we don’t have everything you need, hit up one of our friends:

1. Baltimore Clayworks
2. Baltimore Fab Lab
3. Baltimore Hackerspace
4. Baltimore Jewelry Center
5. Baltimore Node
6. Baltimore Print Studios
7. Baltimore Underground Science Space
8. Bmore Kitchen Accelerator
9. Chesapeake Arts Center
10. Digital Harbor Foundation
11. Station North Tool Library
12. Workshop of Our Own
What is our mission?

Our mission is to make tools, technology, and the knowledge to use them accessible to all. We accomplish this through low-cost access to workshops, inexpensive studio space, and a wide variety of classes for both young people and adults.

What are our values?

We believe that making is a core part of the human condition, and strive to support all people in their pursuit of educational, social, and economic empowerment.

- Open: as our name implies, we are open to all! If you cannot afford to access some of our programs, please contact a member associate about scholarship programs.

- Equitable: we strive to treat all of our users fairly without regard to race, color, religion, sex, gender expression, physical appearance, language, education background, national origin, age, disability, and veteran status. Open Works holds its members, teacher, contractors, visitors, and partners to the same standard.

- Accessible: our staff and programming is geared toward helping everyone achieve their goals whether they are beginners or pros. Our facility is fully accessible to differently-abled folks, and we have programs for those that cannot afford membership.
History

Open Works’ building was built in 1932 by the Railway Express Company as a distribution warehouse. Over the years, it housed operations for the cemetery, an auto-body shop, a thrift store, and a food bank. It was purchased in 2013 by the Baltimore Arts Realty Corporation (BARCO), a non-profit dedicated to creating safe, affordable space for Baltimore’s creative community.

After several years of architectural planning, community outreach, business planning, and fundraising, construction started in October, 2015. The renovation was finished in August, 2016, and we opened our doors on September 26th, 2016.

Structure

Open Works is a 501(c)(3) nonprofit that operates on a social enterprise model. We offer five core services: membership, studio space, classes, events, and contract services. We chose this structure to help lower the cost of our offerings and expand community access. Think of us like a YMCA, just with table saws instead of treadmills!

We are governed by a board of directors that meets quarterly to review the financial performance and community impact of our operations. Current board members are listed on our website at www.openworksbmore.com/board. In compliance with federal law, our tax statements are publicly available at www.guidestar.org.
Staff

Unlike many makerspaces, we are professionally staffed to help you realize your full making potential.

Executive Director / will@openworksbmore.com
Sets strategy, hires staff, fundraises, plans programming, creates policy, represents OW in public forums, develops institutional and community partnerships.

Membership Manager / april@openworksbmore.com
Builds and maintains our membership community. Point person for questions about billing, conflict resolution, policies, referrals, or studio space.

Education Manager / laura@openworksbmore.com
Plans and delivers our educational programs for both young people and adults. Point person for questions about registration, payment, scheduling, or class proposals.

Operations Manager / person@openworksbmore.com
Oversees the maintenance, staffing, and operation of the shops. Point person for questions about shop policy or tech assistance.

Open Works Mobile Manager / muhammad@openworksbmore.com
Plans and delivers our educational programming through our mobile lab. Point person for questions about site visits.
Adult Curriculum Specialist / hannah@openworksbmore.com
Designs, develops, and implements quality control on adult curriculum. Designs, develops, and implements regular staff training.

Youth and Family Programs Coordinator / rikiesha@openworksbmore.com
Designs, develops, and implements youth curriculum across both open-enrollment and grant-funded programs.

Technicians
Our tech staff is in the shops every hour we are open, maintaining equipment, building out our space, working on contract jobs, and helping members. Typically, we have at least 3 techs on duty. Look for an orange nametag, a gray shop apron, and a smile!

Member Associates / frontdesk@openworksbmore.com
Our member associates staff the front desk, execute administrative work, sign folks in for classes, set up for events, and answer questions.

AmeriCorps Volunteers
We engage with AmeriCorps through annual placements through the MFA in Community Arts program at MICA. AmeriCorps Volunteers develop and implement community-and youth-facing programming.
Open Works has several tiers of membership to make sure our community is accessible to as many folks as possible. Every level of membership may require safety classes before using certain workshops or tools. You must be 16 or older to be a member. Certain tools are off-limits to minors.

