



Maker Faire 2008
Travis County Expo Center & Fairgrounds
October 18, 2008: 10 a.m. – 10 p.m.
October 19, 2008: 10 a.m. – 6 p.m.
www.makerfaire.com

Volunteer Manual

Welcome to the Second Annual Maker Faire Austin. Thank you for becoming part of the Maker Faire team! This Volunteer Manual is designed to help you navigate through all the elements involved with Maker Faire set-up and activities and to help make your involvement in the Maker Faire a memorable experience.

The Maker Faire Production Team has carefully developed certain rules and regulations to help make the show safe and enjoyable for everyone. We ask you to help us make the Maker Faire a truly unique, educational, and extraordinary experience by abiding by these rules and regulations. Please review the entire Manual, as it contains valuable information. Once you are onsite, please take the time to familiarize yourself with the layout and map of the grounds as well as the event guide for up-to-date info.

The Maker Faire Team is excited to have you as part of our team!

Volunteer Communication and Check In Process

At this point, you should have completed our volunteer questionnaire on the Maker Faire website and submitted your application indicating your preferred assignments and the times that you are available.

You will receive a letter confirming that we have received your information. Please print this letter and bring it with you on site. The letter will have a second page to print and place on the dash of your vehicle which will assist in directing you to the proper parking area.

Onsite Volunteer Briefing: We encourage you to attend an onsite volunteer briefing prior to the Maker Faire on Thursday, October 16 from 6:30 p.m. – 7:30 p.m. to learn more about the Maker Faire. We will start with a tour of the grounds and then meet to discuss the overview of the show and any specific information about each assignment.

If you are able to join us for the Volunteer Briefing, please RSVP to volunteers@makerfaire.com. When you arrive, enter at Gate One, please come to the large Show Barn Building Information Desk to check in. You will then be directed to the briefing location where we will start our tour. If you are lost, please call Gene Butler at 512-560-1163.

Show Day Entrance & Parking: Please arrive at the Travis County Expo Center & Fairgrounds off of Decker Lane through the Gate One entrance. Queue in the line to the right and present your confirmation letter to security, who will then give you access to parking area.

If you arrive prior to public show hours, come to the Volunteer Area of the Maker Check-In Tent. You will be given your wristband and volunteer credential and will be directed to the Volunteer area.

If you arrive during show hours, please report to the Volunteer Will Call desk at the main entrance.

When you check in you will receive your T-shirt, credentials and finalize any paperwork. You will be assigned your duties and given the specific tasks of your assignment. Please do not hesitate to ask questions if you are not clear about your responsibilities.

We encourage you to familiarize yourself with the show by going to www.makerfaire.com to learn more about the Maker Faire Austin 2008 prior to arriving on-site. It is our goal to make this an exciting event for all involved. We will place volunteers in the areas best suited for each individual, but we request all volunteers to be flexible if requested to work in an alternate area.

Volunteer Time: We ask that you commitment to volunteering for a minimum of 8 hours total. These hours can be split into multiple shifts on different days. We will be scheduling shifts of 4 hours. If you find that you are unable to commit to 8 hours, we still would like to have you join the volunteer team!

Dress Code: You will be provided with a Maker Faire Volunteer T-shirt and name badge, which must be worn at all times while volunteering. Please plan to wear comfortable shoes. Hats and/or sun visors are also recommended with alternative clothing in case of inclement weather.

Perks/Benefits: Maker Faire T-Shirt and a Weekend Pass for Maker Faire for 8 hours or more of volunteering. For 4 hours of volunteering, you will get a day pass. All volunteers will have access to the Volunteer Tent.

