FIX-IT FAIR TOOLKIT
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>01</td>
</tr>
<tr>
<td>Event Planning</td>
<td>03</td>
</tr>
<tr>
<td>Volunteer Recruitment</td>
<td>14</td>
</tr>
<tr>
<td>Day-Of Details</td>
<td>18</td>
</tr>
<tr>
<td>Post-Event Tasks</td>
<td>25</td>
</tr>
<tr>
<td>Appendix &amp; Templates</td>
<td>28</td>
</tr>
</tbody>
</table>

This toolkit was created by Emily Shrope and the Station North Tool Library in Baltimore, MD, USA. It is open source and we encourage you to use, share, and adapt with credit to its author! For an editable version, please contact info@toollibrary.org.
Fix-it Fair is an opportunity to reduce waste, build relationships, save money, and develop repair skills. Created by proponents of the Right to Repair Movement (see more on the next page), these repair events strive to reaffirm that fixing a broken item is better for us and the planet than simply throwing it away.

At Fix-it Fair, community members bring in a variety of broken items for repair. Items are organized into six categories: furniture, bicycles, sewing repairs, jewelry, sharpening, and general tinkering. Community members are then matched with fixers. While the experts take the lead in repairs, the goal is also to engage community members in better understanding their item and practicing repair skills. Fixers are encouraged to talk through their approach in order to demystify the repair process.

Many minor issues can be resolved, but there is no guarantee that an item can be fixed. Fixers might diagnose the problem but not have the proper equipment and/or materials to execute a repair. In that case, visitors are either guided to buy a particular part and return at the next event, or are referred to a local business that can better help with the repair.

Fix-it Fairs strengthen community ties through the act of sharing resources and time with each other. When fixers donate their time and expertise, they commit to supporting the needs of their fellow community members. Visitors bringing in their items for repair are acknowledging the fixers’ expertise and validating the importance of their skill sets to the community. The volunteers who spend a few hours ensuring the event runs smoothly invest in this shared support system while also strengthening their skills and confidence. As such, a shared commitment to reducing waste brings the community together.
If you buy something, do you automatically have the right to repair it if something malfunctions? The answer may surprise you. Many companies such as Apple, AT&T, Dyson, John Deere, LG, and Microsoft actively lobby against a person’s right to fix items they’ve purchased, creating major limitations for consumers if they do attempt a repair (Perzanoeski). This fortifies a consumer culture that is obsessed with buying new things, producing rippling negative environmental effects. In 2021, the world produced over 63 million tons of e-waste alone (Rosane). The Right to Repair movement and other environmental advocates are calling for a change, arguing for a shift to a culture of repair. Fixing an item should be the first mode of action, rather than turning to the waste bin.

The Right to Repair Movement seeks to reduce waste by extending an item’s lifespan through repair and maintenance, therefore sending less to the landfill overall. The movement aligns with a circular economic perspective, which emphasizes the importance of consuming less by conservatively using resources in order to achieve environmental goals (What is the circular economy?). The Right to Repair movement can be seen in taking a pair of shoes to a cobbler rather than throwing them away, or in getting a screen replaced on your smartphone rather than trading it in for a new model.

Fix-it-Fairs and their sister model, Repair Cafes, have developed in an effort to change our consumer culture and the ways we relate to our objects.

Find our references on page 33.
A planning committee can be useful if your organization does not have a staff person or volunteer that can dedicate their attention to planning the event in full. A committee is also beneficial because it offers a leadership opportunity for volunteers, promoting a deeper level of engagement and relationship building.

It's helpful to appoint a committee chair, who is in charge of creating a weekly agenda for meetings and is the main point person for organizing the planning documents.

**COMMITTEE MEMBER ROLES**

**VOLUNTEER ORGANIZER**
- leads recruitment of and communication with volunteers

**ADVERTISING LEAD**
- determines appropriate media outlets for marketing
- organizes canvassing day

**MATERIALS EXPERT**
- evaluates materials list and spearheads procurement of materials

**ORGANIZATIONAL SUPPORT**
- participates in planning and lends any needed support, such as ordering materials or sending out press releases
**HOT TIP**

In the advertising phase, reaching out to community associations and attending meetings is a great way to get the word out.