<table>
<thead>
<tr>
<th>Membership</th>
<th>Benefits</th>
<th>Resident Members</th>
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<tbody>
<tr>
<td>$70/month</td>
<td>Computer Lab, Digital media, 3D Printing, Electronics, Textiles</td>
<td>$195/month Access to upstairs workshops, conf. room, &amp; micro-studio suite</td>
</tr>
<tr>
<td></td>
<td>Access to upstairs workshops for up to 76 hours/week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Access to downstairs workshops for up to 76 hours/week</td>
<td></td>
</tr>
<tr>
<td>$125/month</td>
<td>Computer Lab, Digital media, 3D Printing, Electronics, Textiles, Digital Fabrication, Wood, Metal</td>
<td>$250/month Access to all workshops, conf. room, &amp; micro-studio suite</td>
</tr>
<tr>
<td></td>
<td>Access to all workshops for up to 76 hours/week</td>
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</tr>
</tbody>
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Group Membership / varies
Companies, nonprofits, or government agencies are eligible to take a group membership. See a membership associate to learn about group options.

Open Works Ambassador
If you cannot afford a membership, you can volunteer in exchange for a membership. See the membership manager to apply. Ambassadorship is not applicable to studio space.

Membership Orientation
To make sure every prospective member understands our space and policies, we require an orientation tour.

1. Sign up for a membership orientation on our website and fill out a new client profile in MindBody, our client software.

2. You’ll get an email and a call confirming your orientation.

3. Show up for the orientation, check out our space, and ask lots of questions!

4. Our Member Services Associates will go over our policies, code of conduct, and contract with you. Fill out and sign a membership contract, code of conduct, and safety waiver.

5. If you are a resident member, check out the map of available studio spaces and pick one out.

6. Present credit card that you would like monthly billing to go to and have the membership associate ring you up.

7. Get a key fob and get making!
MindBody

We use a membership and class registration software system called MindBody. Once you have created an account through our website, you can log in and see information on billing, profile, transaction history, class registrations, membership level, and more.

MindBody also has an app. We recommend that all of our members download the app and enable push notifications. Just search “Open Works” in the Apple or Android app stores. This allows you to register for classes, make machine reservations, and check machine availability right from your pocket instead of logging onto the website.

Payment Policy

Membership accounts are auto-billed on the first of every month and will continue indefinitely until you cancel. When signing up in the middle of the month, your first payment is pro-rated by the day for the partial month. Cancellations are not pro-rated; once you pass the first of the month, you will be billed for that month.

We also accept cash, money order, and checks. If you do not make a payment by the 10th of the billing month, we will consider your account in arrears and will notify you via email and phone. If a payment is not made by the last day of the billing month, we will turn off your key fob remotely and notify you via email and phone. If you come in any time after the 30th of the billing month, you must pay all past due fees.
Guest Policy

We love it when you bring your friends to Open Works! However, we also have to maintain priority access for members and the security of our facility. Guests are not allowed in the workshops unless they have completed the appropriate safety certifications and purchased a day pass. If you have a meeting with a guest, feel free to use our lobby or reserve a conference room if you are a resident member.

Minors under the age of 16 are not allowed in the shops unless they are there as part of a scheduled and supervised class or activity. Minors are permitted in the micro-studio area, but must stay with the supervising adult and behave in a way that maintains a comfortable working environment for other resident members. Children are not allowed in the shops without the purchase of an Explorer pass.

Conference Room

Our two conference rooms are available for use by resident members for up to 2 hours at a time on a first-come, first-serve reservation basis. Each one has a conference line, and the larger one has a TV with an HDMI cable for presentations. Reservations must be made 12 hours in advance, and can be made at the front desk, through MindBody, or through the Open Works app. Please note the conference rooms are for meetings, not regular work or studio-type activity.

Communication

We strive to make sure our members are well-informed. Please adjust your email settings so our weekly newsletter gets through to your inbox. For up-to-date news and
announcements, follow us on Facebook, Instagram, and Twitter. When you’re in the building, classes and events for the upcoming week are written on the whiteboard on the door of each room each Sunday afternoon. Check out our bulletin boards for events, class calendars, and community happenings. Feel free to tag your projects on social media with #madeatopenworks or #owmade.

Insurance

When you sign up for your membership, you must sign a waiver to take responsibility for your own safety within our space. Similarly, Open Works is not responsible for property loss in the studios and we do not require studio licensees to take out insurance. However, we strongly recommend that resident members take out a personal articles policy – an add-on to your homeowners’ or renters’ policy – to cover loss or damage to property that you keep here. PA policies can be had for as little as $100/year.

IP/Commercial Activity

Open Works makes no claims on intellectual property developed here and makes no restrictions on commercial activity except the manufacture of weapons. We define weapons as firearms, fireworks, or explosive devices. If you have questions about whether your product is not allowed, please see the membership manager.
Security

We strive to maintain a safe and secure facility here at Open Works. **Please do not prop doors**, let anyone enter behind you into key-carded areas, **give your key to anyone else**, or enter any micro-studio that is not yours. We have an overnight security guard, security cameras, and an alarm system to protect the property.

