



**BIKEWORKS  
GUIDE**

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## Section I: Introduction

# AN OVERVIEW OF BIKEWORKS AND EBC

This is a guide to BikeWorks: what it is, how it works and how you can make it your own while giving back to Edmonton's cycling community. It is a resource for anyone involved with BikeWorks, be they a seasoned volunteer or someone just getting started. Please read it over, ask for an explanation if something is unclear and keep it as a reference.



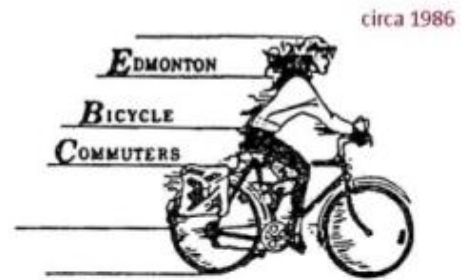
## History of the Edmonton Bicycle

### Commuters' Society (EBC) & BikeWorks

EBC began in 1980 when a group of bicycle-commuting enthusiasts decided to band together and help more people get around Edmonton by bike, and on August 8th of that year the Society was officially born! The original idea was a do-it-yourself bike shop and bike recycling service which became BikeWorks. Today BikeWorks is still the heart of EBC, but the organization has a much broader scope than bike repair alone.

In the early 1990s, EBC launched a festival in celebration of the bicycle; Lunar Cycle ran for six years and included events like bike-to-work breakfasts, participation in the Silly Summer Parade, advocacy outreach, a critical mass ride and more. More recently, Bike Month and its signature Bikeology Festival ([www.bikeology.ca](http://www.bikeology.ca)), both largely sponsored by EBC and run by its members, have picked up where Lunar Cycle left off, orchestrating a month long bicycle bonanza each June.

The Rails to Trails initiative was also developed in the 1990s by EBC members and came to fruition in the form of the City's Ribbon of Steel project, which includes the lovely multi-use trail along the High Level Bridge street car tracks and into Rail Town Park. Another major project was the Bikes on Buses initiative. Spearheaded by former EBC



president and City Councilor Tooker Gomberg, the campaign encouraged the city to equip its transit buses with racks for bicycles which it did beginning with a single route in 1996. Today, Edmonton Transit operates 11 bike rack equipped bus routes.

Since its inception, EBC has been committed to reducing the environmental impact of bicycles past their prime. We continue to accept used bikes and strip them of viable parts which are used to stock our low-cost Used Parts Room. Unviable bikes are recycled for scrap. Every year, EBC diverts many tons of scrap metal from the landfill. In 2006, EBC expanded its recycling program by partnering with the Alberta Recycling Management Authority to pilot a project to collect and recycle bicycle tires.

Currently, EBC is proud to offer many services to city cyclists including advocacy, cycling education, bicycling events and event parking, tune ups and more. In 2010, EBC updated its objectives to reflect current and future goals. These objectives guide EBC's direction:

1. To provide, administer and maintain a multi-use facility for Edmonton and area dedicated to providing cost-effective, do-it-yourself bike repair facilities and access to an environmentally sustainable, economical means of transportation,
2. To educate the public by providing courses, seminars and workshops about bike mechanics and/or safe and effective riding,
3. To extend services to marginalized members of the community as well as new-comers,

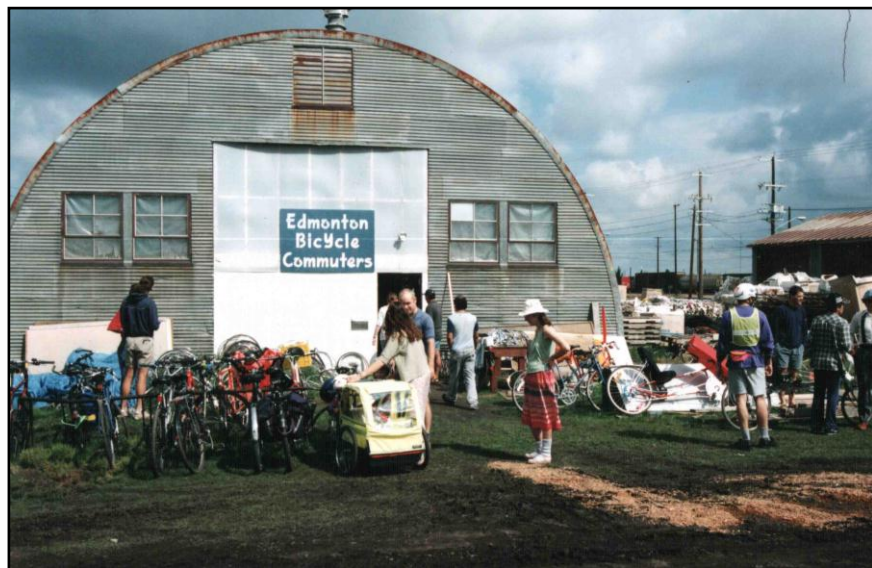
4. To facilitate communication between cyclists and governments or others to improve bicycle infrastructure and policy, and
5. To assist the Edmonton community at large in the promotion, encouragement and understanding of cycling culture.

These objectives, as well as lots of other organizational information, can be found on the EBC Wiki at <http://www.edmontonbikes.ca/w>

BikeWorks itself has occupied many spaces over the years. Beginning with the historic Empire Marble and Tile Company building at Jasper Avenue and 91<sup>st</sup> Street, BikeWorks moved four times before finally arriving at our current location in 2000. It's been a long ride for EBC. For thirty years, EBC has been proud to promote the bicycle, truly a beautiful machine, as an affordable, healthy, clean and pleasurable way to travel and live.

## What BikeWorks Does

BikeWorks is a community bike repair, education and resource centre. It exists to empower, educate and mobilize people by providing them with the tools, supplies and information they need to find or fix a bike and learn about cycling as both a



practical way to get around and a way of life. Beyond being a fully equipped bicycle repair shop, it is a gathering place within the community.



**BikeWorks is:**

- a place to find or fix a bike for an affordable price
- a place to learn about bike mechanics so you can do-it -yourself
- a volunteer run facility
- a place where everyone is welcomed and respected

**BikeWorks is not:**

- a commercial bike shop where someone is paid to fix your bike
- a clubhouse
- a resource to exploit for personal gain
- a place where sexism, racism, homophobia or other discrimination is acceptable

BikeWorks is not alone! Though it holds the distinction of being the oldest community bike shop in Canada, more and more communities are starting their own local non-profit bike shops and allied organizations. Today, at least 25 similar community bike shops exist across Canada, with countless more around the world. To check out other community bike shops visit <http://www.bikecollectives.org/wiki> .



# VOLUNTEERING AT BIKEWORKS

Excellent volunteers have been essential to BikeWorks' success over the past 30 years. Today, dedicated volunteers make BikeWorks a wonderful resource and one of Canada's leading community bike shops. If you like being around bikes, solving problems and helping people there's a place for you here. Volunteers with a diversity of skills are needed to keep the shop running smoothly. People volunteer as mechanics, greeters, cleaners, organizers, bike builders, instructors, and more. Absolutely no experience is needed to help out. If you want to volunteer but aren't sure how, ask us and we'll show you!

