

Communication & Infrastructure

Right now it is way too hard for someone to get a question answered or action taken by Asylum staff, whether they be an existing user or someone making an inquiry for the first time. It is also way too common for someone to have to contact us because of some glitch in one of our systems or lack of available information. Part of this is because our staff is simply too small to handle the volume, part of it is because we are currently maintaining 4 separate user databases, part of it is because we don't have enough information publicly documented, and part of it is because our communication systems have not been well organized to direct inquiries to those who are most capable of addressing them.

Some things we're currently working on to address these concerns:

- New Staff
 - Over the next two months I will be hiring two new full-time staff members: a Customer Services coordinator and a Programs and Marketing position. I hope to have job descriptions available within the next week, and to have the positions start June 1st and July 1st, respectively. With these two new positions in place, I expect that for the first time the Asylum will have something close to adequate staffing to address the needs and concerns of our users.
- New Phone Directory
 - To help improve phone communication here, we're rolling out a new phone directory service that will allow everyone to call one new Asylum main phone number, but have an extension for each staff member and a menu to help direct inquiries to the right person. We're still in the process of recording messages and setting up voicemail boxes, but we hope to be able to announce the new phone number this coming week!
- New Email Addresses
 - Similarly to the phone directory, we're also eliminating the general "info@" email list so that all inquiries don't just drop into a giant black hole. Moving forward, if you email the info list you'll get an email back with a list of contact options, which are currently listed on the [contact page of our website](#). (The info@ pingback isn't active quite yet, but it will be soon.) It's a longer list than I would like, but hopefully it will increase response rates from staff to an extent that it justifies the added complexity.
 - The following email addresses are relevant to any inquiries regarding our communication systems, infrastructure, or staffing:
 - it@ - for all inquiries about Asylum IT infrastructure, computers or communications systems
 - jobs@ - for all inquiries about working at the Asylum as a paid staffer or administrative volunteer
 - executive@ - for any inquiries about 'why is this done this way?' 'can we change the way this is done?' and any special requests. It goes directly to me -- please use sparingly!
 - Note: this relevant page on the Wiki has *not yet* been updated to reflect the current list of lists, but it will be:
http://wiki.artisansasylum.com/index.php/Mailing_Lists:_Which_List_For_What
- Office Hours
 - Even with the new system, I expect my Thursday evening open office hours to continue to be a useful opportunity for people to discuss issues with me and get answers, and move projects and ideas forward. Since our last town hall, I've held just over 30 appointments during office hours, which represent about 3/4 of the available slots. Only about 20 distinct individuals have availed themselves of this resource -- if you'd like to discuss something with me, I encourage you to sign up! Sign-up sheets are available on the door of the back office.
- New CRM System
 - We are currently in the process of spec'ing out requirements for a new Constituent Relationship Management software that would consolidate all our disparate databases and dramatically improve customer service. It's a long and complex process, (a bit longer and more complex than we had hoped) so in the meantime we are instituting a number of more immediate improvements to our systems.

- Sign-in Kiosks at the Front Desk
 - Lenny is working on setting up a series of kiosks at the front desk that would allow us to digitize the filling out of our Membership Agreement for new members and students. This should improve our data quality and save a lot of time for front desk volunteers, as well as making it faster for users to get basic sign-ins and questions answered at the front desk.
- New Payment Gateway
 - We are currently in the process of switching payment gateways for classes from PayPal to Authorize.net, which should simplify some of our processes and improve our accounting procedures.
- New class registration system
 - We're exploring a new class registration site to replace Eventbrite. It would offer direct communication between instructors and students, make it easy for instructors to automate regular messages to their students and share resources and videos, and even assign homework or offer quizzes to make sure students are understanding the material being presented.
- Google Apps for Business
 - As a non-profit, we have been able to get access to Google Apps for Business for free. We have gotten our account but are still figuring out how we want to use the tools now available to us. At the very least, we are planning on switching over our calendars to allow for easier appointment scheduling. If you're an experienced user of Google Apps for business and have ideas for features that could be useful, come and talk to me about it!
- Idea Proposal Form
 - We have finally developed an online Idea Proposal Form to systematize the proposal of new ideas from the community. You'll note looking through it that it's quite long and complex -- that's because the implementation of just about any new idea is a very complex process for us, and only if you've thought out all the details will it be possible for us to appropriately evaluate the idea for execution! [Here's the link to the form](#). It's also available on our website, on the Give Back page. Thanks to Colin and Dmitri for putting it together!
- Improved documentation on our Public Wiki
 - Ian Katz has been working with Asylum volunteers and staff to try to improve the quality and quantity of information available on our public wiki. If you'd like to help him out, check out the archives of the discuss or inmates list, or contact me and I'll put you in touch.
- Upcoming Projects
 - Something we're not currently working on but that we hope to finish this summer is the New Member Orientation we keep talking about: both a process and a set of materials that will help better orient new users to our space and the community, and help them get access to the resources they need.
 - Work has paused again on our new website design while we work on our CRM, but we are still planning a redesign of the website that will make it easier for members of the public to understand how the Asylum functions, but that also will offer features like a member blog, a member directory, a work-for-sale gallery, and a Tools Available calendar. We hope to also eventually be able to allow for membership sales and payments and member account management through the website, through tools available from the CRM.