Hours

We are open 9-9 on weekdays and 9-5 on weekends. From time to time, we are open later for public or private events. This does not mean we are open additional hours for members unless specifically noted.

We strictly adhere to posted hours. Please clean up and be prepared to leave at least 15 minutes before closing time (9 PM on weekdays, 5 PM on weekends).

Annual Closed Days

We are closed every year for Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve, and New Year’s Day. Depending on where holidays land in the week, we may be closed on adjacent days.

Closure Policy

We follow Baltimore City government snow closure policy unless otherwise noted. Snow closure notice will be given by 8
case of emergency, we will notify you via email and social media announcements. Please make sure your contact information is up to date in MindBody to stay informed!

Parking/Transportation

We have a total of 24 spaces in our parking lot, including two Zipcar spots and 2 handicapped spots. Please do not park in the Zipcar spots, as they are subject to towing. There are 17 striped parallel spots along Greenmount Avenue in front of our building, three of which are metered, and 22 spots along Belvidere Avenue behind the building. When parking on Belvidere, please do not block access to our neighbor’s gates and garages or our loading dock. Do not park in the driveway behind the building -- this is reserved for staff parking and must remain clear for Open Works Mobile and deliveries.

For non-car access, we sit directly on the CityLINK Red line on Greenmount Avenue. The northbound stop is directly across the street, accessible by the crosswalk at the north end of our property. We have outdoor bike parking available under the fire escape on the north side of the building and by the Greenmount Coffee Lab entrance and indoor parking under the stairwell. Penn Station is approximately three blocks due west.
Open Works does not promote or discriminate against any person, population group, or organization. These include but are not limited to, race, color, religion, sex, gender expression, physical appearance, language, education background, national origin, age, disability, and veteran status. Open Works holds its members, teacher, contractors, visitors, and partners to the same standard.

1. Speech or harassment promoting hate or discrimination is prohibited, either online or in person.

2. Harassment includes offensive verbal, written, or online comments related to gender, gender expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion; sexual images in public spaces; deliberate intimidation, stalking, following, harassing photography or recording, inappropriate physical contact, and/or unwelcome sexual attention.

3. Resident members must keep their possessions inside the footprint of their studios. Building shelves, storage, or other structures taller than the studio walls is prohibited. Blocking fire egress is prohibited. Using neighboring studios, even if they appear empty, is prohibited.

4. Please wear headphones when listening to music or watching videos in micro-studio areas or computer labs.
5. Be generally excellent to one another.

6. Guests cannot enter any keycard-restricted area within Open Works without a keyed Member present.

7. Guests are not allowed to use tools and equipment or enter any of the downstairs workshops, except as part of a scheduled class, workshop, or tour.

8. Members are responsible for their Guests and their actions, including adhering to this Code.

**Dispute Resolution Policy**

The Open Works (OW) code of conduct is meant to govern acceptable behavior by members of the OW community. It does not cover policies set forth in the member agreement, including general facility, network, class, and shop rules. Violation of the rules in the member contract allow for immediate termination of membership by OW staff without recourse by the member. However, those policies do not cover other categories of behavior. Should a member, teacher, staff member, contractor, or visitor to Open Works violate this code, we adhere to a “3 strikes” policy that balances fair use with accountability.

*First strike*

Verbal and written documentation of the incident by Open
Works staff and written warning to offender.

Second strike
Verbal and written documentation of the incident by Open Works staff and 1-month suspension of access privileges.

Third strike
Verbal and written documentation of the incident by Open Works staff and suspension of access privileges as judged to be appropriate by Open Works staff.

If you find yourself in a dispute with another member, please try to first remove yourself from the situation and find a staff member. OW staff will take a statement from both parties in the dispute and notify the membership manager immediately. From there, both parties will receive an email within 24 hours outlining next steps. In the case of inter-member disputes, we will invite parties to the dispute to a mediation process with a trained, impartial, and confidential mediator.
Open Works is a community workspace. While it’s great to have a skilled, professional tech staff, maintaining a safe workshop environment is a shared responsibility. Please be aware of yourself and others as you move through and use the workshops. Leave yourself plenty of time to complete tasks, refrain from rushing, and ask for help when you need it – we are here to help!

**General Shop Policies**

1. Please clean up behind yourself as you go as much as possible. This keeps dust and particulates from accumulating in the air, prevents slips and falls, and speeds up cleaning at the end of the day.

