



# Library 3D Printing Service Policy

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Adoption Date:	13 June 2017
Review Date:	13 June 2019
Version:	1
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 Library and Information Service to provide relevant services and resources to our community. This policy meets the following objectives from our Delivery Program and Operational Plan (DPOP).

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

Theme: Community leadership and participation  
Goals: 11 - Well managed Council

## 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 and Business Coordinator on 02 9391 7930 or [library@woollahra.nsw.gov.au](mailto: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.

Vicki Munro, Library Manager

## Policy Implementation & Procedures

### Who can print?

3D printer is available to library members and staff.

To access 3D printing at Woollahra Library at Double Bay Library, a library member is required to complete one of 3D printing induction workshops organised by the library.

### 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 Cubicreator software available on a public computer at Woollahra Library at Double Bay and saved in G-code file format (.HFB) on a USB. The 3D print job is then submitted to the 3D printer from the USB. Maximum built volume is 240x190x200mm.

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	\$10.00	\$1.00	\$11.00
3D printing filament, per gram	\$0.20	\$0.02	\$0.22

A customer will pay upfront before printing starts:

- \$11.00 incl. GST per item for 3D printing usage; and
- \$0.22 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?

A maximum of 3 hours of print time will be allowed per person per day. This may be relaxed in off-peak periods at the discretion of staff, subject to availability. Customers with jobs requiring more than 3 hours print time will be encouraged to book into 2pm sessions.

A customer wishing to print must book public 3D Printer PC on Level 2. Printing will be available Monday to Friday. Customers will be able to book one of the following sessions:

10am  
2pm

Bookings are available online at <http://elibrary.woollahra.nsw.gov.au/ComputerReservation/>  
Two one hour slots are available for bookings on weekdays:

- 10am-11am
- 2pm-3pm

Customers should arrive no later than 10 minutes after beginning of their session.

During the one our session customers are expected to process their 3D model using Cubicreator software and save it in G-code 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 check if the customer attended one of the 3D printing induction workshops organised by the library. If the customer has not attended yet, the staff member will encourage the customer to book into one of the workshops.
2. Staff member will help the customer to open .STL file on a public computer using Cubicreator software, select some recommended print options and save the output on the USB in G-code file format .HFB. 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.
3. 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.
4. Staff member will discuss job collection time with the customer.
5. Staff member will start the print job.
6. Staff member will check printing 10 minutes later to make sure that there is no problems with it.
7. If there is a problem with a print job, a staff member will contact the customer. It is not responsibility of the staff to resolve the issues with the model.

### Picking up the print job:

1. Customer is expected to come back at agreed time to pick up the job.
2. Staff member rostered on Level 2 will take the job out of the printer when it is finished and hand it back to customer. If there is a shift change during the printing, the staff member should hand over to the next person.

## Related Policies and Procedures

	HPECM Reference
Computer & Internet Usage Policy	18/123627

## Policy Amendments

Date	Responsible Officer	Description