



North Little Rock Mini Maker Faire 2017
The Arkansas Regional Innovation Hub
May 13, 2017: 10 a.m. – 4 p.m.
www.northlittlerock.makerfaire.com

North Little Rock Mini Maker Faire Volunteer Manual

Welcome to the 3rd Annual North Little Rock Mini Maker Faire.. This Volunteer Manual is designed to help you navigate through all the elements involved with fair set-up and activities and to help make your involvement at North Little Rock Mini Maker Faire a memorable experience.

The North Little Rock Mini 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 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 North Little Rock Mini Maker Faire Team is excited to have you as part of our team!

At the end of the this Manual you will find the Volunteer Participation Agreement. Once you have reviewed the Manual, please print, sign and fax or email using the information on the form.

Onsite Volunteer Briefing

We encourage you to attend an onsite North Little Rock Mini Maker Faire Volunteer briefing prior to the event on **Wednesday, May 10 from 6:00 p.m. – 7:30 p.m.** 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 RVSP to estanger@arhub.org. The Arkansas Regional Innovation Hub is located at 201 East Broadway, North Little Rock, AR. If you are lost, please call Errin Stanger at 501-907-6571 or 501-951-1954.

Maker Faire Time Commitments

Scheduling will be in 4-hour blocks of time and we request that volunteers sign up for at least one 4-hour block. We're happy to work with you on your schedule in terms of breaks and time off to experience Maker Faire on your own.

Times and dates we need Volunteer assistance for:

Pre-Faire Setup:

May 12 – Friday 8:00am – 9:00pm (several shift options)

Maker Load-In:

May 13 – Saturday 6:00am – 10:00am (pre-Faire setup)

During North Little Rock Mini Maker Faire:

May 13 – Saturday 10:00am – 4:00pm – All posts

Post North Little Rock Mini Maker Faire Clean Up:

May 13 – Saturday 4:00pm – 9:00pm (post-Faire clean up)

Dress Code

You will be provided with a North Little Rock Mini Maker Faire t-shirt which must be worn at all times while participating at the Faire. Please plan to wear comfortable shoes. Hats and/or sun visors are also recommended with alternative clothing in case of inclement weather.

Perks/Benefits

You will receive a Maker Faire t-shirt. All Volunteers will have access to the Volunteer Food and Beverage area where we will have complimentary snacks and beverages.

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.

THE FOLLOWING ARE EXAMPLES:

Set Up Staff - Production

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

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!

Reuse, Recycle Coordinator

We all know the importance of reducing, reusing & recycling, especially at events such as Maker Faire. You will be responsible for educating staff and volunteers about the importance of recycling and proper recycling procedures. Make sure that all recycling stations are properly placed, well marked and properly maintained.

Maker Service/Check-in Attendants

The Makers are our special guests at Maker Faire, and we would like to provide a special service to them when they arrive to set up on Saturday morning. The majority of Makers will arrive between 7:30 a.m. and 9:00 a.m. We need Volunteers to assist us in checking them in, giving them their welcome packages, directing them to their locations, assisting them in moving their equipment with carts to their locations and answering any questions they may have prior to the opening of the show.

Show Office Runners (Kiosks, Will Call, Gates, Stage)

We will need certain things moved from one area to the next, and you can help us get this accomplished.

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.

Crowd Control

Should Maker Faire become crowded, we may need assistance monitoring the flow of traffic and making sure that the venue is safe. These volunteers would be placed at entryways and would instruct the participants to go to the specific entrance and exit doors to keep the flow going. They would also look for lines and bottlenecks and would help in clearing these areas. In addition, they are available to assist with directions.

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 estanger@arhub.org or contact Errin Stanger at 501-907-6570; text is the best method.

Professionalism

Although this experience is part of a training program, the commitment is professional. Event production training at Maker Faire requires that you be punctual and communicate 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 the Volunteer Manager 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.

Checking Out

Return to the Volunteer office to check out after you have completed your assignment.