2. Finishing with paint, stain, lacquer, polyurethane, or other chemical agents must take place in the spray booth.

3. Projects are not to be left in shops overnight without an orange tag signed by the tech on duty. This is meant for a 24 hour extension only, not as a long-term storage system.

4. Techs are here to help! Don’t hesitate to ask them questions. However, they are not here to make your project for you, give extended technical assistance, or clean up after you.
If you need fabrication help, you can inquire about contract services or hiring an expert for one-on-one instruction at the front desk.

5. Shops are periodically closed for classes. Please check the class schedule online, in the MindBody app, on social media, in the weekly member email, or the white board on the shop door to plan around class times.

**Required Trainings**

Many of our workshops require a safety orientation. You do not have to be a member to take a safety class, but you do have to complete applicable safety classes to make full use of your membership. We do not allow members to “test out” of the safety class based on previous experience.

Upon completion of each safety class, you will receive a color-coded keychain fob. Please keep these fobs with your access fob – they let tech staff know you are qualified for open shop use. We have also developed safety manuals for each shop. If the manual doesn’t answer your question, ask a tech.

We offer seven workshop-wide safety orientations at least twice a month each, and machine-specific classes once a month. They have a flat pricing of $65/each for a 3-hour introductory training and $85 for 6-hour trainings. CNC router is a mandatory 6-hour training. If you cannot afford the safety classes, please contact a member associate to fill out a scholarship application.

**Contract Services**

We offer contract services at $95/hour with a 6-hour job minimum, including file preparation and fabrication. Ask a tech, shop manager, or inquire at the front desk.
Machine Maintenance

If you find a maintenance issue with a machine, please report it to a staff member immediately. Do not try and fix it yourself! In order to prevent mistakes and maintain machine integrity, we also do not permit members to:

+ Load filament in 3D printers
+ Load vinyl stock in the vinyl cutter
+ Load paper stock in the roll plotter
+ Change table saw blades
+ Change dado stacks
+ Change compound miter saw blades
+ Change planer blades
+ Change jointer blades
+ Change band saw blades
+ Change laser lenses
+ Empty dust collector
+ Install software on any computer, TV, or other public device

Machine Damages Policy

We understand machines or parts of machines may fail from normal use. If this should happen while you are using a machine, please let a staff member know immediately – we won’t be mad at you! However, sometimes machines fail from misuse, so we have a “break it, buy it” policy for commonly broken items.
CNC Routers

+ Bits: $45
+ Spoil board: $45
+ Spindle Crash: $1,000

Laser Cutters

+ Laser Lens: $200

3D Printing

+ Replacement nozzle: $15

Digital Media

+ Replacement vinyl cutter blade: $20

Wood Shop

+ Table saw blades: $80
+ SawStop cartridge: $70 **Charges only apply to non-injury misfires due to wet wood or metal contact**
+ SawStop dado cartridge: $100
+ Router bits: $20
+ 14” Band saw blade: $30
+ 18” Band saw blade: $80
+ Resaw band saw blade: $200
+ Damaged table saw fence: $229
+ Jointer/planer: $10/tooth

Metal

+ Shear blade: $600 ($100 to resharpen)
Cold saw blade: $120
Horizontal Band saw blade: $75
Vertical band saw blade: $30
Damaged angle grinder: $60

**Sewing**

+ Serger upper looper: $25
+ Serger lower looper: $10
+ Upper blade: $15
+ Lower blade: $10
+ Needle plate: $10
+ Feed dog: $10

**Material Policies**

We sell a limited amount of materials onsite, primarily sheet goods and steel. The materials store is a lumber rack located near the loading dock. Please see a tech to inquire about what is available.

For larger orders of lumber, steel, aluminum, plastics, or other materials, please see the resource guide in the back for sourcing. Members must be present to receive and unload deliveries to our loading dock.

Limited storage space is available for rent in our storage room. It is rented in pallet-sized footprints and there is some racking available for sheet goods. Storage in the shops is prohibited. If you need storage, inquire at the front desk
about renting a micro-studio or a storage slot for the duration of your project.

Consumable Fees

Open Works charges for certain consumables, such as 3D printing filament, paper in the roll-type plotter, ink, and vinyl. Prices and policies are clearly posted in each workshop. Please bring your prints or other output to the front desk to pay. To make copies or print to the copy machine please see the front desk first to pay and receive a copy code.

Machine Reservations

Certain machines that have long output processes are subject to pre-reservation. Please use your MindBody login to reserve time on a 3D printer, laser cutter, CNC router, CNC embroidery machine, CNC mill, or CNC plasma cutter. Reservations are currently capped at 3 hours per day to make sure all of our members have fair access.

