



The Edge Bookable Resources & Workshops FAQs

This document covers the terms and conditions of using the bookable resources and attending workshops at The Edge, including;

- Fabrication Lab
- Digital Media Lab Production Computers
- Recording Studio
- Workshops and Inductions

Fabrication Lab

In order to book and use the resources in the Fabrication Lab at The Edge, members of the public must:

- Become a [State Library member](#)
- Attend the relevant induction
- Complete and sign all paperwork
- Agree to [The Edge Fabrication Lab Terms of Use](#) when checking in

State Library is committed to the health and safety of its communities

- Follow State Library's policies referenced at the end of this document
- Flat and enclosed footwear must be worn in the Fabrication Lab at all times
- Hearing and eye protection may be required depending on activities taking place in the space

Age requirements to be in the space

- Over 12 years of age accompanied by a responsible adult
- No age restrictions over 16

Age requirements to book and use resources

- 18+ years: may book and use equipment
- 16-17 years: may book and use equipment only with parent/guardian permission
- 15 years and under: cannot book or use equipment

Please Note: Repeated failure to follow safety procedures or the directions of the Fabrication Lab Supervisor/ Facilitators may lead to suspension of booking privileges.

Specific Needs

If you have any specific needs in order to visit or participate in a workshop, please contact us at AppliedCreativity@slq.qld.gov, and we will contact you to discuss your requirements further.

Cancellations

Inducted members can manage their own bookings. Advanced notice will be required to cancel bookings, detailed below. Alternatively, you can phone 07 3840 7666 or email AppliedCreativity@slq.qld.gov.

Late Arrivals

If you are running late for a booked session please let us know in advance, by phoning 07 3840 7666 or emailing AppliedCreativity@slq.qld.gov.au. If we do not hear from you within 15 mins after the start time, your booking will be cancelled to allow others to use the equipment. Repeated “no shows” will lead to temporary suspension of booking privileges.

Daily Flexibility

We restrict advance bookings to make sure everyone has the opportunity to access the facilities. If resources are not in high demand, the Fabrication Lab Supervisor may extend bookings or make the resources available to other people, depending on the circumstances.

Materials

Members may only use approved materials (including acrylic and filament), check out our consumable list [here](#). To use a new material, you must submit a request to the Fabrication Lab Supervisor at least 14 days prior to your booking. Note that you will be required to provide a material safety data sheet (SDS) specific to the material, and maybe asked to provide a sample of the material for testing. Please send your request to AppliedCreativity@slq.qld.gov.au.

Equipment Usage

Equipment may only be operated by the person who has made the booking. Booking cannot be transferred to another user.

Booking Capacity and Limits

Equipment	Capacity	Booking limit
Prusa i3 3D Printer	1 person/printer	Maximum of one machine up to 6 hours per day during Community Lab, and two bookings per week. Job must be monitored by the participant. Request approval from Supervisor before commencing a print job that will take longer than your booking. 50 hours per calendar year.
Laser Cutter	1 person at a time	Maximum of 2 hours per day during Open Lab, and 1 booking per week. 50 hours per calendar year
Sewing Machine	1 person/machine	Maximum of one machine for up to 6 hours per day during Open Lab, no limit per week

Electronics Stations	1 person per station	Maximum of one station up to 6 hours per day during Open Lab, no limit per week
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These limits will be updated periodically according to State Library policy.

Digital Media Lab (Production Computers)

The Digital Media Lab has two specialist computers; the production mac and production pc. In order to book a production computer in the Digital Media Lab, members must:

- Agree to the Terms and Conditions
- Become a State Library member
- Complete the [registration form](#) with a verified project

Appropriate use guidelines

Members using the production computers must take full advantage of the specialist software available on the machine. Use of these computers must fall within the standards set by State Library policies. Appropriate use of the space is determined by State Library staff in consideration of individual members' needs. If you are found to be using the production computers outside of these guidelines, your booking, and future bookings, may not be honoured.

Age requirements

- 16+ years: no restrictions
- 12-15 years: may use Digital Media Lab unsupervised after becoming a member
- 11 and under: must be supervised by an adult at all times.

Cancellations

Members can manage their own bookings. Advanced notice will be required to cancel bookings, detailed below. Alternatively, you can phone 07 3840 7666 or email AppliedCreativity@slq.qld.gov.au.