Times and dates we need volunteer assistance for Maker Load-In:

Oct 15 - Wednesday	1:00pm - 5:00pm (pre-Faire setup)
Oct 16 - Thursday	10am - 2pm (pre-Faire setup)
Oct 16 - Thursday	12 noon - 4pm (pre-Faire setup)
Oct 17 - Friday	9:00am - 1:00pm (pre-Faire setup)
Oct 17 - Friday	12 noon - 4:00pm (pre-Faire setup)
Oct 17 - Friday	2:00pm - 6:00pm (pre-Faire setup)

During the Maker Faire:

Oct 18 - Saturday	8:00 a.m. – 12:00 noon Maker Check-in
Oct 18 - Saturday	9:30 a.m. – 1:30 p.m. All posts
Oct 18 - Saturday	1:30 p.m. – 5:30 p.m. All posts
Oct 18 - Saturday	5:30 p.m. – 9:30 p.m. All posts
Oct 19 - Sunday	9:00 a.m. – 1:00 p.m. All posts
Oct 19 - Sunday	11:00 a.m. – 3:00 p.m. All posts
Oct 19 - Sunday	2:00 p.m. – 6:00 p.m. All posts

Volunteer Assignment Areas

Remember you may be wearing multiple hats throughout your shift, so please be flexible when accepting your assignment. We are here to support your efforts; if you ever feel uncertain about any tasks you have accepted, please bring it to our attention. We appreciate your contribution to our team.

Description of Volunteer Assignments

Set Up Staff – Maker check-in and load-in (Please check in 15-30 min prior to shift)

Wednesday, Thursday, and Friday will be the Maker check-in, load-in, and assembly-type work for materials used for the show. Assembly-line work, runners, hanging pennant flags on the fence and an assortment of activities are involved. Volunteers will be on-hand to help Makers find their locations and get situated to set up.

Make Assistant

Work with MAKE team members on various MAKE exhibits. Help manage some MAKE activities and encourage creative use of assorted materials and repurposed garments. Other duties could be registering people for auditions, helping with booth setup, communicating about our MAKE: TV with Faire-goers, various errands.

Maker Shed (Bookstore) Assistants

Starting on Friday prior to the show, you will assist with general set-up and basic assembly of materials distributed and sold in the bookstore. During the show, you will assist in the bookstore as needed with tasks such as re-stocking books or kits and/or directing traffic to manage the flow of the cash register lines.

Information Booth

Help with questions from the public regarding the attractions and their locations. It will be important to familiarize yourself with the venue and have a good understanding of where everything is located. This is definitely a fun place to meet lots of people, and you'll most likely figure out what you'd like to see in your free time!

Maker Assistants

You will be checking in with a specific group of Makers throughout your shift. You will help each of them as needed with supplies and set-up, and watch their equipment if they should need to take a break. This is a position that is similar to a roamer or runner as you will be assisting as needed in whatever location the Maker is positioned within the fairgrounds.

Crafter Assistants

We consider Crafters Makers, but for this role we wanted to define a Maker that is a Crafter! If you are interested in crafting, this is the job for you. You will be checking in with a specific group of Crafters throughout your shift. You will help each of them as needed with supplies and set up and watch their equipment if they should need to take a break. This is a position that is similar to a roamer or runner as you will be assisting as needed in whatever location the Crafter is positioned within the fairgrounds.

General Runners

Task related assignments directed by the Show Office.

GENERAL TIPS ON YOUR ASSIGNMENT

How to Prepare/What to Bring

You may want to bring a sun hat and sunscreen, as some assignments may be outside. Wear comfortable shoes. We also recommend a water bottle.

Dependability and Punctuality

Your assignment is an important one. Therefore, we ask that you honor the commitments that you make. Should you be unable to fulfill an assignment that you have accepted, prior to showtime, please email volunteers@makerfaire.com or contact Gene Butler at 512-560-1163.

Professionalism

Although this job is voluntary, the commitment is professional. Working at the Maker Faire requires that you be punctual and work agreeably with the staff, guests, and other volunteers. Occasionally, you may have challenges with the behavior of a guest, exhibitor, or staff person that you may deal with. We are here if you feel uncomfortable; if you have any problems, please bring it up with the Volunteer Manager.

Assigned Positions

Please remain in your assigned area until you are released by your manager. Your role is important, and once you depart, we need to fill it. You should remain in your position until the next shift arrives, even if your relief is late. If you feel you have been left at your position for longer than agreed, please get word back to the area manager assigned to your area.

Understanding Your Assignment

Please take the time to understand your assignment. *Do not hesitate to ask any Crew Member for assistance if you need it.* They will be able to radio [Gene Butler](#) onsite to assist you further with any concerns or questions you may have. It is most important to let the attendees know that you will check, rather than give out incorrect information.