## Types of Volunteers

**Note:** While this guide focuses on volunteering at BikeWorks, there are many other opportunities to volunteer with EBC outside of the shop. If you'd like to be involved in summer events, writing for our magazine, courses, advocacy, or helping out at the board or committee level, please email [info@edmontonbikes.ca](mailto:info@edmontonbikes.ca).

BikeWorks distinguishes between **core and casual volunteers** based on their degree of involvement. To become a core volunteer you must:

- have volunteered more than 25 hours at BikeWorks over the last year and have been involved for at least 2 months
- have a regularly scheduled shift
- actively volunteer a minimum of 3 hours every two weeks
- complete the Volunteer Application and be approved by the BikeWorks Coordinator

Core volunteers get:

- free access to BikeWorks and eligibility for a key
- free EBC membership
- discounts on used parts and bikes (see Volunteer Pricing)
- near wholesale pricing on new items (see Personal Babac Orders)
- first dibs on bikes and parts
- mechanical courses and resources
- the opportunity to instruct courses for pay
- great volunteer events

All other volunteers are considered casual. Casual volunteers help out when they are able and do not need to commit to specific shifts or duties. Casual volunteers get:

- free shop time during regular hours
- off-hours access when possible
- mechanical courses and resources
- great volunteer events

## **Expectations and Duties**

BikeWorks volunteers are expected to:

- arrive on time for their shifts
- inform the BikeWorks Coordinator if they can't make a shift
- help out with shop maintenance duties (cleaning, organizing, etc.)
- not work on personal projects while on duty during a shift
- follow the BikeWorks Rules



Volunteers play many roles at BikeWorks but mechanics and greeters/cashiers are the most common. Mechanics help people find and fix bikes. Greeter/cashiers welcome people to the shop, answer people's questions, sell memberships and so on. There is a lot of overlap between the two roles and volunteers are encouraged to help where help is needed to the best of their abilities.

Among other things, volunteers are encouraged to help with:

- welcoming patrons to BikeWorks
- assisting patrons with bike repairs
- helping patrons find bikes and parts
- handling sales
- renting trailers and bikes
- fixing up bikes for sale
- servicing bike parts for sale
- stripping useful parts off unusable bikes
- cleaning the shop and organizing parts
- teaching other volunteers about bike repair and BikeWorks
- cleaning and organizing BikeWorks

Because BikeWorks is a volunteer run facility, everyone needs to pitch in to make sure the shop looks and runs great. Putting away tools and taking out the garbage may not seem as glamorous as performing miraculous repairs but it's just as important.





## Section II: Shop Operation

# BIKEWORKS BASICS

## **BikeWorks FAQ**

Brief answers to common questions. For a better explanation see the relevant sections of this guide.

### *Do you sell bikes?*

Yes, BikeWorks sell used bikes. While almost every bike at BikeWorks is for sale, most need some work before they are ready to ride. We can give you as much help as you need to fix up a bike.

### *Can you fix my bike for me?*

No. BikeWorks is a place where people learn to do their own repairs. Our volunteer mechanics can give you as much or as little assistance as you need but they will not fix your bike for you.

***How much do your bikes cost?***

That depends on the quality and condition of the bike. The majority of bikes cost between \$40 and \$100, though particularly nice ones may sell for more.

***Why are there so few finished bikes for sale?***

Helping people with their bikes is a higher priority at BikeWorks than repairing bikes for sale. Our volunteer mechanics try to fix up bikes for sale whenever possible but they usually have their hands full helping people.

***How long will it take to fix up a bike?***

That depends on many things including the condition and completeness of the bike, your experience with bike repair, how busy the shop is and so forth. Ultimately we can't tell you for sure.

***Can you order in a part for me?***

No. Only core volunteers can place personal orders. If you require an item not available at BikeWorks you will have to buy it elsewhere.

***I have a simple problem; can I quickly come into the shop outside open hours?***

No. If we let one person into the shop when we're closed, we'd have to let everyone in to be fair. Only volunteers and their escorted guests can be in the shop when it's closed.

***Can I leave my bike here overnight and pick it up first thing tomorrow?***

No. BikeWorks has neither the room to store personal bikes or a way to account for them. If you leave a bike here it may not be here when you come back for it. If you choose to leave your bike behind it will be considered a donation.

*I'd like to donate a bike. Can you come pick it up from me?*

We'd love to take your bike if you can bring it to BikeWorks, but we don't have the resources to do pick-ups.

*Why are some Sundays reserved for women and transgendered people?*

Men dramatically outnumber women in both cycling and bike repair. BikeWorks is committed to encouraging women to both cycle and learn about bike repair. Women and transgender only days are one way to provide a welcoming and supportive space.

*Do I need to be a member to use BikeWorks?*

No. Members pay a lower hourly shop rate and being a member is a great way to support cycling in Edmonton. However, anyone can use the shop.

*Why don't you have a better selection of new parts and accessories?*

BikeWorks is not a commercial bike shop. We stock a limited range of essential new parts and accessories that are commonly needed for bike repairs. If you need a more specialized item you will have to buy it from a commercial shop.

*I forgot my wallet; can I pay you next time I'm here?*

Everyone is expected to pay for parts and shop time at the time it is used. IOUs are not allowed. Because we do not take credit cards or debit it is acceptable for patrons to leave briefly to withdraw cash.

*Can I sell BikeWorks a bike/parts or get a discount if I donate one?*

No. BikeWorks does not buy bikes, accept trades or give discounts in consideration of donations.



*I bought this bike at BikeWorks but don't need it any more; can I sell it back?* No. You can donate it back but we will not pay you for it.

*How old do I have to be to use BikeWorks?*

Everyone is welcome to use our facility, however we ask that anyone under 14 be supervised by a legal guardian.

## **Welcoming People to BikeWorks**

BikeWorks should be a fun place but it can be confusing to new visitors, especially when the shop is busy. Make sure to welcome people and inquire if they need any help, even if you're not presently able to help them. Acknowledging people makes them more likely to wait patiently for help rather than leaving in frustration. It also presents BikeWorks as a friendly environment where everyone is welcome. The following are good ways to welcome people to the shop:

- smile and say hello
- ask if they have been to BikeWorks before
- if they are new, explain what BikeWorks is and how it works
- ask if they need assistance in a neutral way that doesn't presume their skill level

## **Knowing Your Limits**

It's important that everyone, even experienced mechanics, recognize their limits.

Attempting a repair that is beyond your ability can be dangerous, may break tools and equipment and can damage a bike making it even harder to repair. If you're unsure of how to do something, ask another mechanic for help or refer to a book or the internet.

That way you'll expand your skills and knowledge and prevent damaging tools or bikes. Patrons understand that BikeWorks is volunteer run; do not feel that you should know everything.

# SHOP ACCESS

## **EBC Memberships and BikeWorks Shop Fees**

BikeWorks is available for everyone to use. However, EBC members pay \$2/hour for shop time instead of \$5/hour for non-members. Other benefits of membership include:

- assisting EBC in its advocacy work by giving us a stronger voice
- subscription to our magazine and regular updates about cycling events and issues
- bike trailer rentals
- discounts on bikes, parts and courses at BikeWorks
- savings at local supporting businesses
- invitations to rides, events and parties

Annual membership fees are as follows:

- Individual: \$20
- Low Income: \$15
- Household: \$40
- Supporting: \$50

Low Income memberships are available to anyone identifying as low income (there are no set criteria). Household memberships cover all occupants of a single dwelling.

