

Mission Statement: The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain Counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

Purpose Statement: To offer community access to new and emerging technologies, the Library's 3D printers are made available to the public to foster creativity, learning, and educational support. 3D printers make three-dimensional objects in plastic or other polymers using digital designs uploaded from computer files. This policy establishes how and under what circumstances the public may utilize the Library's 3D printers.

General Information: All other Library policies apply when using the Library's 3D printer or printing services, including policies addressing user behavior, acceptable use, cybersecurity, copyright, intellectual freedom, and user privacy.

Terms of Use

- Users must have a full-service library card from NC-Cardinal in good standing.
- Users may only submit ONE print request at a time. Note: one request may include multiple files for a multipart item. Additional requests should not be submitted until the previous request is finished. The Library reserves the right to limit the number of print requests or copies.
- Objects to be printed can be no larger than the build volume of the printer.
- Objects to be printed must take no longer than 8 hours to complete.
- The printer can only print a part or object in a single color. The user may submit a color preference, but that may delay printing if the color is not on hand. If no color preference is elected the Library will select the color based on availability of filament on hand.
- If a request has multiple parts in different colors they will be printed as separate jobs. This will delay printing.
- If a user requires a filament color not supplied by the Library, the user may request the Library to purchase it if obtainable, and must pay for the cost of a full spool. Any remaining filament becomes the property of the Library.
- The Library does not guarantee complete customer privacy during the 3D printing process as printing may be done in a public space.
- Charges must be paid at the time of pick up. The Library is only able to accept cash or checks.

- Users will not be charged for a failed print run.
- The Library is not responsible for failed models. Printing designs are not guaranteed to come out as intended and can be affected by any number of variables, such as size, complexity and overhanging areas.
- The Library does not refund printing fees for completed items which do not come out as intended due to options selected by the user requesting the 3D print, including but not limited to scale, quality, design, required support material, etc.
- Customers have two weeks from notification to pick up their print job. Items not picked up within two weeks become the property of the Library, and the cost will be assessed as a fee to your Library account.
- Current 3D printing locations and fee schedule are available on the Library's website.
- Use of the 3D printer is not necessarily on a first-come, first-served basis. Size of the file, timing of printing, requested color, and maximum length of time allowed for each print job may affect scheduling according to demand and equipment restrictions. The Library reserves the right to organize the print queue for overall efficient output. Priority may be given for Library programs or training.

Procedures

- Create a design file:
 - Create or find a .STL (stereo lithography) 3D design file and submit it to the library on a USB device or other approved method.
 - The Library will not be responsible for the creation of 3D files.
 - The user is responsible for object design. Library staff will not modify designs submitted for printing.
- Complete a 3D Printing Request form.
- Library staff will review the design and notify the user of the estimated time and printing cost.
- If the request cannot be satisfied, library staff will notify the user.
- Allow up to two weeks for your item to be printed.
- Only designated library staff and volunteers may print items.
- If a model is found to be printing improperly within the first 15 minutes, Library staff will attempt to print the model a second time. After the second failed attempt, the print request will be cancelled and the user requesting the 3D print will be notified and charged only minimum fee.

Restrictions

The Library's 3D printers may be used only for safe and lawful purposes. Users will not be permitted to use the Library's 3D printers to create material that is:

- prohibited by local, state or federal law;
- in violation of the Library's code of conduct;
- likely to fail or print incorrectly or likely to cause damage to the 3D printer;
- unsafe, harmful, dangerous, poses an immediate threat to the well-being of others, or is otherwise inappropriate for the Library environment;
- a weapon, look-alike weapon, or part of a weapon;
- for commercial use;
- in violation of another's intellectual property rights. For example, the printers will not be used to reproduce material or use a design that is subject to copyright, patent or trademark protection. The user represents and warrants to FRL that the designs submitted are original to the user, in the public domain, or that the user otherwise has the legal right to use the design (for example, the user has obtained a license or permission to use the design from the rights holder). The user shall be responsible for and shall hold FRL harmless for any claims or damages arising from or relating to the user's violation of this representation and warranty or the Terms and Conditions.

The Library reserves the right to refuse any 3D print request.

The Library cannot guarantee model quality or stability, nor confidentiality of submitted designs. 3D printed items are provided to users "as is" and without warranty of any kind. Users are responsible for removing rafts and supports.

The Library is not responsible for any object created with the 3D printer, including any harm or injury incurred as a result of any usage of the 3D printer or the object printed.

Supervision of the use of the 3D printer by Library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the Library specifically disclaims any knowledge thereof.