Staff & Volunteers

- Staff
 - Welcome Rob Masek, new Facilities Manager!
 - Many but not all of you have met Rob Masek, our new Facilities Manager. We're extremely lucky to have him -- he has hit the ground running and is already having major impact on the functionality of our shops and the

appearance of our facility as a whole. Everybody seems to like him, too. Introduce yourself, or email him at rob[at] or facilities[at] artisansasylum [dot]com.

- Alex Phillips scaling back
 - Everyone's favorite Australian is scaling back his work hours at the Asylum to make more room for his studies, after many months of dedicated service - thank you, Alex! For the immediate future, Alex will still be managing member billing and will still be reachable at the accounting@ email address, but you won't see him at his desk up front as much and he won't be responding to email every day. If you have an urgent concerns that aren't getting addressed, contact Dmitri.
- New Positions
 - As I mentioned before, full job descriptions and application requirements for the following two positions will be [up on our website](#) later this week. *Please please hold back from inquiring further about these positions until then.*
 - Customer Services
 - This position will be ultimately responsible for making sure that inquiries to the Asylum get answered and that member concerns get addressed. Among other things, this position will manage and train the front desk volunteers, answer phone and email inquiries, and process refunds and changes to member accounts. This person will also work closely with me and the rest of the staff to make sure that relevant information is being effectively communicated to our users, contributing to our website and wiki and making announcements through email and other appropriate channels.
 - Programs & Marketing
 - This position will be responsible for managing and expanding our existing programs, classes, and events, from recruiting new teachers and classes and pursuing new event ideas to creating registration pages, organizing volunteers, and leveraging our website, social media, and other tools to expand our marketing reach beyond its current limitations.
- The Board is currently working on a timeline for our search for a permanent Executive Director; in the meantime, I continue to serve as our Interim ED.
- Volunteers
 - Shout Outs
 - To all our volunteers: thank you, once again, for the hundreds, thousands of hours you give, for your patience, for your enthusiasm. We couldn't do this without you.
 - A particular shout out to Paul Carson and Colin Galbraith, who've recently stepped back from volunteer positions after months of doing an incredible job and giving hundreds of hours to keep the Asylum going and growing.
 - Another shout out to Seth AVECILLA & Chris Kearney. Seth has been helping out with management and maintenance of the woodshop in the time we've been without a dedicated volunteer for that space, and both have been organizing a successful weekly woodworking volunteer night to finish up some of the projects that have been sitting around gathering dust for a long time.
 - A huge thanks as well to George Savage (aka Woody) who has been lending his expertise to the woodshop for the past month or so, repairing equipment and making recommendations for system-wide upgrades that we look forward to pursuing.
 - A thanks as always to our hard-working Front Desk volunteers, who have had to deal with snow emergencies and holidays and new systems conversations all while trying to get things in order for new volunteers. Thanks to Kristen Stubbs for facilitating and to the whole Front Desk staff for all your work standardizing

