



bikeSauce

Volunteer Guide

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INTRODUCTION: Who we are

bikeSauce was founded in 2010 by a group of individuals who wanted to bring the DIY bike repair scene to Toronto's east end.

We are a non-profit, volunteer run, Do-It-Yourself bike repair space, community hub, and information center.

We DO:

- Provide space, tools, and advice for fixing bicycles
- Provide new and used parts as well as refurbished bikes at fair prices
- Provide a community space for members of the public

We DO NOT:

- Fix bikes ourselves for patrons of the shop
- Buy or exchange bikes/parts
- Allow others to sell their bikes/parts at bikeSauce
- Allow patrons to store their bikes at bikeSauce
- Rent bicycles

CODE OF CONDUCT: Expectations of patrons and volunteers

In line with our general philosophy, bikeSauce is an anti-oppression workspace. We do not discriminate on the basis of race, ethnicity, sex, gender, or sexual orientation of any persons.

Harassment of any kind at bikeSauce is not tolerated. Please know your rights and respect the rights of others. Refer to the webpage of the *Ontario Human Rights Commission/Commission ontarienne des droits de la personne* at <http://www.ohrc.on.ca/en>.

We require that all users of the space (Volunteers or Patrons) not be intoxicated or in any altered state during open hours, violent, or verbally oppressive. Any persons violating our code will be asked to leave.



ORIENTATION: The layout

Our shop consists of six rooms spread out over three floors.

The front room (where one enters the shop) is where we display new parts, bikes for sale, and merchandise. It is also where we greet our customers and make sales. Additionally, the front room has a social nook, houses part of our library, is the location for our smaller special tools, and has space for one repair stand complete with the master tool board.

The Kitchen is the next room on the main floor. It is where we cook communal meals, store our pricing and tagging supplies, and house our 2 truing stands. The other part of our library is also housed here. We discourage patrons from using the kitchen for repairs other than truing wheels. The kitchen sink is not to be used for washing hands.

The Workshop (sometimes referred to as “the shop” or “the shop room”) is where repairs take place. We have six stands and six tool boards, all colour coded to make it easy to put tools away! You can also find small parts (nuts and bolts, ball bearings, spoke nipples, etc), new and used wheels, new and used tires, and our larger special tools in the workshop.

The parts room. Continuing through to the back of the building you will find the parts room. The parts room is where we keep most of our used parts. Parts are sorted into labeled bins, drawers, and hooks to make it easy to locate them. The parts room is also the location of the emergency exit.

Upstairs. The upstairs room is accessible by way of the staircase located in the parts room. Donated bikes are stored in this room. This room is kept locked to prevent patrons from taking parts off bikes.

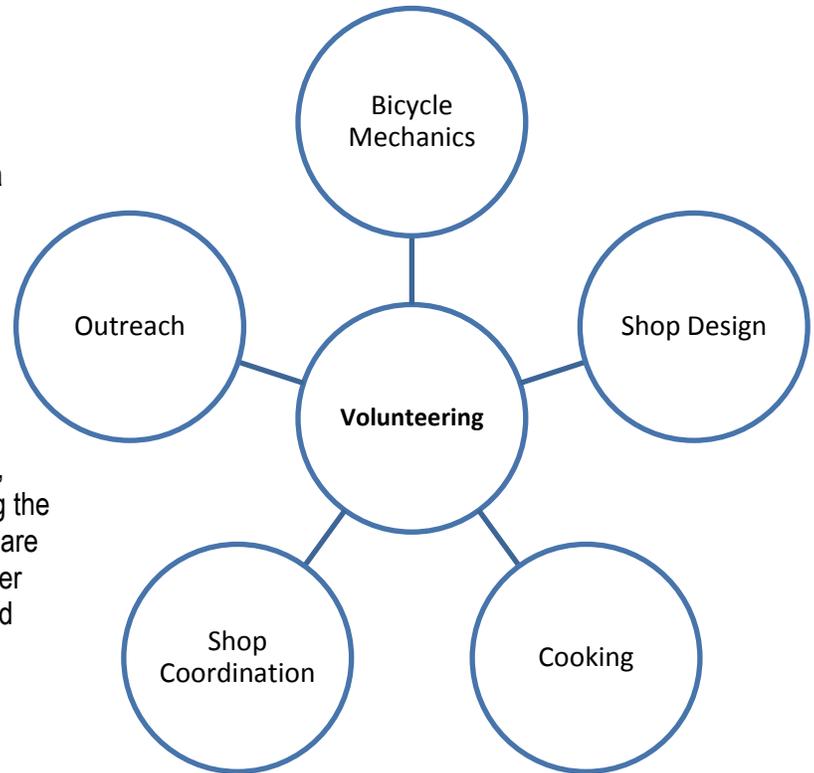
Downstairs. The basement can be accessed via one of two staircases. The first staircase is located between the front room and kitchen and the second is located at the front of the Shop. The basement consists of a hallway, a bathroom, and a large room. The hallway is where we store forks and bikes currently in the process of being built for the shop. Additional wheels are stored under the staircase. Donated bikes, surplus new parts, receipt books (both old and new), renovation tools, and surplus bike tools are stored in the large room which is kept locked.

