

# Thinking about running an online repair event?

Short intro to Restart and the idea behind the event

**@Stuart\_Ward** (Reading Repair Café)

Repair advice sessions - a couple of attempts so far

Connecting up repairers and keeping the community of repairers going, rather than fixing stuff for visitors

Quite a lot of people with IT problems - a bit “chicken and egg” - advertising the dial-in aspect can help with this

## Platforms

- Just used Zoom because another group had a paid-for Zoom account - shared the costs
- Needed a paid-for account because of the 40min limit on free accounts (Peter Mui observes: I've noticed that Zoom is arbitrarily extending Zooms past 40 minutes, not sure how they decide)
- Curious about Jitsi and Daily.co

## Opportunities

- Amongst the repair community, they've helped each other to fix stuff, locating the best resources and places to source spare parts
- Discussing issues with repairs

“Nowhere near” as effective as a physical event

**@Peter\_Mui** (Fixit Clinics) and **@Jessika\_Richter** (Malmö Repair Café & Lund Repair Café)

Fixit Clinic and Lund Repair Cafe have teamed up to run a couple of events. A couple more coming up. Boulder U-Fix-It is also hosting events and we're open to any community repair organization in the world hosting. We'd love to get some in Asia.

We've had two Virtual Fixit Clinics so far with participants from all over the world -- Jarkarta, Paris, Cornwall, Boulder, Berkeley, Malmö -- and Community Repairers from all over the world -- Belgium, Sweden, The Netherlands and the US (California, Colorado, Massachusetts, Minnesota, Oregon, Tennessee...)

2020-05-09 18:00 GMT Virtual Fixit Clinic: Malmö Sweden

<https://www.facebook.com/events/241019973840887/>

2020-05-17 18:00 GMT Virtual Fixit Clinic: Boulder Colorado US

<https://www.facebook.com/events/237037094304821/>

Everyone's welcome to attend -- even if just to observe.

IMPORTANT: MUST sign up in advance at <http://bit.ly/fixitcoachsignup> to get the Zoom link (we're trying to keep out the Zoom bombers.)

Registration in advance is required.

Community repairer sign up form: <http://bit.ly/fixitcoachsignup>

Participant check-in form: <http://bit.ly/fixitcheckin>

"Never let a good crisis go to waste"

### **Opportunities**

- Repairing stuff that would be too big to bring to an event (like a screen door!)
- Participants from all over the world - Indonesia, France and Sweden - leveraging the global internet
- Registration helps guarantee there will be enough participants and helps the fixers prepare to teach/show
- Recording and sharing after the event
- Break-out rooms - grouping people (there is real interest in top tips for this in the chat)

### **Challenges**

- Extra people turning up
- Security with Zoom - extra prep and study needed
- Assigning people to breakout rooms (Frank shares: <https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms>)

Pluses for Virtual Fixit Clinics:

- Scales well, at least so far: can invite all of us to your online community repair events
  - 30+ Fixit Coaches

- If it gets popular we can just hold more Virtual Fixit Clinics
- It's creating a global community of Fixit Coaches, opportunities for cross-training
  - All Fixit Coaches get to see all items: a great learning and (knowledge) sharing opportunity.
- Potential for seeing items too large or awkward / unweildy to bring to a community repair event
- Some people can do real time web research
- You can more easily perform a longer repair over multiple events (ask the participant to get a part or tool)
- Reaching people with no community event near them now
  - Access a global pool of Fixit Coaches
  - Can serve a global community of participants
- Jakarta, Indonesia, Paris, France, Cornwall, UK, Boulder CO, Berkeley CA
- Forces the issue of fixing it for them
- Augmentation to in-person events (can prep people for in-person events, make house calls)
- Record Virtual Fixit Clinic for persistent content and to facilitate ongoing discussion
- Allows for ongoing interaction with participants and other community repairers through web forum
- More things are a combination of hardware and software, virtual events will parallel that trend with a different mix of things being presented (with different problems.)

Questions I'm asking through the Virtual Fixit Clinic experiments:

Can we (effectively) reach community repairers globally? (and people with the potential to be community repairers?)

Can we grow that pool of community repairers?

Can we collect and grow participants? Can we identify participants with the mindset to become community repairers themselves?

Can we hold live virtual community repair events that everyone -- both community repairers and participants -- find entertaining and compelling while they're watching live?

Can we create associated persistent content based on these community repair events that people will engage and interact through out-of-band? (e.g. recordings, web forum)

Can we leverage this moment to build a global network for rapid response repair of community-owned items, public assets?

Can we reinforce repair and maintenance as critical elements necessary for a resilient civilization?

