



Library 3D Printing Service Policy

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Version:	2
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Manager – Woollahra Libraries
HPE CM Record Number:	17/108639

1 Our Policy

Woollahra Library and Information Service is committed to serving the information and recreation needs of community. The library is offering a 3D printing service to support creative and learning needs of the library members.

2 Objective

To provide library staff and library members with a clear understanding of the role of the library in 3D printing service.

3 How this Policy relates to our Management Plan

This policy establishes a framework to support the Woollahra Libraries in providing relevant services and resources to our community. This policy meets the following objective from our Delivery Program and Operational Plan (DPOP).

Theme: Community well-being
Goals: 3 - A creative and vibrant community

4 Definitions

3D printing is the action or process of making a physical object from a three-dimensional digital model, typically by laying down many thin layers of a material in succession.

5 Want to know more?

For further information on this policy contact our Library Systems Support Specialist on 02 9391 7933 or library@woollahra.nsw.gov.au

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This part of our policy provides an overall summary of the intention and reason for a policy. Specific implementation procedures are available on request. The Library Manager has approved this policy and the attached procedures.

Jody Rodas, Library Manager

Policy Implementation & Procedures

Who can print?

3D printer is available to library members.

Library members are encouraged to complete one of 3D printing induction workshops organised by the library unless they are experienced in using 3D printers.

Woollahra Libraries will not be responsible for any flaws in design nor the end result. Refunds (credit to Members Library Cards) will only be issued in case of staff error or 3D Printer malfunction.

What can be printed?

Library members are able to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file. 3D models that the members wish to print must be saved in .STL file type. Designs from creative commons databases such as Thingiverse can be printed if they are supplied as .STL file type. The .STL file must be processed using FlashPrint software available on a public computer at Woollahra Library at Double Bay and saved in .gx format on a USB. The 3D print job is then submitted to the 3D printer from the USB. Maximum built volume is 300 x 249 x 200 mm.

3D printer may be used only for lawful purposes. No one will be permitted to use the Library's 3D printer to create material that is:

- Prohibited by local, state or federal law.
- Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the Library environment.
- In violation of another's intellectual property rights. For example, the printer will not be used to reproduce material subject to copyright, patent or trademark protection.

The Library reserves the right to refuse any 3D print request.

What assistance with 3D printing should be expected?

Staff may offer minimal assistance with design instruction. The design is not the staff responsibility, the customers must be able to resolve any issues themselves.

Staff will help to setup printing from a ready-made model that is saved by the customer on a USB in .STL format. Staff will give an estimated cost of the job, an estimated time of job completion and discuss a collection time. Same-day printing is not assured.

Staff are not responsible for clean-up of rafts and supports if they were required in the print. Small bumps or rough edges may occur on the object, which can be

cleaned with fine sandpaper or other tools. Staff may be able to offer advice on these methods.

Printed objects must be accepted as is.

If a customer needs assistance with designing a 3D model or selecting a design from a database, staff should suggest that they attend a 3D printing workshop organised by Woollahra Library at Double Bay.

Cost and payments processing

Fee / Charge name	Fee / Charge Excl. GST	GST	Fee / Charge Incl. GST
3D printing usage	\$9.55	\$0.95	\$10.50
3D printing filament, per gram	\$0.27	\$0.03	\$0.30

A customer will pay upfront before printing starts:

- \$10.50 incl. GST per item for 3D printing usage; and
- \$0.30 per gram of filament used.

Staff member will be able to help the customer make a payment using Monitor kiosk.

Customers are responsible for the cost associated with errors in the file, incorrect files, and breakage of parts due to insufficient strength or mishandling.

Fees for failed prints due to staff error or hardware failure of the 3D printer can be refunded as a credit to the customer's library card only.

How does the 3D printing service work?

To get a 3D print underway book your session between Monday and Friday 10am-5pm.

On arrival please see a staff member to confirm the print design, cost (setup fee and total filament usage) and estimated time.

A maximum of 7 hours of print time will be allowed per person. Printing must be finished before library closing time.

Bookings are available online at

<https://elibrary.woollahra.nsw.gov.au/ComputerReservation/>

During the session customers are expected to process their 3D model using FlashPrint software and save it in .gx format on USB. Staff will be able to assist a customer in submitting their print job to print when it is ready.

A staff member rostered on Level 2 will check bookings for 3D Printer PC at the beginning of the shift and make themselves available to assist with print setup at the time of the booking.

Setting up the print job:

1. Staff member will help the customer to open .STL file on a public computer using FlashPrint software, select recommended print options and save the output on the USB in .gx format. At this point the staff member will note estimated time to complete the job and how many grams of filament will be required to complete the job.
2. Staff member will confirm that the customer agrees to conditions of the service and will help the customer to make a payment using Monitor kiosk.
3. Staff member will discuss job collection time with the customer. Completed jobs will be held in the returns room.
4. Staff member will start the print job.
5. The customer will need to check printing 10 minutes later to make sure that there are no problems with it.
6. If there is a problem with a print job, the customer will need to resolve it. It is not responsibility of the staff to troubleshoot the issues with the model.

Picking up the print job:

Customer is expected to come back at agreed time to pick up the job.

Related Policies and Procedures

	HPECM Reference
Computer & Internet Usage Policy	18/123627

Policy Amendments

Date	Responsible Officer	Description