- and documenting procedures, contributing to the recruitment process, and spending the next month training all the newbies.
- Volunteer Acknowledgement
 - We're continuing work on a volunteer time-tracking system to help better inform us how many man-hours it takes to keep this place working, and to help us better thank those people who are doing so much of the work. The attached documents are 1/4 page time-sheets that you can carry around with you and drop anytime at the office, and a full-page volunteer sign-out sheet that will live on a clipboard by the front desk.
 - We had our first **Volunteer Appreciation Dinner** last month, and we're looking forward to organizing other fun events for our volunteers at regular intervals!
- Opportunities to help
 - Shop Monitors
 - Rob is almost ready to consider new shop monitors for the woodshop, machine shop, and welding shop, as well as safety officers. More information will be coming soon!
 - Woodworking
 - Weekly woodworking volunteer nights are continuing. The next one is this coming Thursday evening - check our [Calendar](#) or get in touch with Seth or Chris to keep up with future iterations.
 - Accounting
 - Dmitri could use some help in our accounting department now that Alex is scaling back. If you have relevant experience and are interested in helping out, contact Dmitri [at] artisansasylum [dot]com.
 - Project Management
 - We might be able to use some help from an experienced project manager to move some of our current projects forward. If you have relevant skills and experience, please send me an email with your resume and a brief cover letter explaining your availability and interest in volunteering at the Asylum in this capacity.
 - Software Developers
 - Lenny is collecting interested programmers for possible help with some large-scale IT development projects for the Asylum. If you're interested, contact him at foner[at] artisansasylum [dot]com.
 - Graphic Design
 - If you have graphic design skills and some free time, the Asylum might need your help! Send an email and some examples of your work to me to be added to our emergency call sheet of talented designers.
 - Front Desk Volunteers
 - Applications to volunteer for the front desk are currently closed! Thanks so much to everyone who applied. Another round of applications will probably open in 4-6 months.

FACILITIES

- **Contact for facilities:**
 - facilities@ - for all inquiries about studio & storage space, including tool leases and donations
 - maintenance@ - for reporting tools in need of repair, consumables in need of stocking, roof leaks and other maintenance issues
 - it@ - for all inquiries about Asylum IT, computers, and communications infrastructure
- **Facilities Revitalization Fundraising Drive**
 - We've now raised \$9,726 in our fundraising drive -- thank you to everyone who has participated, we deeply appreciate your support! Rob has already started putting those

resources to good use: he's installing a new planer and a new bandsaw, has replaced *all* of the dead lightbulbs in the space, and is working on repair and maintenance throughout the shops.

- If you haven't participated yet, there's still time! Visit <http://www.razoo.com/story/Facilities-Revitalization-Drive-2013> to donate.

- **Tool and Shop Space Update**

- **New Precision Machine Shop**

- The machine shop has been moved to building 13. Users tell me it is better organized, better stocked, and a friendlier place to work than it ever was in its old location. Thanks to Gui for the redesign and for setting the place up again day of move!
- VMC: The new Vertical Machining center hiding next to the new machine shop is close to fully operational - I hope to be able to offer training on it starting in May.

- **Building 13: CNC Shop & Multipurpose Room II**

- PERMIT: We are about to submit a building permit for Building 13 to cover the construction of full-height walls in the corner that now serves as Flex Space and storage. That room will be a fully ventilated work- and classroom, to which we will be able to more safely direct activities such as foam cutting, casting and moldmaking, and fiberglass work. It will also serve as a second room with tables and projector that can host a wide variety of activities.
- CONSTRUCTION: We expect it to take about a month to process the permit, which means that construction will be in May. We have about 30 days to clear out all the random stuff that has collected in that corner -- you'll hear and see more about that soon as we get into gear.
- 3D PRINTER: We plan to move the 3D Printer as soon as that area is cleared out -- so also likely in May.
- LASER CUTTER: The laser cutter has been fully repaired. We are now in negotiations with the owner regarding the terms of its return to the Asylum. We'll send out an update as soon as we have more concrete information -- but in the meantime, know that if it comes back, when it returns we will be providing free retraining to anyone who took a Laser Cutter tool training with us back in the summer and fall before the accident.

- **New Welding Shop Extension**

- The area formerly known as the machine shop is still in development. Other than the Multicam Router and Plasma Cutter, we expect that shop to be able to provide space for MIG, TIG, and OXY welding simultaneous with classes in the main shop area, to alleviate some of the conflict between classes and member use. Other ideas, like that of adding a forge, have been floated, and Rob is waiting for more concrete details to make any final decisions.
 - ROUTER: We are hoping to be able to offer the first training classes on the Multicam industrial router to start in May or June.
 - PLASMA CUTTER: The plasma cutter is fully operational - training should be available starting early May.