---

**PLANNING CALENDAR**

**2-3 MONTHS OUT**

1. Assemble a planning committee, assign roles, and create a meeting schedule
2. Review toolkit element and determine what will need to be adjusted to fit your space and/or organization
3. Make a list of volunteer roles for the event
4. Select date, time, and physical space for the fair and begin advertising
5. Reach out to coffee/food vendors for donations and/or ask if they would like to vend (it’s also nice to provide food for the volunteers)

---

**1-2 MONTHS OUT**

1. Start recruiting volunteers and fixers
2. Create physical map of how the space will be laid out for the fair
3. Create a marketing strategy and materials
   a. Start advertising, if using a pre-registration form, include QR code on fliers
4. Assess materials list and determine what needs to be purchased
PLANNING CALENDAR

2 WEEKS OUT
1. Canvass relevant neighborhoods
2. If using pre-registration form, send out reminder emails to those who pre-registered
3. Have confirmed volunteer list by end of the week
4. Confirm all necessary materials have been purchased

1 DAY OUT
1. Meet at your event location to complete any pre-set-up work that can be done, such as hanging up fixing station signs and organizing materials

DAY OF
1. Finish any set-up tasks at least an hour before the event starts
2. Mingle as volunteers arrive, directing them to put on a name tag
3. Hold a volunteer orientation a half hour before the fair starts

See pages 19-24 for a full picture of the day itself

HOT TIP
Many people tend to sign up for volunteer events about a week or two in advance, so don’t worry if recruitment is slow at first
ADVERTISING AND OUTREACH STRATEGY

Advertising the Fix-it Fair is an important part of making the event successful. A fine balance must be struck between getting the word out to enough people and not attracting so many people as to overwhelm the fixers and the space! You aren’t only advertising the event; but your organization and the ways it benefits your community as well.

AVENUES FOR ADVERTISING
- Social media and email
- Traditional advertisements (newspaper, radio)
- Door-to-door canvassing
- Flier posting at busy intersections and community bulletin boards
- Neighborhood associations and their community newsletters

CANVASSING

When?
- There’s no preference between weekdays and weekends, as a large proportion of people are likely to be out of their homes either way. The best hours for canvassing are between dinnertime and nightfall

Where?
- The neighborhoods nearest the Fix-it Fair location or the target population for building membership should be the first priority
- In Baltimore city, using baltplanning.maps.arcgis.com can be helpful in determining priority areas

Who?
- At least six volunteers, going out in pairs. Everyone should get a primer on door knocking best practices in the meeting prior to going out

How?
- Assign specific blocks to pairs, knocking on doors and/or posting in mailboxes
- Budget two hours for each canvassing day (any longer and folks will get tired)
<table>
<thead>
<tr>
<th>TINKERING - TOOLS</th>
<th>MATERIALS CHECKLIST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jigsaw</td>
<td>Tamper proof screwdrivers</td>
</tr>
<tr>
<td>Multimeters</td>
<td>Wrench set</td>
</tr>
<tr>
<td>Pliers</td>
<td>Awl</td>
</tr>
<tr>
<td>Screwdrivers</td>
<td>Bandsaw</td>
</tr>
<tr>
<td>Tiny screwdrivers</td>
<td>Brad nailer</td>
</tr>
<tr>
<td>Allen wrenches</td>
<td>Dremel</td>
</tr>
<tr>
<td>Soldering iron</td>
<td>Chisel</td>
</tr>
<tr>
<td>Wire brush</td>
<td>Combination square</td>
</tr>
<tr>
<td>Magnetic parts trays</td>
<td>Cordless drill/driver</td>
</tr>
<tr>
<td>Socket set</td>
<td>Countersink bit</td>
</tr>
<tr>
<td>Mallets</td>
<td>Drill bits</td>
</tr>
<tr>
<td>Flashlight</td>
<td>Electric drill</td>
</tr>
<tr>
<td>Tap + die set</td>
<td>Extension cords</td>
</tr>
<tr>
<td>Adjustable wrench</td>
<td>File</td>
</tr>
<tr>
<td>Needle-nose pliers</td>
<td>Open-end wrench set</td>
</tr>
<tr>
<td>Clamps</td>
<td>Hamme</td>
</tr>
<tr>
<td>Measuring tape</td>
<td>Impact driver</td>
</tr>
<tr>
<td>Air compressor</td>
<td>Utility knife</td>
</tr>
</tbody>
</table>
## MATERIALS CHECKLIST

### TINKERING - CONSUMABLES & PARTS

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WD-40 lubricant</td>
<td>Wiring (small gauge and also lamp wire)</td>
</tr>
<tr>
<td>Cleaning solvents (i.e Ethanol)</td>
<td>Three prong power cord replacement</td>
</tr>
<tr>
<td>Heat shrink tubing</td>
<td>Nuts, Bolts, Washers</td>
</tr>
<tr>
<td>Rags</td>
<td>Selection of machine screws</td>
</tr>
<tr>
<td>Q-tips</td>
<td></td>
</tr>
<tr>
<td>Solder</td>
<td></td>
</tr>
<tr>
<td>JB Weld Plastic Bonder</td>
<td></td>
</tr>
<tr>
<td>5-minute epoxy</td>
<td></td>
</tr>
<tr>
<td>Loctite</td>
<td></td>
</tr>
<tr>
<td>Citrus Degreaser</td>
<td></td>
</tr>
<tr>
<td>DeOxit Spray or similar Contact Cleaner</td>
<td></td>
</tr>
<tr>
<td>Electrical tape</td>
<td></td>
</tr>
<tr>
<td>Cable ties, zip ties</td>
<td></td>
</tr>
<tr>
<td>Sharpies</td>
<td></td>
</tr>
</tbody>
</table>
### ELECTRONICS

