



2023 ANNUAL REPORT

Letter from the Director



In July, the Open Works team kicked off early and took in a Friday night game at Camden Yards. After a brief thunderstorm, a rainbow broke out over the scoreboard. It sounds a little corny, but that's the kind of year we've had!

In 2023, we pushed into new areas of service, from digital equity projects out in the community to funding one-on-one navigators to help our novice makers grow. Long-running programs like EnterPRISE have continued to have impact, with a Black woman-founded firm winning for the 5th year in a row! We've added new tools, built a shed, expanded staff, become a City-designated Resiliency Hub, finished our strategic plan, and continued advocacy efforts with the publication of the *Maker Policy*

Playbook in June. As you'll see in the following pages, we also had a record year for impact, enrolling more students than ever before!

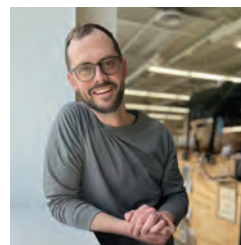
Looking ahead, we will be spending 2024 implementing recommendations put forward in our new 3-year strategic plan developed by Colmena Consulting. In April, we'll be launching a pilot makerspace on the Coppin State University campus in preparation for building a larger, permanent westside branch. We will also be convening the first mini-conference of Maryland makerspaces as part of our ongoing partnership with TEDCO. By 2026, we plan to have two locations and be working as part of a coordinated statewide network of makerspaces that delivers a true "infrastructure of production" to all Marylanders.

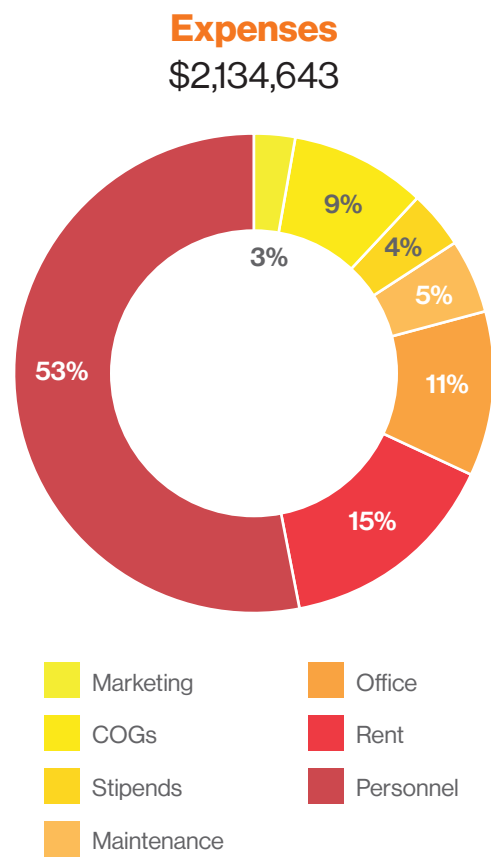
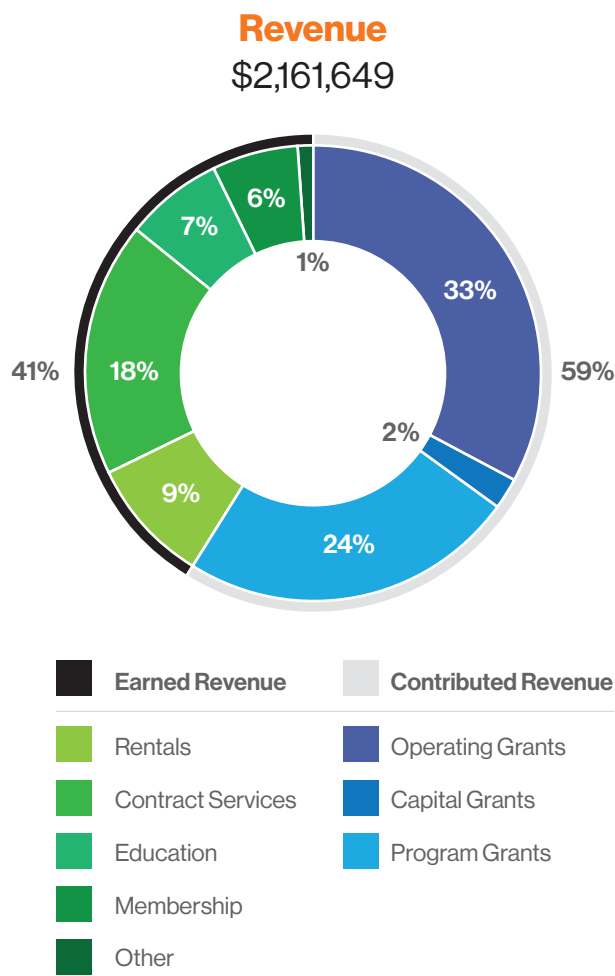
You can help support these ambitious plans with a donation to the Open Works Future Fund: <https://bit.ly/OWFutureFund>

As always, it is an honor to serve this community and watch it flourish!