Multiple cards can be issued for a household membership if requested. Supporting memberships are a way to support the work done by EBC. Memberships are good for at least one year from the date of purchase. If someone wants to become a member, they must fill out the membership application and submit it with payment at BikeWorks. They are then issued a Member Card. Make sure you give new members a Member Card. Membership forms and Member Cards are kept next to the cash box.

**Note:** Anyone purchasing a complete bike for \$40 or more is entitled to a free membership. This does not include household memberships and is offered solely to the buyer of the bike. Please write “with bike” on membership forms for memberships that come with bikes. This only covers bike sales, not parts. Conversely, anyone buying a membership has their shop fees waived on that day.

## **Honour System**

BikeWorks does not have a formal system for tracking the time patrons spend in the shop. If possible, try to keep an idea of who is in the shop and for how long. However, it is up to patrons to honestly report their time when paying. When calculating shop fees, approximate to the nearest half hour. If someone used the shop only briefly, they are not required to pay, though please let them know that donations are appreciated.

Members should present their membership card when paying shop fees to receive the discounted hourly rate. Ultimately, it is at the discretion of the volunteer as to what rate is charged; if the patron is positively known to be a member, the card is not strictly required.

## **BikeWorks Hours**

Current hours are posted on the gate and in the shop as well as online. BikeWorks’ hours change throughout the year, to match the shifting seasons and associated demand. Typically, we alternate between winter hours from October to April, and summer hours from May to September. Invariably, some patrons will want to use the shop when we are closed. If this happens, please politely inform them that BikeWorks is closed and ask them to return when we are open. Letting patrons use BikeWorks when we're closed is *strongly discouraged*. It can be tempting to make exceptions, especially when faced with disappointed or frustrated patrons but if you let one person

in you need to let everyone in to be fair. Even if you are willing to help patrons outside open hours there may be other volunteers using the shop who don't want the obligation of helping others at the moment. Such exceptions lead to the expectation that BikeWorks' hours are flexible and encourage abuse. When the shop is closed, please limit access to volunteers and invited guests only.

## **Women and Transgendered Only Sundays**

BikeWorks is reserved on the first, third and fifth Sundays of the month for use by women and transgendered people. Only people identifying as women and transgendered will be allowed in the shop and yard. *No exceptions will be made for any reason; this includes volunteers, board members, etc.* These days aim to address the difficulties women and transgendered people often encounter when trying to access cycling, by creating as safe a space as possible for learning and socializing and fixing bikes. Women, as well as transgendered people, are severely underrepresented as cyclists and in the world of bike repair (most studies suggest a 3:1 ratio of male to female cyclists).

If you aren't a woman or transgendered, you can support this important initiative by:

- respecting the space and not entering during women and trans day
- educating yourself to the types of oppression both obvious and subtle, that women and transgendered people may experience at BikeWorks
- being cognizant of how your actions can affect others
- talking to others about the issues behind women and trans day

## **Right to Ride**

Many marginalized people, especially those of low-income, rely on bicycles for transportation. BikeWorks attempts to accommodate patrons that need a bike or repairs

but have little or no money. *We will not, however, give away bikes for free and no bike will be sold for less than \$5, as an absolute minimum.* Generally, people are less likely to respect a bike they paid nothing for. And providing bikes free of charge makes BikeWorks an easy target for abuse. If a patron self identifies as low-income and feels unable to pay the regular price, they can buy a bike for a reduced rate. Respectfully inquire how much money they are willing to spend on a bike and then try to find one that fits their needs. You do not need to limit your search to the least desirable bikes but don't sell high-end bikes for reduced prices. If very desirable bikes are sold at reduced prices, there is a higher risk that some patrons may abuse the system, potentially purchasing bikes to resell for profit. The same applies to parts. Encourage patrons receiving reduced prices to be very actively involved in the repair process. Provide them with the same level of assistance you would any other patron. Shop fees and the cost of basic used parts can be waived for patrons identifying as low-income but new parts cannot be discounted. *Low-income patrons purchasing bikes at reduced prices must provide a name for our records.* This is to discourage abuse. Please take down their name and a description of the bike or part sold, and provide it to the BikeWorks Coordinator.

# OPERATIONAL PROCEDURES

## Opening and Closing the Shop

Before opening the shop to the public, please do the following as required:

- turn on all lights, including bench lights
- check thermostat (in cool weather) and adjust as necessary
- turn on air compressor
- clean workbenches & floor and put away tools
- bring any donations into the yard or shop
- clear snow from path
- don a red volunteer apron and get a cash drawer key
- put out sandwich board sign and flip gate sign to open



Approximately 1 hour before the shop closes:

- clearly inform patrons that BikeWorks is closing in X minutes and that all work and cleanup must be finished by that time
- repeat this regularly and discourage people from starting new projects

After the shop closes, please do the following:

- bring in sandwich board sign and flip door sign to closed
- put away all tools, parts, etc. in their proper place
- clear workbenches of debris; throw away garbage or recycle as appropriate
- arrange stands and mats
- turn off air compressor



- turn down thermostat if necessary
- put away cash box key
- log your volunteer hours on the computer
- turn off all lights
- ensure all doors and the gate are locked upon leaving

In addition to the above, please do the following, as needed, on a weekly basis:

- put out garbage and recycling for collection (schedule near the door) and put new bags in bins
- sweep and mop floor
- ensure tools are in their proper place on the pegboard and in drawers and sort if necessary
- organize bikes in yard
- wash dishes and clean volunteer mezzanine area
- clean the bathroom
- put out new parts and accessories for display

## **Volunteer Time Log**

Keeping an accurate record of volunteers' hours is important for distinguishing core from casual volunteers. It's also essential for purposes of insurance, Workers' Compensation Board coverage and many grant applications. Please make sure you consistently enter any hours you volunteer in the Google Documents spreadsheet that can be accessed on the downstairs computer using the [ebcs.shop@gmail.com](mailto:ebcs.shop@gmail.com) account. If you do not accurately enter your volunteer hours, you may not be recognized as a core volunteer and will forfeit any associated privileges.

## Cash Handling

BikeWorks only accepts cash or cheques, though cash is preferred. Cheques are only accepted with ID. The cash box is located downstairs underneath the computer terminal. Keys to the cash box are kept in the

black lock-box mounted to the volunteers'

desk upstairs. Ask the BikeWorks

Coordinator for the combination. If you are

volunteering, please take a key and keep it on

your person for the duration of your shift; don't forget to return it before you leave.

Immediately put money into the cash box as soon as a purchase is made. Do not put it

in an apron pocket where you're likely to forget about it. Anytime money is entered

into the cash box, you must record the transaction using the online spreadsheet. The

spreadsheet can be accessed using the computer terminal above the cash box. It is a

Google Documents file accessed via the [ebcs.shop@gmail.com](mailto:ebcs.shop@gmail.com) account and there is a

link to it on the desktop named "Cash Sheet for BikeWorks – Digital Entry".



The cash box should be emptied regularly with a float of \$100. To empty the cash box count out \$100 float making sure to include small bills and change. Count the remaining money (excluding the float).

In the spreadsheet select: Tools> Scripts> Manage> CashOut> Run

Enter the amount of money, including cheques, and click OK. Place the money in an envelope. Write the date, your name and the amount of money taken from the cash box on the envelope and deposit it into the safe using the drop shoot.