Zoom mechanics: little things that seem important:

- Distribute roles among multiple co-hosts
- Start 15 minutes early (lets the community repairers mingle, get settled)
- Encourage community by having everyone show themselves via video
- Ask everyone to edit their video window info to show full name and location
- Mute everybody at formal start
- Remind everyone of features like chat and Q&A
- Pin the video to the participant, make them full screen

- Introduce each participant (“Here’s Benoit from Paris France”)
- Give the participant ample time to introduce themselves and describe the item and the problem
- Put participant’s name, (location), item make and model in chat
- Have repairers introduce themselves when initially commenting “e.g. “Peter from Berkeley, have you tried... (changing the batteries?)”
- Allow for free-flowing conversation but be ready to mute all and resort to waving hands mechanism if it gets unwieldy
- Before moving on to the next participant/item ask “Is there anyone who hasn’t had a chance to speak yet (who wants to)?”

## **@Frank** (Marlow Repair Café)

Used Zoom as well without pre-registration

We didn’t get as many people as we wanted on the call but it was good to link up with volunteers and for new volunteers

Teaching a bike tire change - a great example of someone doing something themselves

### **Opportunities**

- Ends up being very hands-on and DIY, more so than the “normal” event
- Queue management system -> assigning complex repairs to breakout rooms

## **@Janet** (The Restart Project)

Shared two things, not really community repair events, but online engagement

### **“Asynchronous” repair help - #FixAtHome**

We’re helping people via social media, [using our Forum to triage and come up with repair advice](#)

We suspect that many people - including our volunteers - are over-booked for online events, meetings, screentime, etc

### **“Mobiles Come from the Earth”**

First event for 30minutes, aimed at 10 year olds+, 39 people turned up about one-third brought kids <https://therestartproject.org/news/earth-day-activity-mobiles/>

While not talking about repair explicitly, kids inevitably mention it as a solution and get a taster for looking inside of electronics. Would like to partner with teachers and institutions to deliver these live, and we aim to deliver them to classroom-sized groups.

## **@Vanessa\_Ternes** (The Restart Project)

Two kinds of community-building events

### **Skillshares between volunteers**

One volunteer facilitates, and demos and presents something that others can try at home. Last about 90 minutes. This worked well with a topic like “spare parts” that is broad enough but can allow some physical or hands-on demos.

### **Social**

Two hour, no-obligations video call + game (Pictionary) - this helps people who might not feel socially up for video chat. Created a real casual community feel and helped people stay in touch with people that they used to see really frequently

## Questions and Answers

### **Sol: what are the opportunities of online?**

Frank: the DIY aspect. Participants are forced to be doing the work! Also the international aspect

Peter: it scales well, 30+ Fixit Coaches at one event. We'd love to have one in every time zone. All coaches get to see all items - learning opportunity that we don't have at events where coaches focus on a specific device. People are more likely to repeat or follow-up on repairs, and follow-up is easier. Reach out to people who are geographically isolated.

### **Meli: what is the balance between repairers and participants/items - what is manageable**

Jessika: We have many more repairers than participants. 35:5 in the last event. English was the default language, but they were prepared to breakout by language.

### **Question about health and safety**

Frank: Problem with a battery in a scooter, stressed for participants not to tamper with batteries.

Jessika: Understand the security features of Zoom, they are NOT by default. Think about how to protect the space.

Janet: Safeguarding is important if you are accepting or advertising to under-18s. You want to choose a platform that allows you to force-off video and audio at all times

### **Question: Should there be limits to what can be fixed?**

Group: That's part of the fun. Just take everything/all

Peter: there is some art of "curating" in advance, perhaps helping boring/easy repairs happen before the event

Jessika: If anything, it's hard to know when to cut it off!

### **Susan: What about recording? Consent?**

Jessika: Zoom is GDPR compliant by design.

Peter: The pre-registration form confirms this to participants.

Vanessa: It's enough to notify people in advance in writing so that they know what attending means

## Appendix 1 - Copy of the text chat from the event

Peter Mui Fixit Clinic Berkeley CA US: I've noticed that Zoom is arbitrarily extending Zooms past 40 minutes, not sure how they decide

Dean Gallea: Would love to hear how a particular session goes: How the participant shows what their problem is, etc.