Sincerely

Will Holman
Executive Director





Open Works' 2023 gross income broke \$2M for the first time in our 7-year history, totaling \$2,161,650. Gross revenue grew 19% over 2022, primarily on the strength of contract services, which grew billings 121% YoY.

Earned revenue, which is our best metric for demand, grew 36% YoY. Expenses grew 28% as we have added staff and programs, now up to a headcount of 7 FT and 25 PT employees and fellows.

Contributed revenue is down 5% this year, reflecting \$192,818 in one-time capital grants we received in 2022 for equipment and facility upgrades.

Funders

Capacity Building

Aaron Straus and Lillie Straus Foundation
Bunting Family Foundation
Knott Foundation

EnterPRISE Business Competition

Abell Foundation Small Grants Program
M&T Bank Foundation
MD Department of Commerce
PNC Bank Foundation

West Side Pilot Program

Baltimore City DHCD
MD DHCD Operating Assistance Grant
West North Avenue Development Authority (WNADA)

Solar Station Project

Baltimore Civic Fund

General Operating Support

Baltimore Office of Promotion and Arts
Goldseker Foundation
MD State Arts Council
Robert W. Deutsch Foundation
T. Rowe Price Foundation

Education

John J. Leidy Foundation
Johns Hopkins Neighborhood Fund
Transamerica

Capital (in-kind)

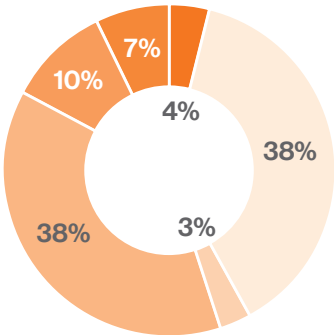
Craftsman Tools

Individual Donors

353 individual donors



Check-ins



- Private Programming
- Job Training
- Entrepreneurship
- Safety Classes
- Foundations
- Skill/Project

The Open Works education department delivered an astonishing 8,946 person-hours of instruction to adult learners this year! Our two workforce programs recruited 28 participants and will have graduated 21 of them by early January.

The first full year of the digital textiles workshop saw substantial interest in the new equipment, with 204 total enrollments, including 36 for the Bernina Q-Matic CNC quilting machine. Our pandemic-era virtual classes continue to see use, with 71 new signups this year.

The most popular safety classes in 2023 were Wood, CNC Router, Metal, and Laser. Adult education programs brought in 935 students that were brand new to Open Works—64% of our total enrollments!

In 2024, our education department will be redesigning internal training systems to prepare for expansion.

1,463 Enrollments

2,982 Check-ins (reflects multi-day or week classes like workforce development)

28 Workforce development enrollees

21 Workforce development graduates

71 Teachable.com new sign-ups

44 Teachable.com course completions



Open Works' youth education team was busy this year. We delivered 2 semesters and one summer session of Teen Maker Shop, our flagship 14-week after-school program. At the same time, we have been incubating the Baltimore Youth and Architecture Design Collaborative for two semesters, a 14-week after-school program teaching Revit and AutoCAD to Baltimore Design School students.

During the spring semester, we welcomed 8th graders from Baltimore Montessori Public Charter School for a multi-week class making burlap teddy bears. The bears were filled with sawdust and mushroom spores, and students eventually cooked their harvest in the Montessori teaching kitchen.

For younger learners, we hosted 5 weeks of summer camp, monthly story time with Ms. Abigail, and 4 Sunday afternoon workshops for kids and guardians.

In 2024, we've added one week of full-day summer camp and Ms. Abigail will be joining us every month for the whole year!

176 *Total youth enrollments*

41 *MakerCamp enrollment*

12 *Teen Maker Shop enrollment*

11 *BYADC Enrollment*

27 *Intergenerational workshop enrollment*



Membership grew at the same rate as last year, up 51% with net 48 new members.

Arrivals are up 40% year over year, with our average member making 16 visits/year. 86% of our studio arrivals and 76% of our membership arrivals were on weekdays, pointing to primarily professional users. Just 77 unique users made all of the machine reservations in 2023. These data demonstrate we still have significant room to grow with non-professionals.

Our new Digital Inclusion Fellowship program is designed to do just that! 5 grant-supported Fellows started here in August to help members with one-on-one tech support. They delivered 22 support sessions in November and December.