## Receipts

We do not typically provide receipts but will if requested. A receipt book is kept next to the cash drawer. Be sure to write our address information on receipts as follows:



“BikeWorks, 10047-80 Ave, Edmonton, AB, 780-433-2453”

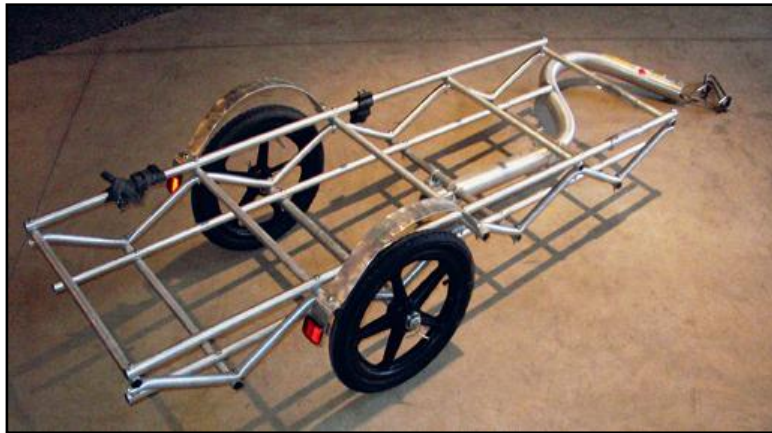
## **All Items Sold As-Is and Returns**

All bikes and parts sold at BikeWorks are sold on an 'as-is' basis. No guarantee whatsoever is made to the item's function, condition or safety. There are no warranties, conditions or any representations with respect to the goods, either expressed or implied, including any warranties of merchantability or fitness for a particular purpose. People purchasing items from BikeWorks are deemed to have relied entirely on their own inspection and evaluation. Clearly inform patrons that bikes are sold as-is before they buy a bike.

In the event that an item sold at BikeWorks does not function to the buyer's reasonable expectations, BikeWorks may, at its discretion, attempt to repair or replace the item. This action implies no liability and is simply a gesture of goodwill.

## **Bike and Trailer Rentals**

EBC rents a variety of bikes and trailers. Volunteers may be required to take reservations, rent out the equipment and receive it and take payment for rentals. For specific



instructions on renting equipment, please see the rentals binder, kept below the cash drawer downstairs. This binder contains all relevant instructions and forms.

## Donations and Trades

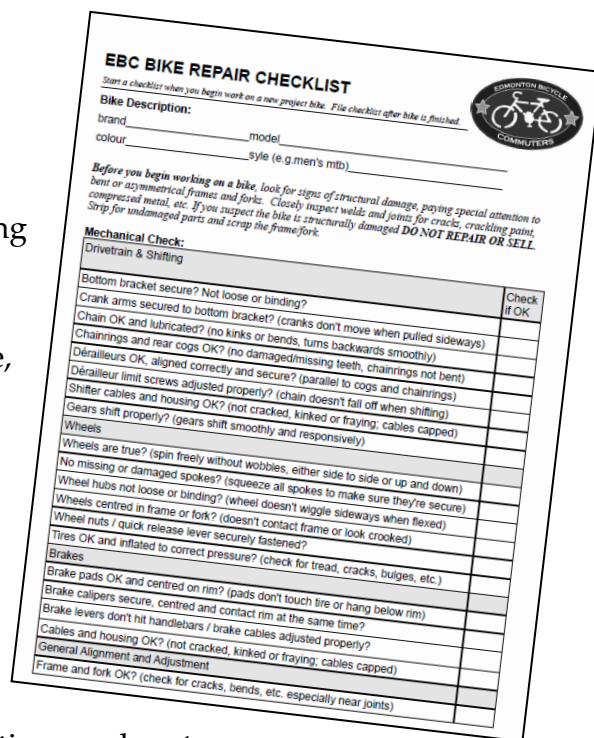
All bikes and used parts at BikeWorks are donated. BikeWorks accepts donations of all bikes and parts regardless of condition. Please thank people for their donations, even if they are of low quality or in rough shape. BikeWorks does not buy bikes or parts or accept trades, and will not pay people for donations, under any circumstances.

Discounts will not be given in consideration of donated items. This protects us from purchasing or receiving potentially stolen bikes and parts. People are encouraged to make donations during open hours only to ensure BikeWorks actually receives donated items and to discourage mess from accumulating in the alley. However, many people do leave donations outside the gate after hours. Items left outside the gate can be reasonably assumed to be donations to BikeWorks. Taking anything left outside the gate without paying for it, regardless of if the shop is open is theft. If you see items left outside the gate, please bring them into the yard immediately.

## Repair Checklists

Repair checklists are an essential tool when fixing bikes to sell. They provide a comprehensive safety checklist to consult while repairing a bike, as well as a record of what was done to a bike, by whom, and if any new parts were installed. The record of new parts is especially important because it must be considered when deciding a final price.

All bikes and used parts at BikeWorks are donations and cost us nothing, but we must cover the cost of new parts. Blank repair checklists are kept on the wall in the Show Hallway. You *must* use a repair checklist whenever you are



**EBC BIKE REPAIR CHECKLIST**

*Start a checklist when you begin work on a new project bike. File checklist after bike is finished.*

**Bike Description:**  
brand \_\_\_\_\_  
colour \_\_\_\_\_  
model \_\_\_\_\_  
style (e.g. men's mtb) \_\_\_\_\_

*Before you begin working on a bike, look for signs of structural damage, paying special attention to bent or asymmetrical frames and forks. Closely inspect welds and joints for cracks, cracking paint, Strip for undamaged parts and scrap the frame/fork.*

**Mechanical Check:**

Drivetrain & Shifting	Check if OK
Bottom bracket secure? Not loose or binding?	
Crank arms secured to bottom bracket? (cranks don't move when pulled sideways)	
Chain OK and lubricated? (no kinks or bends, turns backwards smoothly)	
Chainrings and rear cogs OK? (no damaged/missing teeth, chainrings not bent)	
Dérailleurs OK, aligned correctly and secure? (parallel to cogs and chainrings)	
Dérailleur limit screws adjusted properly? (chain doesn't fall off when shifting)	
Shifter cables and housing OK? (not cracked, kinked or fraying; cables capped)	
Gears shift properly? (gears shift smoothly and responsively)	
Wheels	
Wheels are true? (spin freely without wobbling, either side to side or up and down)	
No missing or damaged spokes? (squeeze all spokes to make sure they're secure)	
Wheel hubs not loose or binding? (wheel doesn't wiggle sideways when flexed)	
Wheels centred in frame or fork? (doesn't contact frame or look crooked)	
Wheel nuts / quick release lever securely fastened?	
Tires OK and inflated to correct pressure? (check for tread, cracks, bulges, etc.)	
Brakes	
Brake pads OK and centred on rim? (pads don't touch tire or hang below rim)	
Brake calipers secure, centred and contact rim at the same time?	
Brake levers don't hit handlebars / brake cables adjusted properly?	
Cables and housing OK? (not cracked, kinked or fraying; cables capped)	
General Alignment and Adjustment	
Frame and fork OK? (check for cracks, bends, etc. especially near joints)	

working on a project bike for the shop that will not be finished in a single session. This allows other volunteers to work on the bike. The more information you provide on the checklist, the more useful it is; please fill them out thoroughly. Checklists are to be kept with their bike until that bike is finished. Use the provided pouches or securely attach the sheet to the bike.