<table>
<thead>
<tr>
<th>Tools</th>
<th>Consumables &amp; Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic spudger or pry bars</td>
<td>Heat shrink tubing</td>
</tr>
<tr>
<td>Soldering iron</td>
<td>Soldering supplies (solder, flux, desolder)</td>
</tr>
<tr>
<td>Heat Gun</td>
<td>Capacitors</td>
</tr>
<tr>
<td>Electronics Repair Kit</td>
<td>Resistors</td>
</tr>
<tr>
<td>Multimeter</td>
<td>Diodes</td>
</tr>
<tr>
<td>Magnifying glass</td>
<td>Wire</td>
</tr>
</tbody>
</table>

### BIKEs

<table>
<thead>
<tr>
<th>Tools</th>
<th>Consumables &amp; Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bike Repair Stand</td>
<td>Patches</td>
</tr>
<tr>
<td>Bike Tool Kit</td>
<td>Vulcanizing fluid/glue</td>
</tr>
<tr>
<td>Bike Pump</td>
<td>Sandpaper</td>
</tr>
<tr>
<td>Wheel Truing stand</td>
<td>Tubes</td>
</tr>
<tr>
<td></td>
<td>Brake pads</td>
</tr>
</tbody>
</table>
# MATERIALS CHECKLIST

## SEWING & JEWELRY

<table>
<thead>
<tr>
<th>Tools</th>
<th>Consumables &amp; Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thimble</td>
<td>Fusible Interfacing</td>
</tr>
<tr>
<td>Ironing board</td>
<td>Chalk or fabric markers</td>
</tr>
<tr>
<td>Iron</td>
<td>Velcro</td>
</tr>
<tr>
<td>Thread</td>
<td>Assorted zippers</td>
</tr>
<tr>
<td>Pins</td>
<td>Elastic of various widths, min length 48&quot;</td>
</tr>
<tr>
<td>Sewing machine needles</td>
<td>Scrap material</td>
</tr>
<tr>
<td>Hand sewing needles</td>
<td>Buttons</td>
</tr>
<tr>
<td>Darning mushroom</td>
<td>Jewelry findings</td>
</tr>
<tr>
<td>Darning loom</td>
<td></td>
</tr>
<tr>
<td>Sewing tape measure</td>
<td></td>
</tr>
<tr>
<td>Fabric Scissors</td>
<td></td>
</tr>
<tr>
<td>Jewelry Pliers</td>
<td></td>
</tr>
<tr>
<td>Magnifying Glass</td>
<td></td>
</tr>
<tr>
<td>Sewing machines</td>
<td></td>
</tr>
</tbody>
</table>

**HOT TIP**

Look for a craft materials thrift store or re-use center for sewing and jewelry supplies! In Baltimore, we love BMore Scrap.
### SHARPENING

<table>
<thead>
<tr>
<th>Tools</th>
<th>Consumables &amp; Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belt sanders</td>
<td>Medium and high-grit sanding belts</td>
</tr>
<tr>
<td>Whetstones</td>
<td>Metal grinding discs</td>
</tr>
<tr>
<td>Angle grinder</td>
<td></td>
</tr>
</tbody>
</table>

### FURNITURE

<table>
<thead>
<tr>
<th>Tools</th>
<th>Consumables &amp; Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power drill</td>
<td>Wood glue</td>
</tr>
<tr>
<td>Orbital sander</td>
<td>Sandpaper</td>
</tr>
<tr>
<td>Clamps</td>
<td>Dowels</td>
</tr>
<tr>
<td>Table Vise</td>
<td></td>
</tr>
<tr>
<td>Mitre saw / Chopsaw</td>
<td></td>
</tr>
<tr>
<td>Drill Press</td>
<td></td>
</tr>
<tr>
<td>Table Saw</td>
<td></td>
</tr>
</tbody>
</table>
## Materials Checklist

<table>
<thead>
<tr>
<th>OTHER</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairs</td>
<td>Work tables</td>
<td></td>
</tr>
<tr>
<td>Name tags for fixers</td>
<td>Check-in and check-out tables</td>
<td></td>
</tr>
<tr>
<td>Volunteer snacks</td>
<td>Cash box and/or card reader</td>
<td></td>
</tr>
<tr>
<td>Whiteboards for each fixing station</td>
<td>Laptops or tablets for check-in and check-out</td>
<td></td>
</tr>
<tr>
<td>Signs for each fixing station</td>
<td>Dry-erase markers</td>
<td></td>
</tr>
<tr>
<td>Sticky notes</td>
<td>Pens</td>
<td></td>
</tr>
<tr>
<td>Paper backups of waivers</td>
<td>Outlets for plugging in tools and testing repaired electronics</td>
<td></td>
</tr>
</tbody>
</table>
Here is an example of SNTL’s configuration of the layout for Fix-it Fair.