In 2024 we are expanding hours to be open on Friday nights and offering two new orientation times per week to help more folks access our resources.

697 *Membership Orientation attendance*

228 *Total membership as of December 31, 2023*

3,285 *Studio check-ins*

3,453 *Membership check-ins*

909 *Day pass sales*

90 *Studio rentals as of December 31, 2023*



The Contract services department hit an inflection point this year, landing their biggest job yet: making 120 tables for a food hall in Washington D.C. The Sycamore and Oak tables were made of locally-milled hardwood cut down in Baltimore City by BGE and DPW, demonstrating that a sustainable, circular economy is possible using hyper-local materials.

Our other ongoing project is building 12 solar-powered wi-fi stations throughout the central Baltimore area. We have installed 2 to date, extending resilient communications infrastructure to vulnerable neighborhoods throughout central and east Baltimore.

56 2023 total jobs

2/12 Solar stations built/planned

37% Jobs with repeat clients

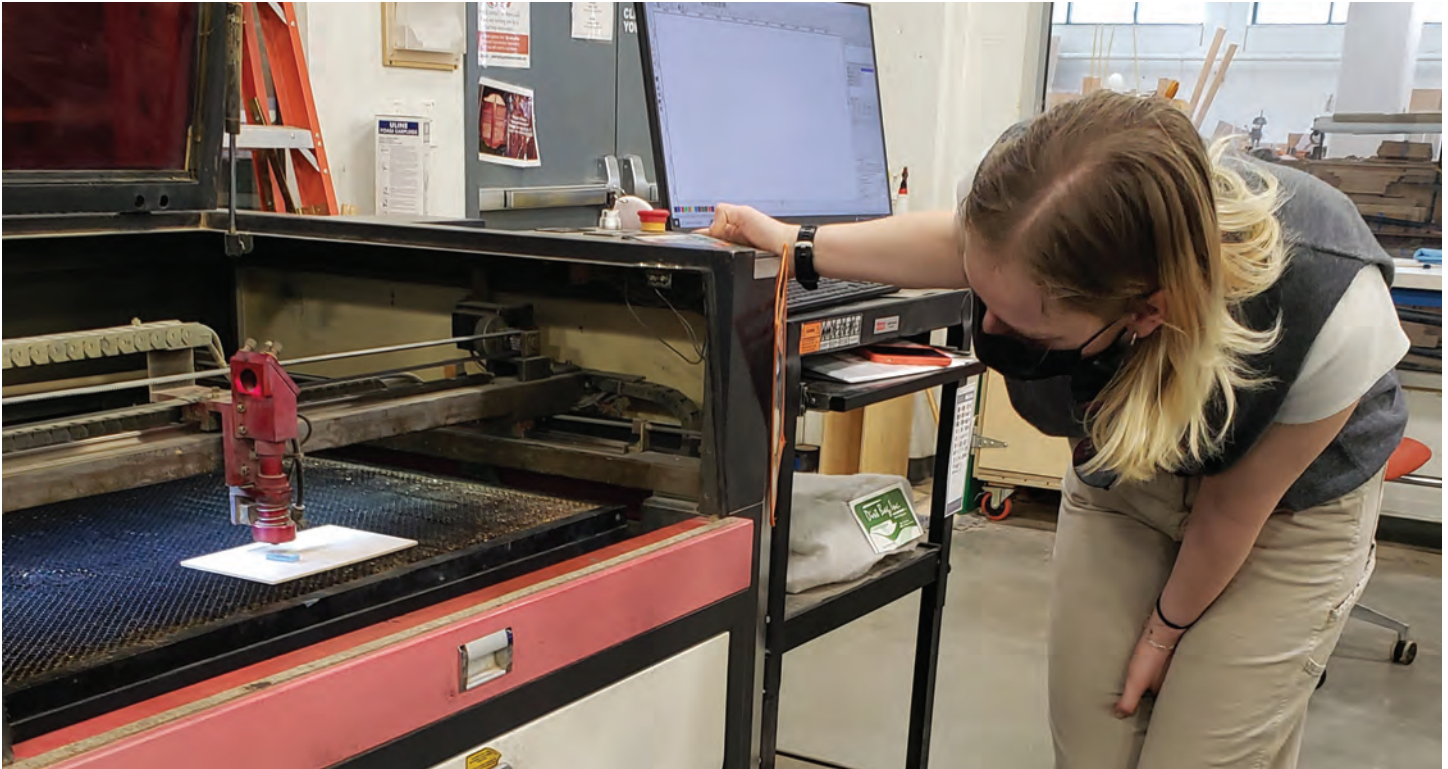
6 Contract shop employees
1 full-time, 5 part-time

Storage shed

Our contract services team bartered with C.L. McCoy Framing to get our new storage shed built and covered in almost 500 recycled street signs!

bit.ly/OWFutureFund





Pandemic-related staff turnover largely stabilized in 2023, which has helped tremendously with machine uptime and operational continuity. Community Technicians have been assigned into teams by shop area, and undertook shop-by-shop tool reorganization and inventory.