VOLUNTEERING: What you can contribute

All staff at bikeSauce are volunteers. As a volunteer you can contribute in a number of capacities including bicycle mechanics, shop design (room design, organization, artistic work), shop co-ordination (connecting patrons with mechanics, greeting people, cashing people out), cooking and outreach (group and community events).

GENERAL VOLUNTEERS AND SHIFT STAFFERS:

General volunteers drop in at times that are convenient to them. They do not sign up for a specific shift. General volunteers are usually newer volunteers or those whose schedules do not allow them to stick to a specific shift. Shift Staffers are “senior volunteers” who have significant experience in the shop. Shift Staffers dedicate their time to a specific day of the week, and are responsible for opening and closing the shop, running and maintaining the shop, and tidying the shop after all patrons have left. Shift Staffers are responsible for finding a replacement volunteer should they be unable to make their dedicated day of volunteering.



MEMBERS:

After 20 hours of volunteering, you can become a member of BikeSauce. In order to become a member you must attend a volunteer meeting at which time the current members will vote on whether or not to make you a member. To maintain your membership you must volunteer a minimum of 20 hours per year. Membership

benefits include being able to vote at volunteer meetings and Annual General Meetings, receiving a discounted rate on used and new parts (including bikes), being eligible for a shop key at the discretion of the Board, and being eligible for election to the Board.

VOLUNTEERING: What you will be doing

Shop Coordination

Shop Coordination involves greeting patrons, connecting patrons with mechanics, accepting donations (see donations, pricing, and new parts), and cashing people out. The Front Room is the first location of contact when greeting our patrons. When a patron enters the shop, greet him/her and ask if the patron has been to the shop before. If s/he has, you can pass him/her a colour coded clip board and direct the patron to the Workshop. If s/he has not, explain who we are (see Introduction), ask what s/he need help with, and direct him/her to the appropriate location. If the patron is working on his/her own bike, hand the patron a clipboard and explain how it works (see Appendix 3). Note: clipboards are colour coded to correspond to a stand in the Workshop. When all six (6) clipboards have been handed out it, tells the volunteer in the front room that all stands in the Workshop are in use.

Once you have been working at the shop for a period of time, you may be trained on our cash procedures. Once trained, you can work behind the front desk and cash people out. Only those trained on cash are permitted to be behind the front desk.

Before a patron leaves, make sure s/he has put her/his shop tools away, returned the clipboard, has paid for her/his parts, and has provided a donation for shop time.

Bicycle Mechanics

You do not have to have mechanic expertise yet to volunteer on the shop-floor. All you need is a desire to help and learn. Every volunteer you meet here at some point had no knowledge of bicycle mechanics and maintenance, and learned only through patience and persistence. Every Wednesday evening bikeSauce runs a bike build, where volunteers come to build up or strip down bikes for sale in the shop or used parts. Bike builds are an excellent opportunity to develop your mechanical skills while contributing to bikeSauce.