When a bike is finished, remove the checklist and place it in the used checklist slot. Put a 'for sale' tag on the bike that lists the price and any desirable selling points or improvements. Beyond the price and features, these tags clearly identify which bikes have been worked on and help patrons looking for finished bikes.

## **Personal Storage at BikeWorks**

BikeWorks does not have enough space for personal storage. We have attempted to accommodate bike storage in the past and it is simply not possible. As such, no one is allowed to store bikes or parts anywhere at BikeWorks including in the yard. Bikes and parts can only be left unattended for short periods of time, should a patron need to briefly leave during shop hours. Bikes and parts left at BikeWorks after shop hours will be presumed to be donated or abandoned and become EBC property, even if they are tagged, or locked. BikeWorks will not compensate people in anyway for items left at the shop. It is extremely important that this policy be firmly and consistently enforced; exceptions make it harder to fairly enforce and may lead to the perception of favouritism among patrons. If patrons insist that they cannot take a bike with them, suggest that they securely lock it somewhere nearby, though not where it will be a nuisance.

Generally speaking, all bikes and parts at BikeWorks are for sale. However, *BikeWorks retains the right to refuse to sell bikes and parts under certain conditions, specifically if:*

- there is good reason to suspect the bike is stolen
- the bike is very unique or valuable and needs accurately checking for price

- the bike is part of the rental program

*Do not refuse to sell a bike or parts without good reason. We must discourage the mass retention of project bikes that end up sitting indefinitely, especially if someone wants to buy them.*

## **General Storage at BikeWorks**

**Note:** ‘Complete’ refers to bikes having all their parts (wheels, saddle, handlebars, etc.); ‘finished’ refers to bikes that are complete and have been fully repaired.

As mentioned, BikeWorks’ space is at a premium. Make every effort to return tools, equipments, supplies and anything else to its proper place after using it. Shop bikes should generally be stored as follows: finished bikes should be kept in the inside storage hallway (Show Hallway). If this space is full, these bikes can be stored outside on the hanger.



Give expensive bikes priority for indoor storage whenever possible. Complete or nearly complete bikes in the process of being repaired should also be stored either on the hanger or inside if possible. Ensure finished bikes, or those that have had work done to them are labeled appropriately (see Repair Checklists above). Lower end complete bikes, and those that are worth saving but have had no work done to them can be stored on the ground outside. Try to keep these bikes neatly organized. Wheels should be stored in one of the three rows of hooks inside the building. If these hooks are all

full, additionally wheels can be scrapped, or, if they are high quality, swapped with those already in storage (which can then be scrapped).

## **Parts Stripping**

Patrons frequently wish to strip parts off of shop bikes to use on their own bikes. Parts should never be stripped off finished or complete bikes as this makes them less valuable and harder to fully repair. Make it clear to patrons that this is not allowed. The outdoor hanger is meant to store bikes that are mostly or entirely complete or finished. It shouldn't hold incomplete, damaged or low end bikes that are likely to be scrapped. At the mechanic's discretion, parts can be stripped off largely incomplete bikes and scrap bikes. However, direct patrons to the used parts room before allowing them to strip parts from a bike.

## **Scrapping Bikes**

BikeWorks receives far more bikes than it can use. This means we must strip the least desirable/functional bikes and send them to the scrap yard for recycling (see Recycling). Stripping and scrapping are ongoing processes. To determine which bikes to scrap and which to keep consider:

- age and condition (bikes in very rough shape are obvious candidates)
- quality of the bike (keep high end bikes unless they're in very poor condition)
- demand (is it a desirable bike or something likely to linger?)
- season (bikes sell much faster in summer than winter)
- existing stock (do we already have similar bikes available?)

Unless our stock of bikes is very low, scrap all very rough and very low quality bikes and be more or less discriminating depending on the season.

## Recycling

BikeWorks minimizes its environmental footprint by recycling or reusing as much as possible and volunteers make this possible. In addition to everyday items like paper and bottles, each year we recycle many tonnes of scrap metal and rubber. Bikes that cannot be refurbished should have useful parts removed and be



sorted into their appropriate place in the Used Parts Room. Scrap bikes should also have their tires, tubes and seats removed before being placed in the scrap metal area of the yard; it is unnecessary to remove

housing, grips, etc. Tires and tubes should be placed in the rubber recycling area.

Most of the bikes in the scrap metal area are damaged or worn beyond use.

However, patrons will sometimes try to find parts in the scrap area. Patrons are not allowed to remove anything without permission and assistance. It can be very



dangerous to remove items from this area, especially if it is full, as things can shift and become unstable. Allow people to take things from the scrap area only as last resort when looking for a hard to find part. If someone wants something from the scrap area assess how difficult it would be to access and, if it's possible and safe, help them retrieve it. If removing an item would be difficult or dangerous do not remove it. Items removed from the scrap area can be given away for free; however, you can encourage the patron to make a donation for the service.

## Parking

BikeWorks does not have its own parking lot. Shop patrons that drive to BikeWorks can park nearby along 101 Street, or 79 Avenue. Patrons may stop *briefly* outside the gate to drop off and pick up bikes and passengers but parking is not permitted in the rear alley; it is in violation of City Bylaw 5590 and offending vehicles may be ticketed or towed away. Parking in the alley also creates tension between BikeWorks



and its neighbours and creates a safety hazard both by increasing alley traffic and hindering existing alley traffic. If a patron parks in or along the alley, politely inform them that parking there is not allowed and ask them to move their vehicle to an appropriate spot. If a vehicle is left blocking the alley you can report it to the City by calling 311.

# PRICING AT BIKEWORKS

**Note:** New parts must be sold for specific prices. New part prices are non-negotiable. All new parts should be clearly priced. If they are not, please consult the price list posted on the wall, another mechanic, or the Babac catalog. Do not guess at an appropriate price! While some basic new parts have predictable prices (see table below), most can be inconsistent and hard to predict.

## Pricing Philosophy

BikeWorks sells affordable used bikes and new and used parts as a way to encourage cycling. However, there are many intricacies to pricing at BikeWorks. Because we are a not-for-profit organization, making money is not our motivation; nonetheless, revenue from bike and part sales helps support BikeWorks. Some of the broad factors we must balance when determining prices include:

- **accessibility** - providing affordable and functional bikes and parts
- **fairness** – consistency in pricing from one day and mechanic to the next
- **profiteering** – discouraging people from reselling items for a profit
- **market value** – how much a bike or part is worth on the open market

While the above factors form a general philosophical basis for pricing, quality and condition are the specific factors that determine price.



## Quality

A major distinction in quality is made between 'department store' bikes and the much better bikes sold through local shops. Common department store bikes include:

- Supercycle
- CCM (newer)
- Intrepid
- Huffy
- Infinity
- North Country
- Precision
- Protour
- Vagabond

These bikes typically cost between \$100 and \$300 dollars new. They are assembled as quickly as possible and are rarely inspected before sale. In addition to poor assembly standards, department store bikes are equipped with low end components and are made of heavier materials. Despite



their shortcomings, these bikes are safe if properly tuned and provide affordable transportation for many people. Many of the donations to BikeWorks are department store bikes and they are a good source of accessible transportation for people without much money to spend. Bikes sold through independent bicycle stores are usually of much higher quality.