IMPORTANT INFORMATION FOR ALL VOLUNTEERS

Please review these areas carefully. The following information pertains to all volunteers.

Dealing with Media Representatives *(Please read carefully.)*

We are extremely pleased that the media has been reacting to the buzz of the Maker Faire and we're happy that you're excited about the Faire too. However, it is important not to speak on behalf of the Maker Faire and/or the Expo Center to any media representative.

If a member of the press needs information, explain that you're not the right person to talk to. It's fine to give directions, discuss the weather, and in general be friendly and helpful, but do not answer questions like, "How many people are attending?" "Is it a success?" "Who's your favorite Maker?" "Will you do another Faire?" etc. Should an emergency occur, do not discuss the matter with the media.

Please follow these guidelines:

State to the media representatives: "I am not a spokesperson for the Maker Faire. Let me get someone for you that is." Please remember: Do not make a statement to the press. For anything beyond general logistics simply state: "Our PR team can help you with that information. Let me connect you with them," and then advise someone with a radio to contact Bridgette Vanderlaan via radio to confirm a meeting point. If Bridgette Vanderlaan is not available, please radio Chelsey Northern.

Child Safety

Maker Faire is a family event. We appreciate your assistance in keeping the Maker Faire a safe environment for the children attending the event. Children climbing, running, or getting close to some "off-limits" exhibits should be politely discouraged.

Lost Children

A lost child is any child or other dependent (under 18) who has left the parent or guardian's immediate supervision without the parent or guardian's knowledge or consent. Contact the show management and/or security immediately and relay the information – a missing parent report. Please request that the parent/guardian wait for security rovers to arrive. The security officer receiving the report, will assist the parent/guardian in searching for the lost child.

If the child approaches you and/or appears lost, please stay with the child until the security officer arrives and they will meet with the child and begin searching for their parents. Please remember to pay attention to the child's behavior and do not release them to an adult until security has arrived to monitor the hand off. Always try to have a member of the security team stay with the child. Do not use the child's name over any radio or loudspeaker while working to reunite him/her with the accompanying adult.

First Aid Facilities

Show Management has arranged to have an EMT onsite during the show hours. First Aid Services will be available at the First Aid office in the Show Barn. Please locate this facility for future knowledge. We will also have roving EMT which can assist.

Safety

The safety and health of each Maker Faire guest is of primary importance. Please report any hazards or potential hazards and all such incidences to the your supervisor or Show Office management. We must document the incident with an incident report, regardless of severity. Even papercuts can be reported!

Emergency Situations

In the event of a medical emergency, please notify your floor manager, security personnel, or anyone with a show radio. They will contact the onsite EMT personnel, who have a direct line to the Travis County 911 Dispatch. If someone dials 911 from a cellphone, the above procedure still needs to be followed for the best possible care, as this will expedite the response of medical assistance. Your job in the interim, is to advise security and they will keep space from the crowd and the situtaion.

Please report all incidents to the Show Office. If emergency vehicles are needed at the Expo Center, Faire staff must be notified to ensure proper coordination. If an accident should happen prior to Faire time, notify Management immediately. An accident report form must be completed immediately and turned into the Show Management in the Show office.

Please be advised that the Maker Faire does not provide workman's compensation insurance. Volunteers & vendors are responsible for their own medical expenses in the event you are injured.

If we should have a major emergency (for example, a fire in a building), the following should help you deal with the critical steps with a combination of an emergency situation and the presence of the news media:

DO NOT discuss any aspect of an emergency situation with a member of the news media. Be courteous and polite but defer all questions to the Sherry Huss (Director) and/or her designated representative.

Information obtained should be channeled to the Show Management, who will make emergency situation decisions along with the General Manager of the Fairgrounds.

Emergency Vehicle Access

Emergency vehicles will access the grounds through Gate 1.5. It is the responsibility of Parking, Security, and Maintenance to work together to get the vehicles on and off the grounds as safely as possible.

Lost & Found

The lost and found is located in Security office in the Show Barn during the Faire. After the Faire ends, all items will be turned in to the Office.