As manual backup, please make sure to fill out your name and contact information on dry-erase cards in front of the 3D printers or on the reservation board in the digital fabrication shop.
One of Open Works’ core missions is education, and we are here to help you along no matter where you are in your journey as a maker.

Adult Classes

Classes are open to the public and do not require membership to attend. Many of our students come to learn how to make at Open Works with no prior experience. Adult classes at Open Works are for ages 16 and up. Any minor under the age of 18 must attend adult classes with a guardian.

To register, navigate to www.openworksbmore.com/classes and click through any listing for times and availability. If you have trouble registering, or do not have ready access to a computer, call our front desk at 410.862.0424 or drop by in person.

Youth Policy

Youth under 16 are not admitted into shops unless there are here for a program, class, or under the direct supervision of an Open Works staff member or a staff member from a partner organization. Certain tools are off-limits to minors, including:
Class Cancellation Policy

Classes may be cancelled if not enough people register. Our typical minimum enrollment is 3. A decision will be made 24 hours before the class is scheduled to run, and you will be notified of the cancellation and your class fees refunded in full. If you cannot attend a class, please let us know 24 hours before the class is scheduled to run to ensure a full refund.

Please arrive a few minutes before your class starts! If you are 20 minutes late or more you will not be admitted into the class, as you will have missed too much critical information to keep up. There are no refunds, transfers, make-ups or deferments for missed classes.

Open Works follows Baltimore City Government inclement weather policy (please note this is NOT the same as Baltimore City Public Schools). Closures will be posted to the front page of the website and on our social media channels, and you will be emailed. However, we reserve the right to close the building at our discretion, so please keep an eye on our social media for up-to-date information.

Open Works hosts lots of events throughout the year, most of

+ Table saw
+ Jointer
+ Planer
+ Router table
+ CNC router
+ CNC metal mill
+ CNC plasma cutter
+ Welders
+ Oxy-acetylene torch
Events

which are free and open to the public. We welcome community input and participation. Got an idea? Get in touch with the membership manager to see if it fits within our mission and schedule.

Rentals

Open Works rents our classrooms and lobby to outside groups. Rental rates and a reservation request form can be found on our website at www.openworksmbmore.com/events. Nonprofits receive a 50% discount on the rental rate. We also loan space to a wide variety of community groups free of charge.

We do not rent out Open Works for private parties, weddings, birthdays, or classes, seminars, or other events that charge admission.

Recurrent Events

Open Works hosts a handful of recurrent events each month, including community association meetings for ReBuild Johnston Square (2nd Mondays) and the New Greenmount West Community Association (2nd Wednesdays).
Festivals

Open Works occasionally hosts large outdoor events like drone races or our own grand opening maker fair. On festival days, Open Works is still open as normal, but lot parking may be limited. Please also be aware we will host public tours on festival days.
Open Works is extremely fortunate to have a coffee shop on the property! Greenmount Coffee Lab is a worker-owned cooperative coffee shop right here in our lobby. They roast coffee on site, and serve drip coffee, espresso drinks, and light vegan and vegetarian food. They offer a wonderful coffee subscription program where you can get fresh beans or grounds refilled in a reusable tin. They are open 7:30 AM-6:00 PM, Monday-Friday and 9 AM-5 PM on Saturday.

Resource List

**Milled Hardwood**

R. Thomas Frock Lumber/ rtfrock@comcast.net
2730 Loch Raven Road, Baltimore, MD 21218 / 410-243-9322

FreeState Timbers / info@freestatetimbers.com
9572 Deereco Road, Timonium, MD 21093 / 410-561-9444

**Sheet Goods**

Chesapeake Plywood
3400 E Biddle Street, Baltimore, MD 21213 / 410-469-6049
Metal

Access Metals
8893 Kelso Drive, Essex, MD 21221 / 410-687-2414

Metal Supermarkets
7120 Golden Ring Road, Unit 112, Baltimore, MD 21221 / 410-918-0199

Plastic

Total Plastics
5424 Pulaski Highway, Baltimore, MD 21205 / 410-483-1122

Piedmont Plastics
7045 Troy Hill Drive, Suite 450, Elkridge, MD 21075 / 301-881-7900

Reclaimed Materials

Brick and Board / mpollock@details.org
2507 N Howard Street, Baltimore, MD 21213 / 443-840-0444

Second Chance
1700 Ridgely Street, Baltimore, MD 21230 / 410-385-1700

The Loading Dock
2 North Kresson Street, Baltimore, MD 21224 / 410-558-3625