Examples of such better quality bikes include:

- Apollo
- Brodie
- Dahon
- Fuji
- GT
- KHS
- Marin
- Nishiki
- Pashley
- Salsa
- Specialized
- Bianchi
- Brompton
- Diamond Back
- Gary Fischer
- Ironhorse
- Kona
- Marinoni
- Norco
- Roadace
- Scott
- Surly
- Bike Friday
- Cannondale
- Elektra
- Giant
- Jamis
- Kuwahara
- Miyata
- Opus
- Rocky Mountain
- Soma
- Trek

These higher quality bikes typically cost \$400 and up when new. In addition to the above categories, there are a few brands that encompass a broad range of quality from very poor to very high. In such cases, age is usually the determining factor. Often these brands have changed ownership and have severely declined since their heyday. Examples include Raleigh, CCM, Peugeot and Schwinn. When pricing these bikes, try to distinguish between older higher quality models and newer lower quality models.

Of course, there's a broad range of quality within any brand and being able to identify different levels of quality within brands is helpful when pricing. Usually, a bike's components are the biggest clue to its quality. For example, a decent entry level mountain bike may have a similar look and frame to a mid line mountain bike. The difference in price is a mostly a reflection of the superior components on the better bike.

## Condition

Along with quality, a bike's condition will help determine its worth. Condition is usually easier to determine than quality. Condition includes:

- quality of the finish – is the bike/part scratched, discoloured, etc.?
- wear – are there signs of heavy use or abuse
- are parts missing or been replaced with inappropriate/lower quality parts?
- does the bike function properly or are there mechanical issues?

Another consideration beyond quality and condition is whether the bike has any accessories or special features that would affect its price. Examples include:

- fenders
- bell
- lock
- computer
- rack/panniers
- bags/baskets
- decorative bow



It's also common for bikes to have had new or desirable parts installed and this will raise the price.

## Time Invested

It is natural to want to charge a higher price for bikes that you've put a lot of time and effort into repairing. Unfortunately, the amount of time invested in repairing a bike has a fairly minor impact on price. Bikes that have been tuned up and are in full working order will fetch a higher price than ones requiring repair. However, it is the bike's

condition and not the process that led to that condition that determines the price. For example, imagine that two identical bikes are donated to BikeWorks, one in excellent shape, the other rather rough. The first bike is immediately tagged for sale at \$100 while the second receives 5 hours of work to bring it up to the same condition as the first. Even though the second bike took a lot more work than the first, the final product is the same in both cases and should be priced equally. If you are looking to fix up a bike for sale, choose bikes that are closer to completion.

## **Volunteer Pricing**

One of the benefits of volunteering is discounted used parts and bikes. Core volunteers can buy used parts and bikes for half the price they would regularly be sold for. If you want to buy a used item or a bike, have another volunteer price it for you; do not price it for yourself as doing so can lead to abuse. Volunteers are only allowed to buy discounted used parts and bike for themselves and their close friends and family. Buying used items with the intent to resell them is strictly forbidden (see Profiteering) and buying more than a reasonable number of items is discouraged.

## **Pricing Tables**

The following tables are a rough guide to pricing used bikes and parts. They cannot cover every possibility though, and discretion is required when using them. Generally speaking, bikes should be sold for these prices unless there is a specific reason to charge more or less. Please note that these prices are based on average bikes/parts within each category. Very nice, rare or high end bikes may warrant much higher prices than listed here.

## Used Part Pricing Table

Used Part Type	Rough	Fair	Excellent
Steel wheel, front or rear	scrap	scrap	5-10
Alloy wheel, lower end, front or rear	scrap	5	10-15
Alloy wheel, higher end, front or rear	5	10-15	15-20
Internally geared wheel	10	10-20	20-30
Used tire	Scrap	2	5
Used tube	Scrap	Scrap	Donation
Derailleurs, higher end	2	5-10	10-20
Derailleurs, lower end	Scrap	2	5-10
Cranks, higher end	2-5	5-15	15-30
Cranks, lower end	Scrap	2-5	5-10
Chains	Scrap	Scrap	2
Freewheels	Scrap	2	2-5
Shifters (pair), higher end	2	5-10	10-20
Shifters (pair), lower end	Scrap	2-5	5
Bottom bracket (sealed or cup & cone)	Scrap	2	2-5
Handlebars	Scrap	2-5	5-15
Front fork, higher end, shock or rigid	5--10	10-15	15-30
Front fork, lower end, shock or rigid	Scrap	5-10	10-20
Stem, higher end	2-5	5-10	10-15
Stem, lower end	Scrap	2	2-5
Bell	Scrap	1	2
Rear rack	Scrap	2	5-10
Handlebar grips	Scrap	1	2
Kickstand	Scrap	1	2
Saddle, higher end	2	5	10-20
Saddle, lower end	Scrap	Scrap	2
Fenders (front and rear)	Scrap	2	5

## Used Bike Pricing Table

Bike Type	Frame	Rough	Fair	Excellent
Kid's bike	Donation	Donation	5-20	20-30
Department store bike	5-10	10-20	20-30	30-40
Old ten speed	5-30	20-30	30-50	50-70
Cruiser (incl. 3 speeds)	5-30	30-40	40-60	60-120
Older MTB (pre 1990)	5-40	30-40	40-60	50-100
Newer MTB (post 1990)	10-40	30-50	50-90	90-150
Road/touring bike	20-40	30-50	50-80	80-200
Rare, very old or vintage	Research	Research	Research	Research

## Select New Part Price Table

New Part Type	Cost to EBC/Unit	Sale Price/Unit
Ball bearings	2-5 cents	\$1 per hub, bb, etc
Cabe and housing ferrules/end caps	2-7 cents	By donation
Stainless steel brake/shifter cable	40-60 cents	\$1
Lined brake/shifter cable housing	40-60 cents/metre	\$1/metre
Inner tubes (unless otherwise marked)	\$1.50-\$3.50	\$3
Brake straddle cables	25-75 cents	\$1



## Pricing Case Studies

Here are some examples of bikes sold at BikeWorks with an explanation of their prices.

### #1 Trek Singletrack 930 Mountain Bike.

- early 1990s Trek Mountain Bike
- True Temper tubes and
- RockShox suspension fork
- cantilever breaks, grip shift shifters.
- metal pedals
- Specialized Body Geometry saddle
- Deore DX drivetrain components
- new bottom bracket, chain, seatpost, cables, housing and brake pads
- Mavic X22 double-walled, quick releases alloy wheels with eyelets
- good condition Bontrager Jones XR tires.



**Conclusion:** Very high quality bike in excellent condition with top end wheels. Tuned up and in perfect working order with many new parts.

**Price = \$250**

## #2 Mystery Cruiser

- A single speed cruiser from the 1960s or 1970s
- coaster brake.
- Brand unknown.
- Missing front wheel and handlebars.
- in fair shape, with good paint and relatively little rust on the chrome.
- chromed fenders are a nice feature.
- Rear coaster wheel has an alloy rim instead of the more common steel rim.
- Rear tire in good shape
- Vintage frame has appeal



**Conclusion:** A cute older cruiser in good condition but missing some important parts. In this case the bike's vintage appeal is balanced by its incompleteness. If this bike was complete and tuned it the price would be at least double. **Price: \$40**



### #3 Appolo Classic Sport Touring Bike

- 1980s sports touring bike
- very good condition with no scratches or dents
- missing seatpost/saddle
- Kuwahara Chromoly butted tubing
- Sugino triple crankset
- Alloy 700 c wheels
- Dia Compe side pull breakes
- rear derailleur is damaged and needs to be replaced
- matching fenders in good shape



**Conclusion:** An attractive, high quality touring bike in excellent shape. Tubes are made of high quality material. Comes with decent wheels. Though some parts are missing it is essentially complete.