Please be honest with the patrons you are working with of your mechanic ability. For mechanic issues which you are not familiar with, please consult with another volunteer, our library, or the internet. Do not spend your entire time with a single patron. We often must move steadily from patron to patron at our busiest times. Please thank patrons for being patient, and re-articulate that we are a D.I.Y. space at our core.

Shop Design

Shop design includes room design, artistic work, and organization. We are constantly looking to make the space more efficient and welcoming. If you have ideas about room design or artistic work, consult with other volunteers and make a request to the board before making changes.

Organization of the shop happens on a daily basis. Organization involves putting donated parts and bikes away in their respective locations, putting tools away, tidying the kitchen, tagging new donations, and restocking new parts.

Cooking

Three days a week (Saturday, Sunday, and Wednesday) our volunteers cook up a free meal for anyone who stops by. Volunteers buy the food with a budget of \$30, then bring the food to the shop and cook! If you are interested in cooking a meal, please contact Brad Wentworth.

Outreach

As a community focused organization, bikeSauce is committed to supporting the cycling community. Past outreach events have included wrenching (fixing bikes) at clinics such as MEC Bikefest, donating bikes to Bicycles for Humanity, and teaming up with other organizations to support the community. If there are any bike-related outreach opportunities you think we should be involved in, mention it at a volunteer meeting or contact a member of the board.

Policies: Donations and new parts

Bike Donations

Bike and frame donations must ALWAYS be documented in the donations book.

The following information is required when a bike is donated:

- Date
- Donor name and contact information (phone number)
- Bike type/description (company, bike name, color, bike type)
- Serial number

Tag the bike for appropriate use with a mechanics sheet, marked with one of these colors:

- Red: Strip for parts (frame is damaged)
- Green: Build up for sale (by bikeSauce volunteers only)
- Blue: For sale “as is” to patrons of the shop or to be built up for sale

Once the bike has been tagged, store it in the appropriate area of the shop. **See Appendix 4 for tagging chart.

Parts Donations

If it is very high end (e.g. carbon fiber) take the donor’s info as for a bike donation. If it is not high end, there is no need to take information. Inspect the parts and place them in their appropriate location in the parts room, shop floor, or basement. Please price wheels and high end donations before storing them. For merchandise donations, please place in the front sales room at the appropriate location.

If you are uncertain of the condition of any item, or pricing, please consult another volunteer.

New Parts

Our new parts are displayed in the front room or the shop. All overstock items are kept in the locked room in the basement. If we run out of a displayed part, please replenish it from the stock in the basement. If we have completely run out of an item, please write it on the “Parts” clipboard which can be found behind the front desk.

Items such as ball bearings, nuts and bolts, cables, cable housing, fall under the category of “new parts”. Please follow the aforementioned policy of replenishing and reordering them.

Important!! When a new order arrives, do NOT open the boxes or sell the product until it has be catalogued.

POLICIES: PRICING, HAGGLING, REFUNDS

Pricing

Pricing for bikes and parts is found:

- On a tag attached to the item (new and used items)
- At a pricelist at the front (used items)
- In consultation with another volunteer

If a new item is not priced, please notify a shift staffer. Do NOT guess the price of a new item. When pricing used items, always get a second opinion from another volunteer before you set the price of an item to a patron.

Our rule of thumb for used items in good condition is 1/3 the price of what it would be sold if new.

Haggling

We do not allow haggling for a lower price by patrons. We set the prices for our bikes and parts very fairly, and need enough revenue to cover overhead operating costs. Please inform haggling patrons that (1) we are non-profit, and (2) we have (some of) the lowest prices in the city.