- **Fastenal Vending Machines**

- We have finally decided to end our agreement with Fastenal and return the vending machines. Although we do think that offering consumables for sale on site is a worthwhile service for our community, the Fastenal machines are designed for use by employees of the same company, not for sales. The time we spent on billing (and the number of times we were unable to identify the purchaser of an item) meant that we consistently lost money on the machines -- on top of which, most of our members never successfully got access to them. We hope someday to have a more functional service -- a consumables vending machine that can process credit cards, for example. In the meantime, we hope to

turn that front area into a pleasant waiting and display area, possibly with computer tables.

- **Woodshop**
 - **PLANER:** From my understanding, the new industrial planer is now in the building. This is a machine which, unlike the contractor planers that have been generously leased and lent to the shop, is actually rated for the kind of heavy use that our woodworkers need. Rob is working to provide tool training and testing for all the existing planer users so they can get oriented to the new machine and get back to work. Our apologies for the long delay, but we expect the new machine to be worth the investment!
 - **WORKBENCHES:** I'm told that the new work surfaces that volunteers have been building in the woodshop are just a few weeks away from being done! Thank you so much to all the volunteers who have been working on them. Next project when that's done will be the cabinets and counters for the kitchen!
- **Shop Volunteer Opportunities**
 - Shop Monitors
 - Rob is almost ready to consider new shop monitors for the woodshop, machine shop, and welding shop, as well as safety officers. More information will be coming soon!
 - Woodworking
 - Weekly woodworking volunteer nights are continuing. The next one is this coming Thursday evening - check our [Calendar](#) or get in touch with Seth or Chris to keep up with future iterations.
 - Tool Training & Testing Rubric Development
 - We're still looking for help developing rubrics and curricula for those of our tools we don't offer regularly-scheduled trainings on. If you're interested and available, contact Rob!
- **Health and Safety Update**
 - **Emergency Procedures**
 - We are in the process of getting additional exit signs for buildings 10 and 12.
 - We still need to develop and circulate an evacuation procedure in case of fire or other emergency.
 - We are also looking to draft a standard incident report to use to document any accidents or incidents at the Asylum.
 - **Noise**
 - We hope that the new planer will be less obnoxiously noisy than the old ones.
 - We're aware of concerns about noise in Building 13 since the move of the Machine Shop. We're not exactly sure of a course of action (that we can currently afford) but we will look into possibilities.
 - **Air Quality**
 - The following three projects are top of our list for capital expenditures for this year:
 - a dust collection system large enough to handle the full woodshop load
 - adding additional mobile fume extraction for the welding shop
 - adding ventilation to the new multipurpose room
- **Flammable Materials**
 - We are still exploring options for the funding and management of a series of large flammable materials storage cabinets distributed around the Asylum for member use.
 - We cannot allow renters to store their flammables unprotected in their spaces, but small personal-sized flammables cabinets are much more expensive per square foot than the larger cabinets, so providing centralized storage seems like a worthwhile service to offer. That being said, it will take up a fair amount of space and be another service to supervise and manage, increasing the load on staff and likelihood for mismanagement.
 - We are currently looking to develop a sustainable model for financing and managing the service.
- **Underqualified Tool Usage**

- We are still working on the following strategies to increase the safety standards of tool usage at the Asylum:
 - Increasing the availability of tool training and testing for all tools in the shops
 - Increasing tool testing standards to make them better protect those who pass them.
 - Improve tool certification data entry consistency across classes.
- In the longer terms, we're hoping to develop a membership badge system which will allow shop monitors and other members to identify tool training certifications for users on sight, to help improve enforcement of testing requirements.
- **Package Delivery**
 - We are still working to improve the reliability of package delivery at the Asylum. We hope to be able to expand staffed hours at the front desk in the next few months to include more morning coverage, which should go a long way to helping address the issue. Beyond that, we are still looking for solutions that will allow us to offer the service but won't increase our liability. For those of you who missed it last time, the concerns are as follows:
 - Right now, we don't always have a trained volunteer or staff person on site when packages get delivered.
 - If we lock up packages, they will then only be available for retrieval when staff is present.
 - Current package distribution systems are not only being used by trained staff, but by members to drop off packages for other members.
 - The front desk volunteers don't have a lot of space on their plates for additional duties.
- **Theft/accident/unauthorized building access**
 - We continue trying make sure we retain our record of no terrible accidents or theft here by increasing the security of the building, without taking away from the open-access community environment which is so important to all of us. Efforts include:
 - Adding additional security camera coverage to our shop areas and entry doors to our space, as a deterrent for theft and misuse of machines and as a way to keep an eye out for accidents in the shops as they happen.
 - We are experimenting with noisy alarms for doors in the building to discourage leaving doors propped open without supervision. This is a relatively easy fix for doors that aren't supposed to be used at all -- a more challenging one for the front door.