**Price: \$110** If the bike was complete and fully tuned up it would be priced at around \$160.



# TOOLS AND SAFETY



## Tools

BikeWorks' tools are one of its greatest assets. Bike tools are typically more expensive than household tools and are easily damaged by misuse. While BikeWorks' communal nature places high stress on its tools, improper use is the most common reason for their breaking. Please treat our tools well and never use a tool for something it's not designed for. If you are unsure of how to use a tool, always ask or consult a reference; do not guess at how to use it.

Every tool in BikeWorks has a place where it belongs. When you are finished using a tool put it back in the correct place so that others can find it. Attempt to hang it on the pegboard. If the same tool is already hung up there, put it in the appropriate drawer. When working, follow the '3 tool rule'; i.e. do not have more than 3 tools out at any one time. You rarely need to use more at once and this helps keep tools accessible and tidy.



**Note:** If you do break something, please report it to the BikeWorks Coordinator so it can be repaired or replaced.

## Specialty Tools

Specialty tools are kept in the New Parts Room because they are used infrequently, are particularly expensive and require greater skill to use. The New Parts Room door is to be kept closed and patrons are not

allowed in this room. Examples of specialty tools include headset removal and installation tools and various threading, facing and reaming tools. Make sure you understand how to correctly use these tools before using them. If you are unsure, ask a more experienced mechanic or consult the black binder in the specialty tools area. This binder contains instructions and explanations for all specialty tools. Never allow



patrons to use these tools unsupervised unless you are absolutely certain that they understand their proper use. Return any specialty tool to its place in the New Parts Room immediately after use, making sure to clean it first if required.

## Examples of specialty tools and their cost

<b>Tool</b>	<b>Retail Cost</b>
Park Bottom Bracket Facing Set	\$650
Park Head Tube Facer/Reamer	\$900
Park Crown Race Puller	\$215
Hozan Spoke Threader	\$250

**Note:** The New Parts Room is not a public area. Please do not allow patrons to access the New Parts Room and keep the door closed.

## Power Tools

BikeWorks has a number of power tools including angle grinders, a bench grinder, a Dremel tool, cut off saw, drills, etc. These tools are perfectly safe when used properly and with appropriate precautions. *Wear safety glasses anytime you are using a power tool and protective gloves and clothing when appropriate.* As with specialty tools, the use of power tools must be supervised by a volunteer familiar with their use. Please be mindful of other shop users when using power tools. Angle grinders must be used outdoors only and not near anyone else. When using power tools, make sure any sparks are directed away from other people, bikes, equipment, etc. Note the location of the nearest fire extinguisher when using power tools.

## Safety and Emergencies

Safety should be an important consideration for everyone who uses BikeWorks.

Staying safe at BikeWorks means you must:

- work within your skill limits
- use tools only for their intended purposes
- be aware of what and who is around you when working
- keep the shop clean and hazard free
- use all required safety equipment

- report unsafe conditions and equipment immediately
- know the location of fire extinguishers and the first aid kit

Fire extinguishers are located at:

- the main door
- on the east wall workbench
- in the mezzanine near the sink
- above the workbench in the used parts room
- in the new parts room near the compressor

A first aid kit is located under the fire extinguisher near the main door. If it is short on supplies please inform the BikeWorks Coordinator.

**Call 911 in an emergency.** If you encounter fire, serious injury, or an immediate physical threat call 911 immediately. If you encounter a serious situation that is not urgent, you may wish to call EPS at 780-423-4567. If in doubt, call 911. Be sure to contact the BikeWorks Coordinator as soon as possible anytime a serious situation occurs (the BikeWorks Coordinator's contact information is posted at BikeWorks).

Examples of serious situations include:

- serious injury or illness
- violent or aggressive behaviour
- someone refusing to leave the shop when asked to
- theft from the shop
- harassing or discriminatory behaviour
- a problem with the facility (electrical problems, locks not working, unsafe equipment, etc)

# VOLUNTEER SHOP ACCESS AND ISSUES

## **After Hours Shop Use**

Free extended access to BikeWorks is a privilege enjoyed by Core volunteers. After hours use of the shop must not affect the functioning of the shop during open hours. If using the shop you must leave it in as good or better shape than you found it. Leaving a mess is very disrespectful to other shop users who must then clean it themselves.

## **Shop Use Priority**

BikeWorks is often very busy during open hours. If you are a Core volunteer wanting to work on your own bike, please try to do it when the shop is closed. Generally speaking, you're welcome to use the shop 24 hours a day, as you please. However, official events being held at the shop take priority over individual shop use. Examples include: yard cleanups and stripping parties, movie screenings, maintenance classes, etc. If you are able to make use of the shop without disrupting such events, and you have the permission of the person running the event, you are welcome to stay. Otherwise, please come back another time.

## **Friends at BikeWorks**

Core volunteers are encouraged to bring friends to BikeWorks at any time providing they take responsibility for their friends and ensure they follow shop rules. While volunteers receive free shop time, friends must pay for their shop time and are not to receive any special discounts on bikes or parts.

## **Personal Babac Orders**

Being able to order new items is a privilege extended to core volunteers in consideration of their commitment at the shop. BikeWorks purchases new items through Babac. You can look at what's available either in the Babac catalog or on their website at

<http://www.cyclebabac.com>. To cover shipping and receiving expenses, volunteers pay an additional 5% over the cost of new items. 5% GST is also charged. The prices listed in the catalog are suggested retail prices. To estimate how much an item will cost you,



divide the catalog price by two and add 10% (GST plus 5% markup) to the resulting price. BikeWorks places Babac orders as needed. In the summer this is usually every month or two, in the winter less regularly. Volunteers will be informed of an impending order via the BikeWorks email mailing list so that they can add items to the order. To add an item to the Babac order, enter it in the most recent spreadsheet on the volunteer computer. Volunteers will be informed when their items arrive and how much they owe. Payment must be by cash or cheques and placed in the safe in an

envelope with their name on it along with their invoice.

## **Limited Shop Space**

Despite being large by community bike shop standards, BikeWorks does not have much room to spare, especially on busy days. If you have come to the shop by bike but are not doing repair work, leave your bike outside. Bringing it into the shop reduces the already limited space needed for repair work and makes it hard to get around the shop. A rack is provided next to the shop for short term parking.

## CONDUCT AT BIKEWORKS

It is of the greatest importance that all people be welcomed and supported at BikeWorks. BikeWorks should be a safe place for anyone to visit, regardless of age, sex, colour, race, sexual orientation, or nationality. These forms of harassment are illegal under the Canadian Human Rights Act. There is no place at BikeWorks for anyone that acts disrespectfully towards any other shop user. Please make the effort to treat all patrons respectfully, kindly and in a professional manner.