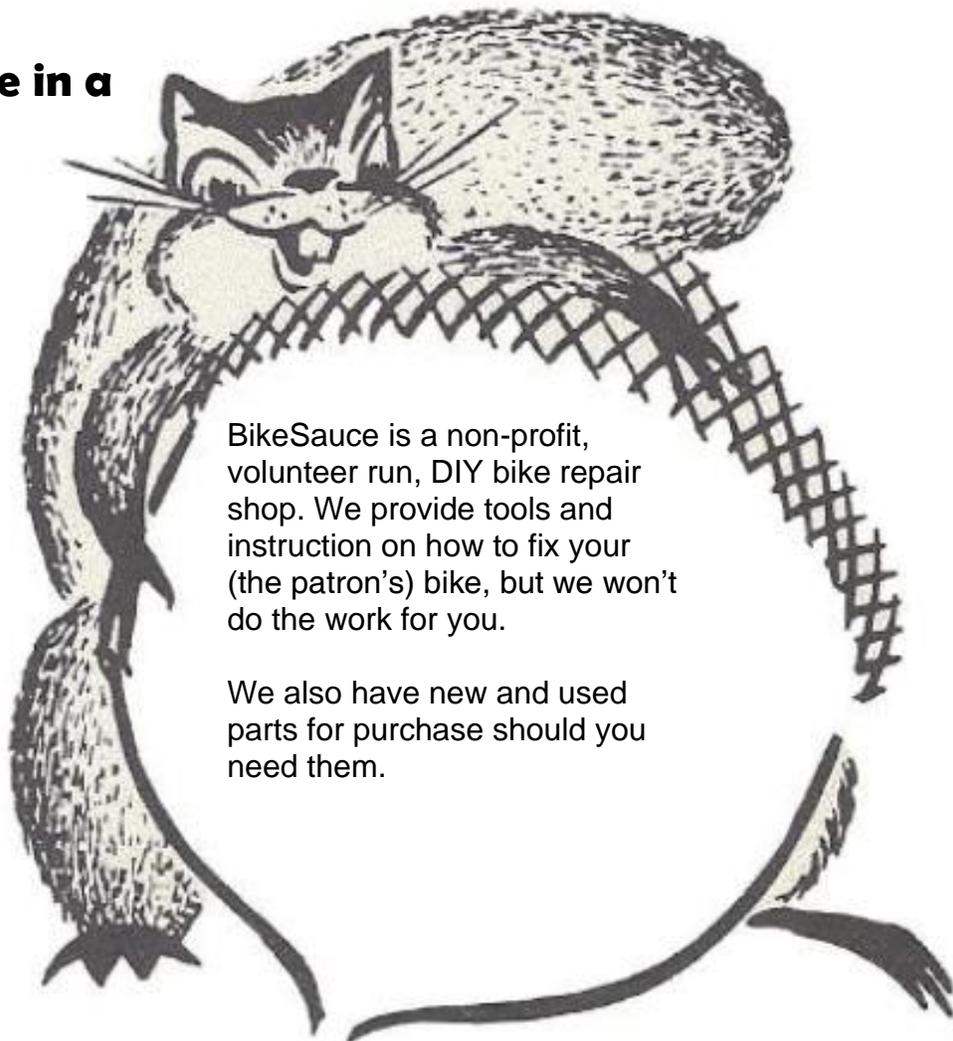
Refunds

We do not provide refunds or exchanges. To ensure patrons purchase the correct part for their bike, we strongly encourage them to bring their bike to the shop. Patrons should always test ride a bike before buying it. Please inform patrons of our no refund policy BEFORE they purchase a part.

PATRONS

When a patron enters the shop, greet her/him, welcome him/her to the shop, and ask how you can help her/him. If the patron is new to the shop, explain how we work.

BikeSauce in a Nutshell



BikeSauce is a non-profit, volunteer run, DIY bike repair shop. We provide tools and instruction on how to fix your (the patron's) bike, but we won't do the work for you.

We also have new and used parts for purchase should you need them.