Child Safety

Maker Faire is a family event. We appreciate your assistance in keeping North Little Rock Mini 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 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 in the process of reuniting 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 tent. Please locate this facility for future knowledge.

Safety

The safety and health of each North Little Rock Mini Maker Faire guest is of primary importance. Please report any hazards or potential hazards and all such incidences to 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 security personnel, or anyone with a show radio. They will contact the onsite EMT personnel, who have a direct line to the Pulaski County 911 Dispatch. If someone dials 911 from a cell phone, the above procedure still needs to be followed for the best possible care, as this will expedite the response of medical assistance. Once you have notified the appropriate personnel, please stay in your location until they arrive.

Please report all incidents to the Innovation Hub. If emergency vehicles are needed at the Faire, Faire staff must be notified to ensure proper coordination.

If you are injured or become sick and believe it is related to your participation at Maker Faire, please follow this same process. As soon as you are able, you will be required to complete an accident report.

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 Joel Gordon (Director) and/or her designated representative.

Information obtained should be channeled to the Show Management, who will make emergency situation decisions along with the Launch Pad Director, Joel Gordon.

Emergency Vehicle Access

Emergency vehicles will access the grounds through Gate 1. 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 next to the First Aid tent. After the Faire ends, all items will be turned in to the Arkansas Regional Innovation Hub office.

GENERAL NORTH LITTLE ROCK MINI MAKER FAIRE INFORMATION

VENUE **North Shore Riverwalk**
398 Riverfront Drive
North Little Rock, AR 72114

The Maker parking lot entrance is the best for Maker Check-In and Volunteers. Please park at the Innovation Hub and either walk or ride on a golf cart to the volunteer and maker entrance.

SHOW HOURS (open to the public)

Saturday, May 13 10:00 a.m. – 4:00 p.m.

Tickets

Admission is free for all.

Volunteer Show Day Entrance & Parking

Parking is available at the Arkansas Regional Innovation Hub (201 East Broadway). A shuttle will take you to the Volunteer Check in area.

All Volunteers are to check in upon arriving by coming to the Volunteer Entrance near the Maker Check-In parking lot. You will be given your assignment (and t shirt if needed).

Once you have checked in and finalized 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.

Admission Gate

The general public will be entering North Little Rock Mini Maker Faire through our main entrance off of Riverfront Drive at the northwest corner of the faire grounds.

Tear Down / Load Out

Tear down and strike begin after 4:00 p.m. on Saturday. 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 Saturday night.

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

ITEMS TO NOTE

ADA (Americans with Disabilities Act) Compliance

Please 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 a 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.
- Restrooms with in the Arkansas Regional Innovation Hub are ADA accessible restrooms.

SAFETY POLICIES

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 North Little Rock Mini Maker Faire Production team by April 9, 2017. The Pulaski 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 the Arkansas Regional Innovation Hub 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 North Little Rock Mini 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.
- **Loss Prevention & Security:** The North Little Rock Mini Maker Faire Production Team will maintain 24-hour roaming perimeter security during move-in, event, and move-out. 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.
 - ✓ Report any suspicious person or theft in the building or on the grounds immediately to a crew member or supervisor 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.

North Little Rock Mini Maker Faire, Maker Media Inc., and The Arkansas Regional Innovation Hub 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 North Little Rock Mini Maker Faire!***



NORTH LITTLE ROCK MINI MAKER FAIRE: Saturday, May 13, 2017: 10:00AM – 4:00PM

_____ agrees to the participation of the person or organization identified above (“Maker Corps at Maker Faire”) in the North Little Rock Mini Maker Faire 2017 (the “Maker Faire”), and the Maker Corps at Maker Faire Members agree to participate, in accordance with terms of this Agreement. In this Agreement, “we” or “us” means Maker Media, and “you” means the Maker Corps at Maker Faire Member identified above.