### **Sexism and Harassment**

This is a particularly important issue at BikeWorks. Not only do male cyclists dramatically outnumber female cyclists, mechanical repair has traditionally been a male dominated field. Today, most bike repair shops are usually made up entirely of male mechanics and often women are treated differently, in either subtle or not-so-subtle ways. Differences in treatment could include: male mechanics assuming that women need more help than men and focusing their time with them, mechanics failing to explain the nature of technical problems to women (assuming they won't understand or are not interested), comments about a woman's appearance, etc. Additionally, sometimes women may feel hesitant entering a male-dominated space or learning about a craft traditionally dominated by men. Conversely, it is also unacceptable to assume that men entering the shop know more about bike repair and do need less assistance than women. Sexual harassment and other forms of discrimination can be very subtle and might go unnoticed. The offending person may not even realize that his/her behavior is inappropriate. Report such behaviour to the BikeWorks Coordinator.



To combat discrimination at BikeWorks:

- welcome all patrons to BikeWorks
- help all patrons equally, being conscious of who you help, for how long and why
- let everyone develop their own skills, and assist only if a task is too difficult for the member.
- if a patron looks confused or uncomfortable, offer assistance in a respectful way appropriate to the situation
- do not touch shop users you do not know personally

If you encounter discrimination or behaviour that makes you uncomfortable:

- respectfully intervene, if you are comfortable doing so, by telling the person that you feel they are being disrespectful and would like them to stop
- regardless of if you intervene or not, report the incident, including the date, time and those involved to the BikeWorks Coordinators, or, if you'd prefer, any member of the board of directors

## **Profiteering**

Purchasing items at BikeWorks with the *intent* to resell them for profit is unacceptable and runs counter to one of BikeWorks' key goals of providing people with affordable bicycles for utilitarian use. It also violates the spirit in which the bike or part was donated to BikeWorks. Reselling items after purchase is not necessarily a problem; it is the act of purchasing items with the deliberate intent to resell them that is unacceptable. It is strongly recommended that items bought at BikeWorks be donated back to the shop if they are no longer wanted within the short term. Anyone found to be purchasing things at BikeWorks with the intent to resell them for profit may be banned from BikeWorks and have their EBC membership revoked.

## **BikeWorks User Rules**

The following basic rules apply to anyone using BikeWorks at any time. Failing to follow these rules can potentially result in expulsion from BikeWorks. Please note this is a concise list of rules intended to convey BikeWorks minimum expectations to BikeWorks' users.

- 1. Be respectful of other shop users; sexism, racism, homophobia, and discrimination of any kind will not be tolerated.**
- 2. Put away your tools and tidy your work area before leaving.**
- 3. Ask if you need help; don't guess at how to use tools or do repairs.**
- 4. Do not purchase items with the intent to resell them.**
- 5. Do not store personal bikes and other property at BikeWorks.**
- 6. Do not remove tools or equipment from BikeWorks.**

## **Other Inappropriate Behaviour**

In addition to the above, the following are some examples of inappropriate behaviour.

These may apply to all shop users, not just volunteers.

- favouring specific patrons with discounts or special attention
- leaving a mess behind with the plan to clean it up tomorrow
- stashing bikes or parts aside to purchase later
- being intoxicated at the shop (excluding some special events)
- using shop resources for illegal activities

- smoking inside the shop or yard
- using shop resources to generate personal profit
- using spray paint inside when the shop is open
- bringing animals inside when the shop is open

## **Dealing with Difficult Patrons**

Most BikeWorks patrons are reasonable people who are happy with our services.

Eventually however, you may encounter a difficult or angry patron. If this happens, try to remember that even reasonable people are unreasonable at times and do your best to calmly resolve the situation. And remember, they probably aren't upset with you but with the situation they are in. They may not be in control of their emotions but you can stay calm and in control. Try listening to them and see if you can help them out. For instance, if someone is upset because they feel they are being ignored, try to give them more attention.

That said, some circumstances require a stronger tone, up to and including telling someone to leave. As a BikeWorks volunteer, you are empowered to confront patrons who are in violation of our policies or in other ways behaving unacceptably. Politely explain to them why their behaviour is unacceptable, referencing our policies whenever possible (you can cite this guide). How severely you respond to unacceptable behaviour is up to your discretion. For example, if someone misuses a tool, explaining our policy of asking for help, referencing BikeWorks Rule # 3 (see above) would be an appropriate and likely sufficient response. In such a case it may be that patrons are simply unaware of our policies.

Some inappropriate behaviour is more serious and should always lead to the patron being expelled. Examples include:

- Violating BikeWorks Rule 1 by being disrespectful or discriminatory to other patrons, volunteers or staff
- Violent, aggressive or disruptive behaviour including verbal threats
- Stealing from BikeWorks or its patrons, volunteers or staff
- Intentionally damaging BikeWorks property
- Attempting to access BikeWorks, without permission or authority, outside public hours

When dealing with a very difficult patron inform the other volunteers at the shop of what is happening, especially if you decide to tell someone to leave.

If you encounter a difficult patron and the situation is not fully resolved you must inform the BikeWorks Coordinator of what happened immediately (email [bikeworks@edmontonbikes.ca](mailto:bikeworks@edmontonbikes.ca)). The BikeWorks Coordinator in conjunction with the EBC Board of Directors will decide an appropriate course of action to address the situation. Telling someone to leave is a last resort but one that is entirely within your rights. BikeWorks is publicly accessible but it is still private property; as representatives of EBC you have the right to tell someone to leave. If someone refuses to leave, tell them you are calling the police and then do so (call 911).

## RESOURCES FOR MECHANICS

There are many excellent resources to help you learn more about bike mechanics. Here are a few of the best:

### Online Resources

- <http://www.sheldonbrown.com>

The late Sheldon Brown's Bicycle Technical Information website is an inexhaustible labyrinth of bicycle repair, culture and riding tips. A good place to find information on older bikes and parts as well as the history of cycling.

- <http://www.parktool.com/blog/repair-help>

Park Tool's website contains a wealth of information of the anatomy and use of their tools and many articles detailing almost every possible repair.

- <http://www.bikeforums.net/>

A major online discussion forum that touches on everything to do with bikes, including repair, collecting, advocacy, safety, and pretty much anything else you can think of.

- <http://youtube.com>

Try searching YouTube for helpful bike repair videos.

## Print Resources

Note: Many of these books are available for use at BikeWorks.

- Brandt, Jobst. *The Bicycle Wheel*. Avocet Press  
Considered to be the standard reference on bicycle wheel building. Includes thorough explanations of the physics of the bicycle wheel.
- Clark, Ethan and Jackson, Shelley Lynn. *The Chainbreaker Bike Book; a Rough Guide to Bicycle Maintenance*. Microcosm Publishing  
A collection of repair instructions with great illustrations, collected from the well loved Chain Breaker zine.
- Downs, Todd. *The Bicycling Guide to Complete Bicycle Maintenance and Repair..* Rodale Press  
A good, detailed overview of modern cycle repair.
- Forester, John. *Effective Cycling*. MIT Press  
A very detailed look at all aspects of cycling with ample sections on riding practices, the history of bike advocacy, and vehicular riding styles, as well as repairs and mechanical theory.
- Jones, Calvin C. *Park Tool BBB-2 The Big Blue Book of Bicycle Repair*. Park Tool Company  
Well illustrated and comprehensive without being too detailed.
- Tracy, Sam. *Bicycle! A Repair and Maintenance Manifesto*. Speck Press  
A stylish, extremely hilarious if somewhat cursory guide.