Creating a map of the layout is not only helpful for planning purposes, but also on the day of the fair. Bringing a copy to the pre-fair morning meeting can help fixers and volunteers get acclimated with the space.
VOLUNTEER RECRUITMENT

HOT TIP
If using google form for volunteer sign-ups, select the setting that sends an email to responders with their responses; this serves to confirm that their form was received.

Fix-it Fair relies on volunteers; in fact, they are the heart of the fair. While the event is about repairing broken items, that cannot happen without a generous donation of time and expertise. Volunteer fixers of all backgrounds and experience levels can be helpful, even if they’re not professionals. Logistics volunteers are equally necessary, as they ensure the day runs smoothly. Showing appreciation for their commitment is an important way to further develop volunteer relationships. It is highly recommend to provide food and refreshments for volunteers as a way to express gratitude for their time.

Think big! You can widen your recruitment net to a larger audience than just the organization’s volunteer list. Think about reaching out to local business as well. Baltimore Bicycle Works, Baltimore Jewelry Center and BYKE Collective are just a few of the many potential partnerships to develop here in Baltimore City.

WHAT TO KNOW:

- Our Fix-it Fair has four shifts; here’s an example of our schedule:
  1. Set-up: 9-10am
  2. Fixing Shift One: 9:30am-12pm
     a. Arriving at 9:30am ensures all volunteers can participating in the pre-fair morning meeting
  3. Fixing Shift Two: 12pm-2pm
     a. Fixers and volunteers who arrive for the second shift should see the volunteer recruitment lead upon arrival for a tutorial of the space
  4. Clean-up: 2pm-3pm

***The volunteer and fixer role descriptions on the following pages are estimated for a fair which sees between 90-120 visitors. Adjust volunteers numbers based on the flow of visitors you anticipate.***

WHO YOU’LL NEED:

<table>
<thead>
<tr>
<th>Check-in/Greeters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floating Helpers</td>
</tr>
<tr>
<td>Fixers (duh!)</td>
</tr>
<tr>
<td>Check-out</td>
</tr>
<tr>
<td>Photographer</td>
</tr>
</tbody>
</table>
VOLUNTEER RECRUITMENT

RECRUITMENT TIMELINE

2 MONTHS OUT
Send out initial email to list of organization’s volunteer list to collect volunteer signups. Reply 1 week later, to everyone who has signed up confirming their participation and scheduled slot. Include a description of each role.

2 WEEKS OUT
Send out another reminder email to organization’s volunteer list. Continue to reply to those who sign up to confirm their scheduled slot.

1 WEEK OUT
Send out another reminder email, indicating exactly which volunteers are still needed (i.e. #’s logistics ppl, the types of fixers). Continue to reply to those who sign up to confirm their scheduled slot.

2-3 DAYS OUT
Send out email to volunteers with all relevant information, including what time to arrive at the venue and a copy of the volunteer guide.

1-2 DAYS AFTER
Send an email with a survey or other way to solicit feedback for next time, including whether they would like to be involved in the next event or in another way.
VOLUNTEER ROLES

VOLUNTEER RECRUITMENT
‘Numbers are per shift

CHECK-IN/GREETER
(2-3 PEOPLE*)

- Stationed near the entrance
- Ensure that visitors coming in fill out the sign-in form
  - Before visitors leave check-in station, double check that their information is on the check-in spreadsheet
- Give the visitor corresponding post-it note for the appropriate fixing category, and ask them to write their name and item on it. Signal to floating helper that a post-it note is ready to be added to waitlist whiteboards
  - Notify visitors when fixers are ready to see them
- See check-in process (page 24) for a full description of the role

CHECK OUT/ MERCH
(2-3 PEOPLE*)

- Fill out the check-out info in spreadsheet (ask all the questions in red), offer them the laptop/ipad for them to fill out their feedback
- Ask for donations
- Sell merchandise
- Sign interested participants up for a membership
- Take pictures in photo booth with fixed item
- Plug upcoming classes/other events

FLOATING HELPER
(2 PEOPLE*)

- After visitors have checked in, show them to relevant fixing station and add their post-it to the queue
- Keep an eye on the check-in table for arriving visitors
- Check on fixing stations to see if anything is needed
- Generally walk around, keeping ears open for opportunities to assist
- Keeping an eye out for safety among visitors
- Act as event ‘Host’
  - Introduce the organization to visitors who are waiting (i.e. what you can do here, what it means to be a member, available resources and classes, etc.)
  - Ask if anyone wants info on how to become involved

PHOTOGRAPHER
(1 PERSON*)

- Look for shots that showcase items being fixed as well as those fixing them. Interactions between fixers and visitors are also nice moments to capture
- Keep an eye on the check-out station and the photobooth, going over to take exit photos when not taking shots elsewhere
Fix it-Fairs are collaborative events!