Types of Patrons: Fixing and buying items, meeting and lounging, volunteering

Fixing & buying items:

“I want to buy a bike”

“I want to fix my bike”

“I want to buy some parts”

Patrons wanting to buy bikes can be directed towards the bikes at the front for sale, and the “as-is” bikes in the basement and back, second floor. In order to view bikes in the basement or second floor, patrons MUST be accompanied by a volunteer. The reason for this is to prevent patrons from removing parts off our “as-is” bikes. Our bikes at the front are safety-checked, and we have a constant cycle of new and used items.

If a patron wants to fix her/his bike provide the patron with a colour coded clipboard, go through the DIY repair form (see appendix), direct the patron to the “shop” room, and introduce the patron to a volunteer mechanic for advice.

When the patron is finished with his/her repairs, remind the patron to clean up any tools used and direct the patron to the front room for payment and a donation.

Meeting & lounging:

“I’m here for a community meeting”

“I’ve just come to use the common space”

Patrons here for meetings or to use the common space may be directed to the appropriate areas.

Curiosity:

“I just saw your sign from the street. Now, what in the world is BikeSauce?”

Greet all curious patrons, and tell them our mandate as an organization. Leaving a good impression here is vital to our reputation with the community.

Volunteering:

“I’m here to/I want to volunteer”

New volunteers or prospective volunteers should be directed to a Senior Volunteer.

Final Thanks

We know your time is valuable, and we thank you for any time you can donate to this organization. Your contribution to bikeSauce is what sustains us as an organization and allows us to maintain the mandate we have set. Looking forward to volunteering with you!

Appendix 1: Parts of a Bicycle



Brake Lever – Lever on the handlebars used to activate the brake caliper via a cable system.

Shifter - Lever for moving the gears by using a cable to move the derailleur.

Handlebar - Device made of tubing with 2 handles and used to steer the bicycle.

Brake - Mechanism controlled by a cable which forces the brake pads against the wheel rim to stop the bike.

Fork – Part that holds the front wheel with 2 long blades that insert into the front wheel hub and held in place by the headset.

Skewer - Shaft that runs through the middle of the hub and held on with a quick release cam and acorn nut. Note: bikes without quick release have an axel with axel nut instead of a skewer.

Pedal - Part attached to the crank arm that your foot goes on and is rotated in a forward circular motion to provide power to the bicycle.

Spokes – Thin metal wire connecting the rim to the hub of the wheel.

Stem – Part that is inserted into the head tube to connect the handlebars to the steerer of the fork.

Headset - Bearing assembly that connects the fork to the frame and allows the fork to turn for steering.

Frame - Main component of the bicycle onto which all other parts of the bicycle are mounted.

Chainring - A ring with sprocket and bolted to the crank. The size determines the distance of one rotation of the pedal.

Crankset - A minimum of 2 cranks or chainrings bolted to the crank.

Bottom Bracket and Spindle - Part around which the pedals revolve with bearings and bracket assembly which run through the bottom of the frame.

Chain - Set of metal links used to connect the cranks to the rear wheel.

Front Derailleur – Mechanism used to lift the front chain off the sprocket and move the chain from one chain wheel to another chain wheel.

Rear Derailleur - Mechanism used to lift the rear chain and move it from one gear wheel to another gear wheel.

Cassette - A cluster of sprockets and spacers used on a freehub. The sprockets/cogs slide onto a splined hub.

Freewheel – A ratchet and cog-set in one single screw-on assembly. Technically the term actually refers to the part of the sprockets which makes coasting possible.

Hub - The center part of the wheel to which the spokes are attached and containing bearings which allow it to rotate around the axle.

Rim - The outer metal circle comprising the circumference of the wheel. Does not include spokes or hub.

Tire - Part mounted to the rim and made of steel threads or beads, cotton and rubber.

Tube - Rubber component inserted inside the tire with a valve that fits through the rim which allows you to put air in it.

Seat Clamp - Lever located on the seat tube and used to raise and lower the seat post and seat assembly.

Seat Post - Part that attaches to the seat and is inserted into the seat tube of the frame.

Saddle - Seat attached to the seat post and used to sit on while riding a bicycle.

