

The Bike Dump



THE BIKE DUMP

back entrance of 631 main street. winnipeg mb.

<http://bike-dump.ca>

VOLUNTEER & MECHANIC GUIDE

WHAT THIS GUIDE IS NOT

This guide is not designed to teach you about bike mechanics or repair. It's a guide to let you know what we expect of volunteer mechanics. If you'd like to learn more about bike mechanics, check to see if there are any upcoming workshop series you can sign up for, or come by on a slow day and ask to have a volunteer help you work on a bike for us to sell.

HOW MUCH DO I NEED TO KNOW TO VOLUNTEER?

If you're not confident helping others fix their bikes, there are still things you can do to help out. One main thing that comes to mind is being a greeter. There's a separate pamphlet that deals with that, so check it out. If you're interested in helping do general clean-up, doing call-arounds, organizing fundraisers, sorting parts or you have skills in grant writing, graphic design, plumbing, electrical, bookkeeping, computers, or anything else, let us know.

That said, you should not worry too much about not knowing everything about bike repair. None of the volunteers know everything, and people who show up are pretty patient and understand that none of us get paid. If someone has a problem you don't feel up to helping them with, feel free to pass them along to another volunteer mechanic. Talk to the volunteer coordinator to get on the list of people contacted when we need help.

You can also come and work on "volunteer-only" nights, but we ask you don't work on your own bike then,

just on bikes we're fixing to sell, or tidying the space.

There are a few things we would like for all volunteer mechanics to know about. Everyone should know how to fit a bike to someone who is looking for one, and how to look out for people misusing tools that are commonly misused. Both of these can be picked up pretty quickly from another mechanic, and most would be happy to show you.

You should also read the "Welcome" pamphlet so that you know what is expected of people using the space.

HOW THINGS WORK

Every day the Bike Dump is open, one person acts as a greeter, meeting everyone at the door, and hooking them up with a mechanic to work with. Make sure the greeter knows you're there to help, and that they know your name.

At some point, the greeter will introduce you to someone looking to build up a bike or fix their own. Ask them if they've been to the Bike Dump before, or if they've ever been shown around. If they haven't, show them around to the "for sale/work in progress" room, the "build me up" room, the various tool boards, and the used and new parts.

If it turns out that the person wants to fix something that you don't know how to do, you can ask another free volunteer help them instead, or if another volunteer is already helping someone with something you know how to do, you can see if they will trade. If that fails, and

there's no better option, you can always consult one of our repair manuals.

Even if the person swears they know exactly what they're doing, stick around with them for at least a few minutes. If it becomes clear they don't need your help, or if you've shown them something and they're now mostly working on their own, you can let the greeter know that you can help another person at the same time, if you feel comfortable doing that. Always check-in with the first person you're helping to try to ensure they're not going to need your undivided attention again right away. Also make sure to let the second person you're helping know right away that they might not have your undivided attention if the first person needs a hand again.

You should never accept being responsible for more than three people at once, and even that is pushing it.

Keep in mind that if you've moved to helping a second person, you're still responsible to check in on the first one even if just to make sure they're not misusing any tools. The most common tools we see misused to look out for are the vice grips (which should almost never be used, except for on rounded off nuts, and some other exceptions), hammers (which should mostly only be used on stem binder bolts, with a few exceptions), adjustable wrenches (there's a good writeup on these in our "Barnett's" manual), combination wrenches (always use the right size, never one too big), and chain tools. If you have any questions about this, ask another mechanic. Chain tools are broken so often in our shop that if someone is planning on working on their chain you should have them explain to you how to use it properly before

leaving them alone to do it.

If a person wants to build a bike up from scratch, go through the "build me up" room to help them find a bike that fits them and is best suited to their needs. Try not to push your own views of what's best on to others. You might enjoy riding a single speed bike with an aggressive riding stance and no kickstand, but this doesn't mean that that is the right way, or that everyone else has to.

The greeter may, at their discretion, let some people in to work on their own, without a mechanic, ahead of other people waiting. Mechanics should never try to get the greeter to let in one of their friends ahead of others if the greeter doesn't want to. The greeter has the final say.

People let in to work on their own (and should) be bumped off of tools in high demand, like the truing stand, if they're needed by others. If you see these people misusing tools, they should be asked to leave immediately.

HOW NOT TO HELP PEOPLE

Once you're comfortable working on bikes, it's easy to forget how intimidating it can be for someone with less knowledge. We want to do our best to make people feel comfortable working here. Never take a tool out of someone's hand. In fact, it is best for volunteers not to touch the tools at all, or as little as possible. You may want to bend this rule if there are fifteen minutes left before closing and someone is close to having their bike done, but the Bike Dump is much more about learning, empowerment, equality, and respect than it is about speedy bike repairs. Do your best. In general, we prefer it

take five times as long if it means a skill will be learned than for a volunteer mechanic to fix someone's bike for them. If someone is not strong enough to remove something from their bike, encourage them to use a tool with better leverage. Be especially conscious when working with people who are traditionally made to feel they are not meant to be working with tools, like women and children, to treat them with respect. Pass on proper ways of using tools, and the idea that the right tool should be used for the job.

RESPECT FOR VOLUNTEERS

As a volunteer, you also have a right to expect respect from the people who are using the space. They are not entitled to demand you to fix their bike for them.

DONATIONS AND PARTS

The donation box is on the front table. Use of tools, getting help, and all used parts are provided by donation. You can encourage people to donate, but we would rather have someone riding our bikes than to have them sitting in our shop due to lack of funds. There is no suggested donation for anything, but you can make up something if you want.

We have some new parts, like chains, tubes, and brake cables, that we sell at cost. Prices are marked on them. When someone uses them on their bike, have them put the money into the donation box on the front table. The prices for these are not negotiable, have them take

used alternatives otherwise.

THE BIKE DUMP COLLECTIVE

Some volunteers are part of the collective that runs the space. It is responsible for stuff like paying rent, volunteer coordination, replacing parts and tools, organizing workshop series, and more. You don't have to join this collective to be a volunteer, but if you'd like to get even more involved, it is open to everyone. See the "Bike Dump Collective Guide" pamphlet for more about that. There should be copies at the front table.

SELLING BIKES

If someone wants to buy one of our bikes for sale, find a collective member and get them to handle it.

BUILDING BIKES FOR SALE

We also appreciate volunteers building bikes for us to sell. Take any bike from the "Build me up bikes room", or any from the "Work in progress" room labelled "Shop Bike" and go to town. Tag it with one of the yellow tags until it's finished, then fill out a blue tag, have a collective member check it over and sign the tag, and put it up on the wall. Each bike has a unique number. Give yours one, and write it up in the binder behind the blank tags.

MEDIA

Please refer any requests from the media for interviews or stories on the Bike Dump to collective members.