Food & Concessions

G&M Catering has the exclusive right to provide all concession food and beverages, including the sale of alcoholic beverages. Show promoters, Makers, or guests are not permitted to sell or give away food and beverage items or contract with any food service organization other than G&M Catering. Maker Faire Show Management has arranged for fair-type concession stands to be open during the show. Unfortunately, no outside food and beverage are permitted.

GENERAL MAKER FAIRE INFORMATION

VENUE **Travis County Expo Center and Fairgrounds**
 7311 Decker Lane
 Austin, TX 78724

Map for the event site: <http://www.makezine.com/go/austinmap>

SHOW HOURS (open to the public)

Saturday, October 18 10:00 a.m. – 10:00 p.m.
 Sunday, October 19 10:00 a.m. – 6:00 p.m.

Tickets: Tickets for the Maker Faire for the general public and can be purchased at <http://www.makerfaire.com>. Onsite purchases will be cash and credit cards. ATMs will be nearby.

	Advanced Purchase		Onsite
	Single Day	Weekend Pass	Single Day
Adult	\$20.00	\$40.00	\$25.00
Student (13 to 21)	\$10.00	\$20.00	\$15.00
Youth (4 to 12)	\$5.00	\$10.00	\$10.00
Kids (3 & under)	Free	Free	Free

Parking

Parking for Crew/Volunteers is located in the parking lot near GATE ONE. Please follow the appropriate signs to Maker Parking. Parking is free. We encourage carpooling.

Public Transportation

Capital Metro Bus Route #37 will drop off at Wentworth and Loyola. The Expo Center and Fairgrounds is about an 8-block walk from the drop-off spot. Bus runs approximately every half hour and the cost is \$.50 one-way. For a map of the route from downtown at 6th and Brazos see http://www.capmetro.org/riding/current_schedules/maps/rt037_sb.pdf
 For specific route information, contact 512-474-1200.

Admission Gate

The general public will be entering the Maker Faire through Gate One and Three.

Maker / Sponsor / Exhibitor Entrance Gate

Gate One is the Main Maker Entrance gate open from 7:30 a.m. – noon both Saturday & Sunday.

Set-up Vehicle Entrances

All vehicles must be off the grounds by 9:45 a.m. Saturday to open the Maker Faire. Vehicles will not be allowed to drive onto the grounds after 9:15 a.m. Saturday morning.

Tear Down / Load Out

Tear down and strike begin after 6:00 p.m. on Sunday. All exhibits must be intact and open to the public until that time. All exhibits must be removed completely by 9:00 p.m. on Sunday night.

Load-out vehicles will not be allowed to line up at the gates until after 6 p.m. on Sunday. Maker vehicles are to enter the grounds at the gates assigned by building as soon as the public is clear from the grounds.

In the case of an emergency when management is not on-site, Security may gain access to any building.

No vehicles will be allowed into the fenced Exhibit area during the Maker Faire.

ITEMS TO NOTE:

ADA (Americans with Disabilities Act) Compliance

Employees should be aware of the special needs of disabled guests and/or employees.

Here are a few simple guidelines:

- See the person who has a disability as a person, not as a disability.
- Be considerate of the extra time and energy it might take to assist guest with a disability.
- Speak directly to the person who has a disability, not to a companion or interpreter.
- Respect their right to indicate any help needed. Offer assistance but don't be pushy.
- All of our guests desire to be treated with courtesy and respect.
- All restrooms are ADA accessible restrooms.

MAKER FAIRE SAFETY TEAM: To help us produce a fun and safe environment for Makers and the many attendees, we have added an emergency and support service to the Maker Faire Production Team. The members of our Safety Team will assist in developing our Fire Safety plan and Safety Monitors program throughout the Maker Faire.

Fire and Safety: *The following are industry standard rules that require full compliance. We include this outline so you understand what we have sent to the Makers, Sponsors & Exhibitors.*

Fire Hazard Notification & Special Permits: As a Maker, if you intend to display, operate, or use any of these items shown below, you must obtain prior approval from Maker Faire.

- Heat-producing or open-flame devices, candles, lamps, etc.
- Electrical, mechanical, or chemical device deemed hazardous by the Fire Department
- Internal-combustion engines
- Flammable liquids, compressed gasses, or dangerous chemicals

All Maker Safety Plans need to be submitted to the Maker Faire Production team by September 2, 2008. The Travis County Fire Marshall reserves the right to make any final decision regarding the layouts and floor plans and has the authority to close down and/or fine any exhibit not in compliance.