Late Arrivals

If you are running late for a booked session please let us know in advance, by phoning 07 3840 7666 or email AppliedCreativity@slq.qld.gov.au. If we do not hear from you within 15 mins after the start time, your booking may be cancelled to allow others to use the facility. Repeated "no shows" will lead to temporary suspension of booking privileges.

Recording Studio

In order to book and use the Recording Studio, members must:

- Agree to The Edge Booking Terms and Conditions
- Become a State Library member
- Complete an induction
- Complete and sign all paperwork

Age requirements

- 16+ years: no restrictions

- 12-15 years: parent/guardian declaration required before customers can use the Recording Studio unsupervised
- 11 and under: must be supervised by an adult at all times

Cancellations

Members can cancel their bookings up to 24 hours prior. If within 24 hours of your booking, you are required to phone 07 3840 7666 or email AppliedCreativity@slq.qld.gov.au to advise of your cancellation.

No Shows

Please be aware if you do not advise us of the cancellation of your booking, your access to the Recording Studio may be restricted.

Late Arrivals

If you are running late for a booked session please let us know in advance, by phoning 07 3840 7666 or email AppliedCreativity@slq.qld.gov.au. If we do not hear from you within 15 mins after the start time, your booking may be cancelled to allow others to use the facility.

Access

The Edge Recording Studio is available to be booked one 4 hour session per day and a maximum of twice per week.

Extended access

If you have a large project and require extended access to any of our resources, you can request special access from the Applied Creativity team. Please send an email to AppliedCreativity@slq.qld.gov.au.

Workshop Bookings

This booking policy provides information on how State Library manages tickets for workshops at The Edge, including free and paid workshops, events and inductions.

State Library is committed to the health and safety of its communities

- Individuals are prohibited to attend workshops or inductions while under the influence of alcohol or any other substance
- Flat and enclosed footwear must be always worn in the Fabrication Lab
- Hearing and eye protection may be required in the Fab Lab.

Age requirements for ticketed events

- 18+ years: may attend a workshop and induction
- 16-17 years: may attend a workshop/induction only with parent/guardian permission
- 13 -15: may attend a workshop with parent/guardian but may not complete induction or use equipment
- 12 years and under: cannot attend workshops or inductions

Payments

Card payments are managed through Eventbrite, which accepts all major credit cards. Unfortunately, we cannot accept cash payments. If you need to discuss payment, please call (07) 3840 7666 or [email AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au)

Tax Receipts

Our Eventbrite account automatically issues tax receipts. For further information, please contact AppliedCreativity@slq.qld.gov.au or phone (07) 3840 7666.

Refunds

Refunds for paid workshops require a minimum of seven days' notice before the session.

Refunds for payments are processed by Eventbrite.

- Extenuating circumstances: In extenuating circumstances you can request a refund within the seven-day period. Please email AppliedCreativity@slq.qld.gov.au who will review and respond within two business days.
- To request a refund please email AppliedCreativity@slq.qld.gov.au or phone (07) 3840 7666.
- All refund requests more than 5 days **after a workshop** are issued via direct transfer only (no cash refunds). You will be asked to supply your account details for the transfer to take place.

Exchanges

For a one-off workshop, an exchange is only possible if you cancel the original booking (with at least 7 days' notice) and rebook the next available session. We are unable to make exchanges on behalf of ticketholders.

Credits

Unfortunately, we are unable to offer credits for unattended workshops, or in place of a refund.

Waitlists

We do not offer waitlists for our inductions and workshops. However cancelled tickets are made available once the cancellation process is complete.

Cancellations (Free events and workshops)

If you have booked a ticket for a free workshop or event but cannot attend, please let us know. You can email AppliedCreativity@slq.qld.gov.au or phone (07) 3840 7666 anytime up until the event starts.

Late Arrivals

- Please be aware for our inductions, for safety reasons, we do not allow participation if you are more than 15 minutes late.
- For free workshops and events, we will hold booked spaces until the start of the event. If we have not heard from you, we may give your place to another person who is already onsite. If you are running late, please let us know by phoning The Edge 07 3842 9449.

Specific Needs

If you have any specific needs in order to participate in our workshops please contact us at AppliedCreativity@slq.qld.gov.au, and we will contact you to discuss your requirements further.

References

The Edge Bookable Resources & Workshops FAQs is supported by the following policies and guidelines:

State Library of Queensland:

- [Responsible Conduct Policy](#)
- [Public Access Information and Communications Technology Services Policy](#)
- [Work health and safety commitment statement](#)
- [Customer Complaints Management Policy and Procedures](#)
- [Intellectual Freedom Policy](#)