To put their maintenance work in context, the 4 lasers - our most popular machines - saw a combined 8,277 hours of runtime from member use alone in 2023! To help with the monumental task of keeping all of this stuff running, we are building an internal wiki database of machine maintenance procedures to go along with our 42-point daily machine checklist.

And, most importantly, we had our 7th straight year with a PERFECT safety record! Including classes, that's 27,015 use-hours without any injuries.

6,002 *2023 total machine reservations*

2,759 *2023 laser reservations*

259 *# of identified SOPs for our wiki*

\$20,000 *Craftsman tool donation*

6 *Internal staff trainings*

0! *Accidents*

2024 Preview and Special Projects



In spring 2023, Open Works engaged Colmena Consulting to work on a 3-year strategic plan.

They canvassed board members, staff, users of our space, and national makerspace experts to develop a roadmap forward that meets mission and sustainability goals. Their recommendations fall into three categories: internal operations, westside expansion, and statewide organizing.

Internal Operations

In 2024, we will finish building a public wiki site of all of our machine use and maintenance procedures to help all of our community members achieve technical fluency. Second, we are adding an Open Works user to our board of directors and updating our bylaws. Third, we are rolling out healthcare coverage to all of our part-time staff, redesigning staff training, and growing capacity with new hires.

Westside Expansion

In April, 2023, we kicked off a capital campaign to build a second location adjacent to Coppin State University on the west side of Baltimore. In April 2024, we will be launching a pilot site with monthly programming inside of the new Coppin State College of Business building.

The west side Open Works pilot site will offer workshops in sewing, laser cutting, and 3D printing. It will also provide a platform for hosting events, pop-up shops, and listening sessions that will guide the design of the permanent space.

Statewide Organizing

In June, 2023, we released an open-source maker advocacy toolkit based on our successful efforts to pass MD SB453 in 2022. That bill has appropriated \$5M over 5 years to help “expand or establish” makerspaces throughout the state. The first grants were awarded in August, 2023. In 2024, Open Works is tasked with incubating a makerspace association to bring tool access and technical education to all Marylanders.

Thank You!



Open Works Staff

Big thank you to all of the folks who helped make Open Works happen this year!

Leadership

Will Holman, *Executive Director*
April Lewis, *Director of Community and Culture*
Laura Cohen, *Education Director*
Zach Adams, *Contract Services Manager*
Tiersa Sullivan, *Office Manager*
Riggs Marietta, *Shop Manager*
Ana Maria Economou,
Public Programs Manager

Contract Services

Annabel Alpers
Tara Boyle
Jamie Cezar
Chima Ezenwachi
Jay Hall
Ben Hobby
Dom Pere
Harlock Pittman
Philip Pitts

Community Technicians

Samiha Alam
Kenneth Bland
AB Brackett
Jonathan Bury
Thea Canlas
Oliver Charles
Erin Davis
Sharmane Herron
Ben Kamaal
Akshara Karthi
Angel Light
Jennifer Masterson
Lindzor Parker
Reuben Reynolds
Jordan Ross
Diosi Smith

Support Staff

Taylor Boone
Joe Magar
Nefer Khar Purvis
Eboni Yahudah

Maker Fellows

Lindzor Parker
Aliana Grace Bailey
LaQuida Chancey
Josh Russakis
MC Carey

Open Works Board of Directors

Lauren Kelly-Washington, *Interim Chair*
Stephanie Chin, *Vice Chair*
Pam Gray, *Treasurer*
Matthew Youssef, *Secretary*
Linda Gilmore
Danielle Laurenceau-Gooden
Leon Pinkett III
Charlotte Phillips
Audrey van de Castle
Dr. Ron Williams

Thank you to the following Directors whose terms expired this year

Neil Didriksen
Jeff Fuchs
Terrell Williams

Contact

frontdesk@openworksbmore.com
410-862-0424
openworksbmore.org
1400 Greenmount Avenue
Baltimore MD 21202

Hours

M-F: 9 AM – 9 PM
Sat: 9 AM – 5 PM
Sun: 12 – 5 PM

@open_works_bmore

OpenWorksBmore

@open_works_bmore

open-works-baltimore