Gianna bird: Sound is spotty

James (Restart): Dean, great, that sounds like a good question for Jessika :)

James (Restart): Gianna, sorry to hear that. Try clicking on 'More' at the bottom right, then on the cog icon (top right) and toggle 'active speaker view' - this can help reduce bandwidth use :)

Peter Mui Fixit Clinic Berkeley CA US: Invite all of us to your eventsCommunity repairer sign up form: <http://bit.ly/fixitcoachsignup> Participant check-in form: <http://bit.ly/fixitcheckin>

Peter Mui Fixit Clinic Berkeley CA US: 2020-05-09 18:00 GMT Virtual Fixit Clinic: Malmö Sweden <https://www.facebook.com/events/241019973840887/2020-05-17> 18:00 GMT Virtual Fixit Clinic: Boulder Colorado US <https://www.facebook.com/events/237037094304821/>

Janet: Can you turn your camera back on Jessika?

steve cousens: it was all good fr me fyi

steve cousens: id like a link to the video please

Peter Mui Fixit Clinic Berkeley US: Video of Fixit Clinics:  
<https://groups.google.com/forum/#!categories/global-fixers/items-presented-discussion>

Don Fick: We use the Zoom Webinar package (+40USD/month). It allows us to show only coaches on screen while the audience can be quite large but invisible.

steve cousens: thanks

Frank (Marlow Repair Café): You need to assign to breakout rooms in the call.

Frank (Marlow Repair Café): (in my experience)

John Wackman: What is a virtual break-out room?

Frank (Marlow Repair Café):

<https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms>

James (Restart): Thanks Frank

Peter Mui Fixit Clinic Berkeley US: Don:: how did you get the participants for your Repair Café?  
-Peter Mui

Don Fick: I think a breakout room is like splitting into parallel zoom calls.

Don Fick: Peter - At our last we had a max of about 10 on screen and 50 in the audience.

Peter Mui Fixit Clinic Berkeley US: Stuart you might turn off your camera (wink) -Peter

Peter Mui Fixit Clinic Berkeley US: Don: how did people know about your Repair Café e.g. how did you promote it? -Peter

Don Fick: We haven't used the breakout rooms. I've been focusing on removing social isolation - more like a "Meta Repair Party."

steve cousens: very good points made by frank,

Peter Mui Fixit Clinic Berkeley US: Photos from 551 2020-04-19 Virtual Fixit Clinic Lund Sweden  
<https://photos.app.goo.gl/n5RNKHZ1L9brEHwj8>

Guest: Video from 2020-04-19 Virtual event Fixit Clinic and Repair Cafe Malmö/Lund  
<https://youtu.be/4OPYRAE97E4>

Frank (Marlow Repair Café): Janet/James/Vanessa: great re schools outreach, how can I point schools in your direction?

Guest: how did you connect with teh school

James (Restart): Hi Frank, schools are welcome to get in touch through our site:  
<https://therestartproject.org/contact/>

James (Restart): Guest: we're currently trying to connect with schools, but haven't worked with any for this particular workshop yet

Guest: can we pool existing good videos on "how to use a multimeter?"

Don Fick: Video from North Carolina: <https://youtu.be/1Twj05aEa2g>



Susan Jeynes: I can't hear any more.

James (Restart): Sorry to hear that Susan - can you try refreshing the page (you'll need to re-enter)

Vanessa (The Restart Project): Just a reminder that it's approaching 8pm in the UK :)

Don Fick: The Google Groups "National Tool Library Group" group is currently discussing tool education videos.

Miriam Adcock (Zero Waste Scotland): Just going to clap for carers - will be back

Dean Gallea: Adults need to know what should be in a basic tool kit too!

Frank (Marlow Repair Café): James, I'd be happy to support this, so let me know if I can do anything

James (Restart): Brilliant, thanks Frank, will do

Sol - Plymouth: I thought it was very interesting what you said about (not) trying to replicate what we do "offline". What would you say are the benefits/advantages from having repairing sessions online. Cheers

Frank (Marlow Repair Café): Sol - definitely that visitors need to do the repair themselves and that repairers can share knowledge

Guest: What do you suggest to use to book events?

Meli Scioli - Club de Reparadores: 1. What is the balance in numbers between repairers and objects for repair in every session? 2. With what criteria do you create break up groups? How many people, in your experience, is manageable?

Guest: bak

Guest: no ones said anything about H&S when kids are involved

Meli Scioli - Club de Reparadores: How long are the online events?

Don Fick: +1 on zoom. Zoom is popular so use zoom

Don Fick: Here we have people in their 60s and 70s attending church services by zoom.

Lindsey Taylor: My mother- 78 years old- and her church book club have been figuring out Zoom very well!

