

Service Policy For Member Agencies



I. General Information

The ToolBank Mission Statement:

"The ToolBank stewards an inventory of tools for lending to charitable organizations to increase the impact of their mission-related efforts."

The ToolBank is a service provider for nonprofit organizations, and is itself a charitable organization. The tools of your local ToolBank are available to nonprofit organizations, faith-based institutions, public schools, organized volunteer groups, governmental departments, and community-based service organizations. Upon verification of nonprofit status or charitable purpose, qualifying organizations gain access to ToolBank resources and the expertise of ToolBank staff to help achieve greater impact in their mission-related efforts. Use of ToolBank tools requires the payment of a handling fee, a small percentage of the total retail value of borrowed tools. The fee is used to offset a tiny fraction of actual program costs. Through this unique community service, the ToolBank acts as a magnifying glass for the efforts of local volunteers and nonprofit employees.

The ToolBank's ability to consistently lend tools is dependent upon your responsible and considerate actions as a Member Agency. The tools you borrow were recently returned on time by *another* Member Agency, and upon your timely return of those tools, they will be used again by *another* Member Agency. This cycle takes place thousands of times a year across the country - and it only works when Member Agencies play their part responsibly. The observance of the ToolBank Service Policy by your entire staff benefits all ToolBank Member Agencies.

The ToolBank risks no small amount of vulnerability by lending valuable tools and offering a limited inventory of discounted materials to nonprofit organizations, and the temptation to use resources at the ToolBank for personal gain is not insignificant. Your mission-related usage of ToolBank resources allows ToolBank USA and your local ToolBank to continue to serve you with excellence.

If you have any questions or concerns about the ToolBank Service Policy, please contact the staff of your local ToolBank. Thank you: see you at the ToolBank!



II. Tool Lending Policy

Please read this section very carefully.

1. ToolBank tools may be borrowed for up to 8 weeks, and tools can be returned at any time prior to the deadline. Borrowed tools may be kept out longer than the original checkout period; an extension on your tool order can be performed online, and requires the express approval of ToolBank staff.
2. Member Agencies pay a Tool Handling Fee, which is 3% of the total retail value of the tools borrowed per week of borrowing. Payment of the Tool Handling Fee can be paid online when the tool order is placed, or at the time of the Tool Pickup. The ToolBank accepts agency checks, personal checks, money orders, debit and credit cards. Cash is not accepted - no exceptions.
3. ToolBank tools are to be used to advance the mission and programs of the Member Agency that borrowed the tools. ToolBank tools may not be used for personal benefit or pecuniary gain. Inappropriate use of ToolBank tools may result in the temporary or permanent suspension of tool borrowing privileges by the offending agency.
4. If a borrowed tool breaks during its use, return all of the parts so that ToolBank staff may attempt repairs: the Member Agency will not be charged for tools that break during typical use. If no parts are returned, the Member Agency must either (a) pay the Replacement Cost for the unreturned tool, or (b) provide a replacement tool that exactly matches the unreturned tool. The determination of a replacement tool's suitability is made solely by ToolBank staff.
5. Neglect or misuse of a tool may result in the Member Agency being required to pay a Replacement Cost of the tool. The damaged tool becomes the property of the Member Agency once the Replacement Cost is paid. Neglect or misuse of borrowed tools is determined solely by ToolBank staff.
6. Overdue tools (tools not returned before their due date) accrue a late fee of 6% per week until
 - (a) the unreturned tools are returned, or
 - (b) the Member Agency pays the Replacement Cost of unreturned tools, or
 - (c) the unreturned tool is replaced with a replacement tool.
7. The ToolBank cannot reimburse Tool Replacement Costs: Member Agencies may return ToolBank tools to receive a credit toward future tool handling fees at the discretion of ToolBank staff.
8. Access to ToolBank resources will be suspended until all outstanding balances are brought to zero and all overdue tools are accounted for by the Member Agency.
9. All borrowed tools are used solely at the Member Agency's risk. Local ToolBank staff, ToolBank USA staff, volunteers, officers, and directors cannot be held responsible for injury or accident that may occur from the use of borrowed tools, as per the ToolBank Membership Agreement.