Building Regulations

In accordance with restrictions imposed by Building Management in the interest of preserving the floor surface, the following is prohibited: drilling of holes, attachments to, or painting of the floor, or any other defacement to floors or walls. When such damage occurs, the exhibitor is solely responsible and is liable to the owner of the property so damaged.

- **Exit and Aisles:** Aisles must be kept clear of all displays and equipment. Entrance and exit doors shall remain unobstructed at all times. Fire extinguishers and fire-hose cabinets shall remain visible and accessible at all times.
- **Electrical Devices:** All electrical devices with three-wire supply cords shall utilize "UL" ground receptacles. All electrical extension cords must be of heavy-duty, three-wire construction. All power cords must be kept behind the display with nothing placed on top of any cords.
- **Electrical/Fireproofing:** The fire department has strict regulations governing trade shows. All electrical wiring must conform to National Electrical Code Safety Rules. In addition, all draperies, decorations, and materials must be flame-proofed in accordance with local fire codes. Materials may be inspected and/or tested by the Fire Marshall at anytime.
- **Hazardous Materials:** All hazardous materials must be properly disposed of. Materials such as grout, mortar, tape compound, etc. cannot be poured down the facility drains. All building materials, supplies, etc., must be taken away after teardown. The facility will not accept dumped building materials or electronic waste.
- **Combustibles Kept Outside:** Additional supplies and inventory must be kept in closed containers and stored in a neat and compact manner. Exhibit storage cartons and crates, combustible waste materials, empty cardboard boxes, etc. must be removed from the building and cannot be stored behind the back

drapes or display wall. The Maker Faire Production Team will ensure that adequate janitorial and rubbish pickup service (outside of your booth) is performed daily.

- **Propane and Helium** will not be permitted without prior review and approval.
- **Indoor Display Vehicles and Motorized Display Items:** Fuel level must not exceed ¼ tank and must be less than 3 gallons. Vehicles/items must be inspected and approved before entering the exhibit building. Once located in the exhibit space, the negative battery terminal must be disconnected, and the fuel tank cap must be taped or locked.
- **Waiver and Wristband:** All individuals who would like to participate in any interactive activity at the Maker Faire will be asked to read and sign a waiver. Colored wristbands will be issued by age group to Kids (12 & under), Teens (13 thru 18), and Adults (over 18), which will allow for interactive participation. Proper identification may be requested for verification. Please note that special wristbands will be required for all individuals entering the camping areas.
- **Loss Prevention & Security:** The Maker Faire Production Team will maintain 24-hour roaming perimeter security during move-in, event days, and move-out. In addition, one security guard will remain in the Show Barn around the clock. Makers must make provisions for safeguarding of their goods, materials, equipment, and displays at all times. Please be loss-conscious.
- **Precautions:** The potential of theft and disappearance can be greatly reduced if a few simple precautions are taken:
 - ✓ Do not leave purses, laptops, cell phones, or any easily portable items unattended at any time in your exhibit area.
 - ✓ Avoid leaving any small items of significant value in your booth overnight.
 - ✓ If possible, cover your display with a flameproof drop cloth.
 - ✓ Run wire or cable through as many items as possible and lock at night.
 - ✓ A solidly constructed, lockable trunk provides security and storage for small articles.
 - ✓ Make sure all labels are properly completed for items left to be shipped or stored.
 - ✓ Report any suspicious person or theft in the building or on the grounds immediately to the Maker Faire Office, and we will notify Security Officers and file an incident report.
 - ✓ Lock valuables in the trunk of your car, where they are not visible.
 - ✓ Travel in pairs at night.
 - ✓ Ask your hotel for a safe deposit box to store your valuables.
 - ✓ If you are demonstrating a valuable piece of equipment, please remove it from your booth each evening and take it with you.

O'Reilly Media Inc., Maker Faire Austin, and the Travis County Expo Center will not be held responsible for lost or damaged property at any time. You are urged to maintain full insurance coverage for loss of your property.

Thank you for taking the time to read this. We look forward to seeing you at the Maker Faire!