

3D printing FAQs

What happens if my project does not print correctly?

If a project fails because of printer issues, the user will not be charged and we will re-print the project.

If the project fails because of a design flaw, the user will not be charged. Hopefully the designer can find the issue and repair the design and send it to be printed again.

If staff notice an obvious issue with a file, we will contact the user and clarify before attempting a print.

Where can I find files to print?

There are several websites that house 3D print files for public use. Thingiverse is one of the larger ones and files can be downloaded and sent to be printed on the 3D printer.

Users can also design their own projects – Tinkercad is a free web app for 3D designs. It is intuitive and has tutorials to get users started. Anyone can sign up for their own free account.

Can I watch the printer print my project?

Most projects take several hours to complete and the projects will be sent to the printer in the order they were received, therefore we cannot predict when a user's project will be on the printer.

When the lab is open, the public can come in and watch the printer if it is printing something, but they will not be allowed to operate the printer.

How can I learn about the 3D printer and make projects?

The Creative Lab staff will be offering small group tutorials in basic 3D printing and Tinkercad. Users will design and print a simple object such as a bookmark or cube. Programs and items printed in programs will be free of charge.

How long will it take before I can pick up my project?

We process projects in the order in which they are received and cannot predict timelines for completion.

How long will you hold my project?

We will hold printed items until they are picked up and paid for. Please note if a user fails to pick up a project within a reasonable amount of time, the Creative Lab will not print any subsequent projects until the original project has been picked up and paid for.

Why do I need a Library card to send projects to the 3D printer?

The Creative Lab is run on a cost recovery basis and charges for materials are added to your library card so that they may be paid for at the Service Desk.