When you are partnered up with a community member who has brought something in:

- Take the time to get to know them
- Understand why they brought the broken item in and what seems to be wrong
- As you work on the problem, keep it collaborative. Use the time to teach and learn from each other. Explain what you are doing or offer the visitor the chance to participate in the fix
- If you are stumped on a repair, ask for help from other fixers in the space!
- Fixers have FULL discretion to pass/give up on a repair and end the repair session. We trust your judgement. If the repair takes too long, you can kindly notify the visitor that you cannot fix the item
  - If the repair is too extensive, not worth it, or would be better done by a professional, tell them so. Need any help dealing with a participant? Grab a floating helper or member of the planning team.

**Tinkerers**

(10 PEOPLE*)

- Tinkering repairs capture a very broad range of things. Common items include simple kitchen tools (like toasters), yard and home maintenance equipment (string trimmers, for instance), light fixtures, and many other things. Common problems include broken power cords, worn out motor brushes, stripped screws, and cracked parts that just need a little epoxy.
- Need help finding a tool or material? Ask a fellow volunteer or grab a Floating Helper or member of the planning team. Feel free to avail yourself of tools/materials in the library, in the Fixit Closet (we will bring these out), and for the consumables we also have the red Fixit Kits.

**Woodworking/Furniture**

(1-2 PEOPLE*)

- Furniture repairs most often involve stabilizing broken panels, legs, or joints in tables and chairs. Quick-setting epoxy, wood glue, screws, and clamps are the most common tools. In some cases, it may make sense to create a simple replacement part or reinforcement using the tools in the woodshop.
**Bike Repairs**

- Bike repairs most often involve repairing flat tires, tightening brakes, adjusting seats and handlebars, tuning shifters, and lightly truing wheels. If you notice bent or cracked parts, send the person to a bike shop, as the bike may be unsafe to ride. If we replace tires/tubes, there will be a material cost charged. Ask the volunteer recruitment lead how much to charge visitors. After such a repair, it would kind to walk the visitor over to the check-out table and relate to a check-out volunteer the amount to charge.

**Sewing**

- Sewing machines will be set out for your use! Find a tinkerer if you have any trouble with the machine. We will have materials available (thread, scrap material, fusible interfacing, seam rippers, elastic, zippers, and buttons). Common fixes include fixing rips and holes, replacing buttons, small adjustments. For time consuming fixes, do not hesitate to refer them to a local tailor or alterations shop.

**Jewelry**

- We have consumable repair parts for costume jewelry in our red Fixit Kits. Minor ring size adjustments and reattachment of pieces (bracelets, earrings) are common. Again, please refer folks to seek a professional if the repair is costly, difficult or out of scope for typical repairs.

**Sharpening**

- Knives are one of the most popular items folks bring in for sharpening. We will have machines available for sharpening as well as stones for fine polishing. On occasion, people will bring in other items such as axes and lawnmowers. If it is a difficult sharpening job (e.g. a chainsaw or serrated knife) please refer people to seek a professional.
### FIX IT FAIR

**DAY-OF CHECKLIST**

**SET-UP**

**9-10am**

- Arrive, get coffee/tea/bagel, say hello
- Sign-in table
  - Table
  - Two chairs
  - 3 tablets/laptops (one for each greeter)
  - QR code for sign-in sheet
  - Various fliers
  - Whiteboard waiting lists
- Waiting area
  - At least 10 chairs
- Stations and materials/tools area
  - Appropriate signage:
    - Tinkering & Electronics
    - Woodworking/Furniture
    - Bike
    - Sewing
    - Jewelry
    - Knife Sharpening
  - Chairs for sewing fixers
  - Put common tools at their respective stations, according to the list of materials, and set up a central tool area
- Check out station
  - Laptop/tablet (one for each checkout volunteer)
  - Table
  - Chairs
  - Credit card machine for donations/buying merch
- Merch table near check-out table
**DAY-OF DETAILS**

**FIX IT FAIR**

**DAY-OF CHECKLIST**

**PRE MEETING**

9:30-9:45am

Gather everyone in a circle
Go around and do brief introductions, ask fixers to share their area of expertise
Review the mission of Fix-It Fair and emphasize the benefit of engaging visitors in the fixing process
Thank everyone for donating their time

**FIX IT FAIR!**

10am-2pm

Ready, set, break!
Everyone heads to their stations as visitors start to arrive
Floating helpers mingle, keeping ears open for opportunities to assist people

**CLEAN UP**

2pm-3pm

Take down signage and QR codes
Collect and stack chairs
Collect tools from stations and return to heir respective homes
Sweep
Clean up snack area
Put any unsold merch back into its proper storage location
Gather trash and metals for recycling
Gather any parts that could be reused for other repairs
Discard other materials not able to be recycled/reused
The Station North Tool Library believes that Fix-it Fair has the power to not only reduce the trash we produce, but strengthen community relationships and aid in disinvestment from our consumer culture.