Source: <http://newcyclisttips.com/road-bicycle-parts-diagram.html>

Appendix 2: Resources: Where to find more info on how to fix bikes

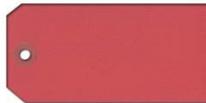
Sheldonbrown.com

<http://www.esense.be/bike/Barnettmanual.pdf> – *The Barnett Manual of Bicycle Repair*.

Big Blue Book of Bike Repair from Park Tools. We have several copies in our library.

Bike Sauce Tagging System

BIKES



Red: Strip for parts.



Blue: Bikes to be sold as is or built up for sale.



Green: Premium bikes to be built up for shop.

WHEELS



Red: 26" (decimal)
ISO: 559



Blue: 700C
ISO: 622



Green: 27"



Orange: 26" 1 ³/₈



Yellow: other



For printable version see "BikeBuild-checklist-STEPS" in Dropbox under file "Forms and Letterhead"

bike sauce BikeBuild For SHOP BikeBuild CHECKLIST For GRABS

MAKE			
MODEL			
COLOUR			
SERIAL #			

FRAME/FORK	Free of CRACKS, BENDS, BUCKLING?		
Anything SEIZED?	SeatPost:	Stem:	
	Headset:	Bottom Bracket:	

HEADSET	Check functioning (play, crunchiness)
	Disassemble & clean
	Check bearings & parts for wear/pitting, replace as req'd
	Grease & reassemble, test for smoothness & play

BOTTOM BRACKET	Check functioning (play, crunchiness)
	Disassemble & clean
	Check bearings & parts for wear/pitting, replace as req'd
	Grease & reassemble, test for smoothness & play

CRANK ARMS & CHAINRING	Check Chainring not bent, teeth okay (replace as req'd)
	Check for damage to crank arms (replace as req'd)
	Tighten crank arms thoroughly
	Check for cracks in Flims & Hubs

WHEELS	Inspect for loose, broken, or missing spokes
	Confirm cassette/cogset functional (replace as req'd)
	Check for crunchiness or play in hubs
	Replace, true & tighten spokes as req'd
	Disassemble and clean hubs
	Inspect bearings, cones, races for wear (replace as req'd)
	Grease & reassemble hubs. Test for smoothness & play.
	Reinstall W'heels

GEARS & DERAILLEURS	Test gear lever functionality, replace as req'd
	Test front derailleur functionality, clean/replace as req'd
	Test rear derailleur functionality, clean/replace as req'd
	Lube all derailleur pivot points
	Check Derailleur cables for free movement and fraying
	Check Derailleur housing status (replace as req'd)
	Re-cable and adjust cable tension as req'd.

TIRES & TUBES	Inspect tires and tubes for wear & functionality Replace as req'd
BRAKES	Test brake lever functionality, replace as req'd
	Check Front and Rear Brake assemblies for damage, functionality (clean and lube or replace as req'd)
	Check Brake cables for free movement and fraying
	Check Brake housing status (replace as req'd)
	Re-cable and adjust cable tension as req'd.
	Check Brake Pads for functionality, replace as req'd
SEAT POST & SADDLE	Clean seatpost: Remove rust & debris
	Grease post and reinstall
	Check & tighten Post pinchbolt assembly
	Replace Saddle if unsafe.
	Test and tighten Saddle assembly, correct angle
STEM	Remove and clean/check
	Grease stem, stem bolts & wedge assembly
	Reinstall, align, and tighten stem.
CHAIN	Check Chain for functionality (rusted stiff or flexible)
	Measure for wear – Chain wear is allowable up to 1/16" over 12 inches/links
	Replace chain as req'd
	Clean and lubricate chain.
PEDALS	Inspect Pedals (damage, bearing play) - replace as req'd
	Grease axle threads, lube inner bearings & reinstall
HANDLEBARS	Check for damage, bent bars. Replace as req'd.
	Check for handlebars for alignment and tightness
	Inspect grips & bar wrap. Replace as req'd.

PARTS USED: (please indicate new vs. used)	
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COMPLETED by	
ROAD TEST by	
PRICE:	