Guest: @Meli we aimed for 60 minutes. We had a common room for that time and THEN broke up into breakout rooms depending on what repairs needed more time and who was interested in helping

Frank (Marlow Repair Café): We had a child with toy at our last event - multiple people were in the virtual room (not breakout room) and their parents were in the same physical room as them

Dean Gallea: Are online repair clinics limited in what people can ask about? For instance, are cars and plumbing ok?

Guest: and we always had at least 2 repairers in a breakout room with the repair. But in the main room it was 35 volunteers to 5 participants needing repairs and another 15 learning about repair

Guest: repair :)

Peter Mui Fixit Clinic Berkeley US: Meli Scioli Many many more repairers than participants, you probably can't do more than 4/5 items in an hour.

Don Fick: @dean We don't set limits but so far the items are similar to our in-person events.

Peter Mui Fixit Clinic Berkeley US: what's H&S? Health and Safety?

Sol - Plymouth: Pictionary sounds great, thanks for sharing Vanessa. We are missing our community

Guest: +1 @Peter Mui that has worked for a 1 hour session

Lindsey Taylor: how are breakout done in Zoom?

Guest: yes health n safety

Frank (Marlow Repair Café): @Lindsey:  
<https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms>

Guest: @Lindsey, when you are the host you can see this option in the control panel at the bottom (sometimes in the "more"

Lindsey Taylor: THANK YOU both about the breakouts!

Guest: International cooperation IS a separate thing, but maybe a strength to develop in light of the current situation

Vanessa (The Restart Project): Sol, you're welcome. We miss our community as well!

Frank (Marlow Repair Café): Question for Peter Mui about the rapid response repair: how is it working out? liability?

Guest: yes, I have promoted the virtual events amongst our repairers as training sessions

Sol - Plymouth: Well said, certainly many pros about online augmentation, Thanks!

Guest: great point- about online events, forces the participant to do the work

Guest: When helping people to fix bikes, to what extent do you have issues with:- people not having the right tools - not being able to see what the problem is because of e.g. camera angle, image quality- people not having the ability to fix it themselves?

Susan Waite: Peter and Jessica windows do not have their names displayed. Is there a way to fix that? I missed last names, etc.

Lindsey Taylor: @John wackman:

<https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms>

Guest: @Susan - Jessika Richter Repair Cafe Malmö/Lund :)

Frank (Marlow Repair Café): Re: bike repair. In our case it was ability to fix, so we were able to walk them through it over video

Wayne Seltzer Boulder U-Fix-It Clinic: Re: Waffle iron with a ground fault. Still a puzzle to me why the multimeter showed a decreasing resistance between the power connection and the chassis, as if a capacitor was charging. Hoping the participant was able to isolate the problem.

Guest: involving kids has a guarding issue in UK so some statement would surely be needed

Colin Hargis: Straightforward training materials like videos could be shared more widely just by pointing to public youtube videos. It is the interactive sessions which are really valuable and need to be hosted and have a live feedback element.

Guest: just as Janet said now

Peter Mui Fixit Clinic Berkeley US: @Wayne the nice thing is that we can bring Benoit back and continue his journey through repair

Susan Waite: Have you recorded the repair sessions and if so, do you need to ask permission from attendees? How does tha twork?

Susan Waite: Especially if you plan to post on Youtube..

Don Fick: @susan - I did not record S1E1 and I regret that now. I recorded S1E2 by default. It's obvious to the attendees so they can leave if they don't want to be recorded. North Carolina is a 1-party consent state.

Vanessa (The Restart Project): @susan: If you record, it's important to notify all the participants beforehand and let them know how you plan to use the recording.

Lindsey Taylor: THANK YOU!!!!

Guest: thanks very much to everyone , stimulating ideas.. please send notes copy

Ray Pfau: Thanks a lot. Very useful information.

Kathy G: this was terrific! Thank you!

Sol - Plymouth: Thank you for sharing your experiences. Looking forwar to joining the next one!

Janna: Thank you!!

Susan Waite: thanks much!

marina: This has been great! Thank you very much!

Ray Pfau: Maybe we can do this again to continue the discussion.

Meli Scioli - Club de Reparadores: Thanks! :)

Miriam Adcock (Zero Waste Scotland): Thank you - really interesting and lots of useful links to follow up.

Janna: Let's do this again!

Guest: Thank you!

Guest: keep healthy everyone

Lauren Crilly : Very helpful - thank you!

Colin Hargis: Thanks great discussions.

Lauren Crilly : Very helpful - thank you!

Bea Echeverria (Evanston Repair Clinic): Yes, thank you! Looking forward to more:) and to sharing with community.

Guest: Thanks everyone! :)

Dean Gallea: Thanks, very good discussion!

Lauren Crilly : Take care!