Contact Information for Program inquiries

- general-info@ - for general information about our available programs, services, classes and events
- space@ - for all inquiries about studio and storage space rental and waiting lists
- teach@ - for inquiries about teaching at Artisan's Asylum
- press@ - for all press and media inquiries
- cancellations@ - for cancellations and refunds of all class tickets, memberships and rental space

Events

- How to Make A Makerspace
 - Our February conference was a big success for attendees and a huge learning experience for us. We're extremely proud of the connections people made, the insights they walked away with, and the team of individuals who came together to make the event happen. It was, at the same time, inordinately stressful for organizers and volunteers -- we're looking forward to applying everything we learned and the feedback we're gathering the next time we do something of that scale. In the meantime, we're working hard to make all the material that was shared over that weekend available to the general public online.
- Cambridge Science Festival
 - We are participating in the Cambridge Science Festival with an Open House and DIY Tech Festival on Sunday, April 14, and a Combat Robots Design Challenge, competition

April 21st. See recent announce email from April 3 for more details. Expect the Asylum to be packed with people on the 14th, sprinkled with feverishly working teams over the course of the next week, and then come join us the 21st for the competition at Arts at the Armory! If you're interested in participating in the Open House with a display, demo, or interactive activity, contact Gui [at] artisansasylum [dot]com.

- Somerville Open Studios
 - We are participating again this year in the city-wide Somerville Open Studios, May 3-5. The space will be packed to the gills on Saturday and Sunday. If you're interested in helping out clean and prepare or leading tours during the event, Aaron Waychoff is coordinating. You can contact him at waaronw [at] waaronw[dot]com.
- July 4th - Viking Longboats
 - We'll finally be returning to the water this Independence Day, this time on Viking Longboats! More information coming soon. For those of you who don't know what I'm talking about, go to Flickr.com and search for Artisan's Asylum Rubber Duck Brigade for pictures from 2010.
- ArtBeat, Hungry Tiger, Honk! Festival
 - We want to get back on the street this summer! We missed summer festivals last year, and it won't happen again. If you have ideas for large-scale collaborative public art projects we could bring to these festivals, email Gui [at] artisansasylum [dot]com.
- Somerville Mini MakerFaire
 - We're finalizing details for this coming fall's Somerville Mini MakerFaire, to take place again in Union Square. We've submitted a proposal and are waiting for confirmation, but are expecting the event to take place either October 5th or 12th.

Educational Programs

- Upcoming Classes & Proposals
 - I'm finalizing the schedule for May classes now, and looking for proposals for June, July, and August. If you have a great idea, fill out the [class proposal form](#) and/or send mail to teach [at] artisansasylum [dot]com.
- Lecture Series
 - After the success of her monthly Marketing talks, Jesa Damora is working on putting together a monthly speaker series. If you have ideas, find her or leave a note in her beautifully draped orange Arts Marketing space near the social area!
- Higher Education
 - We're still working out the details of how best to accommodate interest from local institutions of higher learning. We have tons of interest, but concerns about liability and monopolization of our shops. More information to come as we develop plans!
- Youth
 - I am in communication now with our insurance provider to ascertain what, if any programming we can offer to those under the age of 18. Once we have more information we will make and publicize our policy - in the meantime, please hold all new proposals for youth education activities until I know more.
- Workforce Development
 - We're interested in offering our facilities on weekdays for educational programming focusing on workforce development. We've made almost no moves in that direction and know little about it, but are interested in hearing from you if you have experience in that field!
- Instructor Development
 - I have finally downloaded all our existing class evaluations and am slowly getting them back to instructors.
 - We had an exciting and challenging first Instructor Development workshop in January, and we're working on plans for our next one.

Contact Info for the finance & development departments

- member-services@ - for questions about billing and changes to existing member accounts
- cancellations@ - for all cancellations and refunds of class tickets, memberships, and rental space
- donate@ - for inquiries about donations and sponsorships, *not* including tool donations

- executive@ - for all special inquiries about how and why and can we change something, you can reach me here.