Fix-it Fair emphasizes the importance of community in the movement to change our relationship to objects and the planet. As such, visitors, as well as volunteers, have a set of expectations for participating. These are meant to foster a shared sense of connection in the repair process. Reducing transactional relationships and investing in meaningful interactions is an important part of climate justice, which the Right to Repair Movement and Fix it Fair are situated within.

The following are responsibilities and expectations for visitors:

1. Signing a waiver, a copy of which can be found on page 29 of the appendix
2. Understanding that there is no guarantee an item will be fixed. Fixers will try their best to repair an item, but some limitations--such as the nature of the issue or the materials on hand-- prevent a repair from being made
3. Engaging with the fixer and the fixing process. You may learn a thing or two about taking apart objects, find a new friend, or even develop some repair skills yourself
   a. This can look like asking the fixer if you can participate in the repair in anyway, or watching attentively and asking questions when you are curious. Just get the conversation going!
**CHECK-IN PROCESS**

- Volunteers are stationed at the check-in table, near the entry door. They are equipped with:
  - Tablet/laptop
  - Large whiteboard w/ markers
  - Post-it notes with names & items
- As visitors come in, direct them to the QR codes for filling out the sign-in form or offer the tablet/laptop if they do not have a device.
  - Responses will be linked to a spreadsheet which will be used at the check-out table.
- Visitors only fill out the form once; we have a maximum of 2 different items and only one tinkering or furniture item (volunteers can count multiple knives as 1 item).
- Those who are first to arrive can be directly shown to a fixing station by a floater.
- As more people come, the whiteboard at each station will be used as a waiting list.
  - A check-in volunteer will give each visitor a post-it note for them to write their first name and item.
  - If a visitor has more than one item, only give them one post-it and direct them to return to the check-in table for another post-it once their first item is resolved.
- A check-in volunteer will signal to a floating helper, who will bring the visitor to the appropriate station and add their name to the whiteboard.
  - Motion to the check-out station and tell visitors to stop by before leaving.
- Visitors can wait near their station or in the waiting area.
There are many ways to manage a waiting queue. Our preference is to use sticky notes to keep track of participants, their items, and their place in the queue. In this system, each fixing station has its own whiteboard, which helps keep the queue transparent and obvious to both those waiting and the fixers.

After arriving visitors fill out the check-in form, they are given a sticky note to write their name and item (if a visitor has two items, they get one sticky note initially, see check-in process). A check-in volunteer will motion to a floater, who walks the visitor to the appropriate station and then the waiting area. The check-in volunteer can do this, if there is not a line for check-in. Floating helper volunteers will also be able to help manage queues, for example by fetching visitors from the waiting area if their turn in the queue has arrived.
CHECK-OUT PROCESS

- Visitors who are ready to leave are directed by fixers and floaters to the check-out table
- Volunteers at the check-out table will be equipped with:
  - Laptop
  - Merch
  - Machine to run cards
  - Camera (a phone camera is fine)
  - Sign with upcoming classes or other promotional material
  - Luggage/floor scale for metrics
- Volunteers ask the name of the visitor, then locate their responses from check-in, in the sign-in spreadsheet
  - Ask the visitor the remaining questions in red, filling in their responses
- Ask if you can take their photo with their fixed item in the photo booth (make sure to get a shot that focuses on the item)
- Highlight the donation jar, share info about any upcoming events, and assist with the purchase of merchandise
- If they indicated that they would like to become a member, help them sign up if possible
- Thank them for coming!
**POST EVENT**

**CHECKLIST**

- Send thank you email to (Include metrics of how many items were fixed):
  - All volunteers
  - Visitors
- Compile feedback and analyze to find any areas for improvement and understand what worked well
- Pass along contact information of visitors who said they would like to become involved to relevant person
- Calculate metrics and share impact with stakeholders and on social media

---

**MEASURING IMPACT**

Statistics offer a tangible way for visitors and stakeholders to see Fix It Fair's contribution to climate action. This can encourage folks to continue attending the event in the future. We can calculate the environmental impact of Fix It Fair using a modified version of Edinburgh Tool Library's carbon calculator.