RULES and LAWS: You agree to comply with all applicable laws, the Maker Corps at Maker Faire Manual guidelines, and any other requirements, and/or rules issued by us in connection with Maker Faire. We may terminate this Agreement and/or your participation in Maker Faire if you violate this Agreement, or the standards of conduct established by us or by the venue proprietor.

LIMITATIONS ON LIABILITY — INDEMNITY: You agree that we will not be liable in any way to you if we cancel North Little Rock Mini Maker Faire. You waive any claim or potential claim against us if North Little Rock Mini Maker Faire is cancelled, and release us from any resulting or related liability, cost, expense, or damage. Neither party’s liability in connection with Maker Faire, or under this Agreement exceeds three thousand dollars (\$3,000). No Event Provider shall be liable to you for any damage, loss, harm, injury or death to your person, property, or business, or any of your visitors, officers, agents, or employees, resulting from theft, fire, earthquake, water, unavailability of facilities, any errors or omissions in Maker Faire-related materials, insufficient participation, accident, or any other reason in connection with Maker Faire or related activities, except to the extent directly attributable to our willful misconduct or gross negligence. You agree to indemnify, and hold harmless the Event Providers from and against any claim, cost, expense, loss, liability, or damage incurred as the result of any third-party claim based on willful misconduct, and/or (iii) your material breach of this Agreement.

MISCELLANEOUS: This Agreement (including the Volunteering at North Little Rock Mini Maker Faire Manual and any accompanying Addendum) constitutes the final, complete, and exclusive agreement between you and us. This Agreement is made in consideration of the parties’ mutual promises contained in it. This Agreement may only be modified by the parties’ express written agreement, signed by both of them. You are a volunteer and not our agent or employee. You have donated your time to the North Little Rock Mini Maker Faire. This Agreement will be interpreted under Arkansas law. Any action to enforce this Agreement must be brought in the federal or state court located in North Little Rock, Arkansas, and the parties agree to the exclusive venue and jurisdiction of these courts. The Limitations on Liability section (above) of these Terms and Conditions of Participation, shall survive the termination or expiration of this Agreement.

You may appear in recordings of Maker Faire and related promotional or documentary materials. Your rights are waived to any images and/or recordings you may appear in while at Maker Faire and any/all related promotional or documentary materials.

NORTH LITTLE ROCK MINI MAKER FAIRE VOLUNTEER PARTICIPATION AGREEMENT

You acknowledge that North Little Rock Mini Maker Faire, including the Exhibit(s), may be recorded in audio, visual, and/or audiovisual media by us and/or our licensees, and you consent to the making and use of such recordings by us and/or our licensees for any purpose, such uses including without limitation the transcription, modification, reproduction, public display, distribution, broadcast, and transmission in any form. You release us, and our licensor, from and waive any claims related to or arising by reason of the making and/or use of any such recordings. You grant us, and our licensor, the right to use, in connection with the promotion and production of North Little Rock Mini Maker Faire, your name, likeness, and any trade name and/or logo. The provisions of this paragraph will survive termination of this Agreement.

By signing below, you confirm that you have read this Agreement and that you understand and agree that your compliance with this Agreement is a condition of your participation in North Little Mini Maker Faire, and i) if you are signing on behalf of yourself as an individual, you warrant and represent that you are over 18 years of age, and ii) if you are signing on behalf of an organization (including a business), that you are fully authorized to execute this Agreement on behalf of the organization.

Authorized Signature: _____ **Title:** _____

Name Printed: _____ **Date:** _____

FULL NAME: _____

ADDRESS: _____

CITY/STATE / ZIP: _____

COUNTRY/POSTAL CODE: _____

PHONE: _____ **FAX:** _____ **URL:** _____

MOBILE: _____ **EMAIL:** _____

IMPORTANT: PLEASE SIGN AND BRING THIS FORM WITH YOU WHEN YOU ARRIVE FOR YOUR ASSIGNMENT!
This form is also available onsite.