Finances

- The bottom line: we've had a good year, but have a long way to go and costs are rising.
 - The Asylum expects to have over \$70,000 of net income at the end of this year! This is an exciting development for us -- our assets exceed our liabilities for the first time and we have a tiny bit of cushion.
 - That being said, as a healthy business we should have at least 3 months of operating expenses in the bank at all times in case of emergency, as well as a capital investments fund to allow us to take advantage of long-term investment opportunities when they present themselves. For the upcoming year, we're looking at basic monthly operating expenses of \$80-100,000 -- so with \$70k in the bank we still have a long way to go before reaching anything close to sustainability.
 - This past quarter we received the news that our Common Area Maintenance fees had been dramatically underestimated. These are costs associated with maintenance and management of the building envelope, of which we are responsible for a percentage proportional to our square foot share of the complex. We received a bill for \$15,000 to settle up for 2012, and a revised estimate going forward that increases our expected costs by \$3,000 a month, or \$36,000 for the upcoming year.
 - We have previously scheduled rent increases coming up this August, September, and February that will raise rental costs for the year by \$75,000 from this past year. With the increases, CAM costs will be \$30,000 higher than this year, \$70k more than we had originally budgeted for this past year. To add the staff we need to adequately address your concerns and needs, we'll have to increase payroll expenses by \$90,000 over the next year. With space, our primary limiting factor for income, already being heavily occupied, we have to be creative about the ways we can increase revenue at the Asylum to stay ahead of our increasing costs. We're working on ways to increase space utilization during the day, we're building out new shop areas to expand welding, rapid prototyping, and classroom availability for classes and member use, but we are also going to have to institute some rate increases to bring our prices closer to market value.
- Rate Increases
 - Rental Space
 - Currently at the Asylum, the larger space you have, the cheaper it is per square foot. This works directly counter to our goals of trying to increase the number of members and renters we can serve with the limited space available to us. To address this problem, as well as increase revenue, this June and July we will be increasing rates for rentals of larger studio spaces to come in line with the per-square-foot costs of the 50 square foot studio spaces. We hope this will encourage renters of larger spaces to share their spaces with other members. We will also be increasing the cost of flex space, to encourage more frequent turnover. We will not be increasing the cost of 50 sf spaces or storage spaces -- we wish to protect the availability of accessible options for those who wish to use our facilities and be part of our community but have limited resources. The increases outlined below will take effect for new renters in June, and for current renters July 1.
 - 50 sf spaces and Shelf & Pallet storage rates: NO CHANGE
 - 75 sf spaces: increase from \$125/month to \$150/month
 - 100 sf spaces: increase from \$150/month to \$200/month
 - 150 sf spaces: increase from \$200/month to \$300/month
 - 200 sf spaces: increase from \$300/month to \$400/month
 - 250 sf spaces: increase from \$400/month to \$500/month
 - Flex Space Daily Rates: increase from \$0.25/sqft/day to \$0.50/sqft/day
 - Flex Space Weekly Rates: increase from \$1/sqft/week to \$1.75/sqft/week
 - Flex Space Monthly Rates: discontinued, to encourage turnover

- We are taking a number of other actions to encourage member density and new member engagement:
 - There will be new limitations on how many storage spaces a studio space user can rent -- only one storage unit per studio space user (i.e. if a studio is shared by 2 people, that studio can rent 2 storage units). We will of course work with existing renters to address any major difficulties this poses to existing storage situations.
 - There will be some discount available to Flex Space renters who are stuck on our waiting list for studio or storage space.
- Membership
 - We are also expecting to have to increase membership rates this coming fall, but we are still looking at the numbers in order to fairly identify what is the real cost of a member in the space. We want to make sure membership is as accessible as we can make it while reflecting the real value/cost of using the Asylum facilities.
 - We are planning dramatic revisions our Institutional Membership program. The program was originally designed as a way to market Asylum membership to large local corporations and businesses, but it has since been used to lower the cost of membership for startups, educational institutions, community groups, and even groups of friends and family. We are working to figure out how to continue to support those groups but institute some changes and limitations in order to better satisfy the particular needs and cover realistic costs of each of those groups.
 - New membership rates should be announced by the end of May, most likely to take effect in September.
- Multipurpose Room Rental Policies & Rates
 - We finally for the first time have a proposed set of policies and rates for rental of the Multipurpose room for non-Asylum-organized events. See the attached document for details. There will soon be an event request submission form, but in the meantime, if you would like to use the space for an event, please contact executive[at]artisansasylum [dot]com. Thanks to Kristen Stubbs and Dmitri Litin for their work on this.