Each item is assigned an emission factor based on its materials; for example a hammer brought to the fair would be considered "mixed wood and metal," which has an emission factor of 1.87075. The item's weight in kilograms is then multiplied by the emission factor:

$$1.87075 \times 0.62369 = 1.1667 \text{ kilotons}$$

During check-out, volunteers will only weigh items that have been fixed, and then after the event emission factors are assigned to each item brought in and calculations can be made.
VOLUNTEER SIGN-UP FORM

2023 Fix-it-Fair Volunteer Sign-up form

Sign-up form for volunteers for SMT’s Fix-it Fair event:
Saturday May 13th, 2023
10am-2pm
417 E. Oliver Street Baltimore, MD 21232

Name *
Short answer text

Pronouns

- She / Her
- They / Them
- He / Him
- Other...

Email *
Short answer text

Phone # *
Short answer text

Ok to text? *
- Yes
- No

I would like to volunteer as a...

- Floor
- Logistics (check-in, etc.)

I can volunteer my skills in:

- Sewing
- Tooling
- Small electronics
- Jewelry repair
- Knife sharpening
- Furniture/woodworking
- Event photography, videography
- Other...

If your skills do not fall into the above categories, tell us what you can do:
Long answer text

I am available for:

- The first shift (9:30 am - 12 pm)
- The second shift (11:30 am - 2 pm)
- Both shifts
- Setup (8-10am)
- Clean-up (2-3pm)

If you are a sewer, are there any tools that you can bring (sewing machine, wrenches, etc.)?

- Yes, I can bring everything I would need
- I can bring some of the tools I would need, but not all
- I can bring my tools, but not all tools

These tools and/or materials would be helpful to have:

Long answer text

Anything else to add?
Long answer text
## 2023 Spring Fix-it-Fair Pre-Registration Form

**The purpose of this optional, form is to help us know ahead of time what you’re bringing to fit so we can get a sense of what to prepare for.**

Visitors will work with our fixers to learn how to repair their items. We provide most materials for common fixes and hands-on instruction. You are expected to stay near your items while they are being repaired (this is not a drop-off service).

We make no guarantee of repairs and longer, more in-depth repairs may be referred to a local repair service.

Visitors can bring a maximum of two different category items (e.g., Tinkering, Sewing, Knife, or Bike).

Due to demand, only 1 Tinkering Item can be entered into the queue. Thank you!

When you arrive, you will be asked to fill out a sign in form to register your item for repairs.

For more information, go to [https://www.st Clarksonnorthlib.org/fixitfair](https://www.st Clarksonnorthlib.org/fixitfair)

### Form Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Email</strong></td>
<td>Short answer text</td>
</tr>
<tr>
<td><strong>First Name</strong></td>
<td>Short answer text</td>
</tr>
<tr>
<td><strong>Last Name</strong></td>
<td>Short answer text</td>
</tr>
<tr>
<td><strong>Item #1 Info</strong></td>
<td>Tell us about the item you want fixed!</td>
</tr>
<tr>
<td><strong>Item #1 Type of Broken Item</strong></td>
<td>Choose from: Bicycle, Clothing/Textiles, Electronics, Instrument, Jewelry, Knife, Small Appliance, Small Furniture, Other...</td>
</tr>
<tr>
<td><strong>Describe the item in as much detail as you can, including make and model</strong></td>
<td>Short answer text</td>
</tr>
<tr>
<td><strong>What is wrong with it? Give us as much info as you can!</strong></td>
<td>Long answer text</td>
</tr>
</tbody>
</table>

**Register for a time slot!** (This will give us an estimate to help us plan and keep our fixers from getting overwhelmed. Non-binding but try your best to come in your window!)

<table>
<thead>
<tr>
<th>Time Slot</th>
<th>Available Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am - 12 pm</td>
<td></td>
</tr>
<tr>
<td>12 pm - 2 pm</td>
<td></td>
</tr>
</tbody>
</table>

**Are you bringing a second item?**

- Yes
- No

**Item #2 Info**

Tell us about the item you want fixed!

**Item #2 Type of Broken Item**

- Bicycle
- Clothing/Textiles
- Electronics
- Instrument
- Jewelry
- Knife
- Small Appliance
- Small Furniture
- Other...

**Describe the item in as much detail as you can, including make and model**

| Short answer text | |

**What is wrong with it? Give us as much info as you can!**

| Long answer text | |

**Register for a time slot!** (This will give us an estimate to help us plan and keep our fixers from getting overwhelmed. Non-binding but try your best to come in your window!)

<table>
<thead>
<tr>
<th>Time Slot</th>
<th>Available Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 am - 12 pm</td>
<td></td>
</tr>
<tr>
<td>12 pm - 2 pm</td>
<td></td>
</tr>
</tbody>
</table>

**Are you new to the tool library? (just curious: check all that apply)**

- First time here!
- I've taken a few classes
- I'm a member
- I'm a Shop User
- I'm a volunteer

**Anything else?**

| Long answer text | |
VISITOR SELF CHECK-IN FORM

Be sure to check the setting that links answers from this form to a spreadsheet. In that spreadsheet, after the column with answers to "First item category," insert three columns to the right, each titled, "Item 1 Name/description," Was it successfully fixed?" and "Item 1 Weight," respectively. Repeat this after the "Second item category" as well.
VISITOR WAIVER
This waiver is the last question in the visitor self-check-in form, and visitors must check the box in order to submit the form and officially check-in their item(s).

Please read the following guidelines and check the box below to indicate you’ve read and understood them:

Fix It Fair is composed of volunteers agreeing to make an effort to assist those in need of repairs. Volunteers do not claim to be experts in any field and may refuse to repair any item.

- Additional damage could occur during repair process.
- No repair cost is charged.
- No warranties or guarantees are applicable to service provided.
- You agree to represent accurately your true repair need.
- You represent that the repair item belongs to you or you have authorization from the owner to pursue its repair.
- You agree that Station North Tool Library and its volunteers will not be responsible for any damage that may occur during handling or repair.
- You are responsible for the acquisition and cost of parts needed for repair.

By entering into any area where FixIt Fair volunteers are gathered or working you agree to:

- Maintain a quiet and cooperative demeanor.
- Pay attention to others possessing and handling items and tools which could pose a danger.
- Waive any right you have under local, state, federal law to legal claim arising from personal injury or property damage whether under principles of tort, contract or equity.
- Give permission to be photographed/filmed to help us promote the event in future.

☐ I’ve read and understood the guidelines

Submit

Clear form
Here is a snapshot of the spreadsheet generated from the visitor self check-in from the May 2023 Fix-it Fair. This snapshot highlights the columns added for the check-out process, as well as the columns added for calculating the carbon offset for each item that was fixed.

<table>
<thead>
<tr>
<th>Item 1 Name/Description (CHECKOUT)</th>
<th>Was Item 1 successfully Fixed? (CHECKOUT)</th>
<th>Item 1 Weight (CHECKOUT) in lbs</th>
<th>Weight converted to kg</th>
<th>Emission Factor type</th>
<th>Emission factor</th>
<th>Carbon Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 vacuum</td>
<td>no</td>
<td>3.62</td>
<td>Corded power tool (no battery)</td>
<td>3.771</td>
<td>13.07025488</td>
<td></td>
</tr>
<tr>
<td>16 jacket</td>
<td>yes</td>
<td>0.62</td>
<td>Corded power tool (no battery)</td>
<td>3.771</td>
<td>0.906563185</td>
<td></td>
</tr>
<tr>
<td>12 sold lamp shade</td>
<td>yes</td>
<td>0.53</td>
<td>Corded power tool (no battery)</td>
<td>3.771</td>
<td>0.906563185</td>
<td></td>
</tr>
<tr>
<td>14 Fan</td>
<td>yes</td>
<td>2.5</td>
<td>Mixed plastic/rubber and metal</td>
<td>3.23325</td>
<td>3.686443526</td>
<td></td>
</tr>
<tr>
<td>15 espresso machine</td>
<td>yes</td>
<td>6</td>
<td>Mixed plastic/rubber and metal</td>
<td>3.23325</td>
<td>8.799465182</td>
<td></td>
</tr>
<tr>
<td>16 pro wrestler</td>
<td>yes</td>
<td>0.5</td>
<td>Solid plastic/rubber</td>
<td>3.216</td>
<td>0.729831233</td>
<td></td>
</tr>
<tr>
<td>17 vacuum cleaner</td>
<td>yes</td>
<td>14.11</td>
<td>Corded power tool (no battery)</td>
<td>3.771</td>
<td>24.13511023</td>
<td></td>
</tr>
<tr>
<td>18 screwdriver</td>
<td>yes</td>
<td>0.0625</td>
<td>mixed plastic/rubber and metal</td>
<td>3.23325</td>
<td>0.09166106564</td>
<td></td>
</tr>
<tr>
<td>21 Humidifier</td>
<td>diagnosed but not fixed</td>
<td>0</td>
<td>Corded power tool (no battery)</td>
<td>3.771</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>22 knives</td>
<td>Yes</td>
<td>0</td>
<td>Mixed wood and metal</td>
<td>1.87075</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>23 suitcase</td>
<td>yes</td>
<td>9.05</td>
<td>mixed plastic/rubber and metal</td>
<td>3.23325</td>
<td>13.27252685</td>
<td></td>
</tr>
</tbody>
</table>


Reach out to collaborate with SNTL for a **FIX-IT FAIR** at your organization

toollibrary.org
info@toollibrary.org
(410) 347-0850