III. Tool Lending Procedure

Please print this page and post it prominently at your agency.

Step 1 - Submit your Tool Order. Place your Tool Order online. Your Tool Order should be submitted at least 2 days before you wish to pick up your tools. Contact ToolBank staff if you need assistance with the Tool Order process.

Step 2 - ToolBank staff will confirm your Tool Pickup. A ToolBank staff member will call you to confirm your tools and your Tool Pickup. Your Tool Pickup appointment is not scheduled until it is confirmed by ToolBank staff. ALL visitation to the ToolBank, including tool pickups and tool returns, is by appointment only.

Step 3 - Pick up your tools. Arrive punctually to the ToolBank to load up your tools, and perform your own tool count as you load. You are welcome to modify your list of borrowed tools at the time of your Tool Pickup. If the Tool Handling Fee was not paid at the time the Tool Order was placed, it must be paid at the time of the Tool Pickup. ToolBank staff will give you a receipt of borrowed tools, with clear indication of your tool's due date.

Step 4 - *Have a great project, and work safely!*

Step 5 - Schedule your Tool Return. Contact your ToolBank to schedule your Tool Return at least 1 day before you wish to return them. You can schedule your Tool Return online or over the phone. Your Tool Return is not scheduled until it is confirmed by ToolBank staff. Upon arrival, unload your vehicle and place the tools on the loading dock, separating tools by type. A ToolBank staff member will count the tools and produce a receipt indicating that your tool borrowing transaction is complete, or that tools are missing.

Step 6 - Complete the Member Agency Feedback Survey. The feedback you provide is one of the most important duties of a Member Agency. Please provide honest and candid feedback so that your ToolBank may serve you better in the future.

IV. How to make best use of your ToolBank



You have the power to avoid **100%** of the fees beyond the initial Tool Handling Fee by following a few simple guidelines. These tips will help your organization make the greatest impact with ToolBank resources, while keeping your expenses as low as possible.

Don't...

...**drop in unannounced.** ToolBank staff must vigilantly budget time between tool pickups and returns, administrative tasks, and order preparation. Your drop-in may even interrupt someone who made an appointment!

...**be late.** It's not uncommon for the ToolBank to have ten tool pickups in a single day. If you are going to be late, call the ToolBank and let them know.

...**do your return inventory on the dock.** Agencies that perform an inventory BEFORE they leave the project site always have a lower incidence of unreturned tools. To return one forgotten tool to the ToolBank is to increase travel time and expenses by 33%!

...**abuse or neglect ToolBank tools.** ToolBank staff is authorized to assess Replacement Costs in the event of damage due to obvious neglect, weather exposure, water damage, misuse or abuse of borrowed tools.

...**underestimate ToolBank staff!** The typical ToolBank staff person has years and years of experience with tools and can help you increase impact and keep costs low.



...**call ahead and make an appointment.** ALL ToolBank visitation is by appointment, so that ToolBank staff can prepare for your arrival and provide excellent customer service without interruptions.



...**be punctual.** This is the ultimate courtesy at the ToolBank. Your fellow Member Agencies thank you for being on time, as their ToolBank appointment is right after yours!



...**count tools before returning them.** Put a volunteer or staff person in charge of tools and make sure every borrowed tool is accounted for BEFORE you leave for the ToolBank to return tools. Keep the Opening Report handy as your inventory guide.



...**care for ToolBank tools like they're yours.** Store tools in a dry, secure location, and clean tools off after the project is over. Coil hoses and extension cords, remove dirt from earthwork tools, in preparation for their next borrower.



...**seek the advice of ToolBank staff.** Whether you're painting, planting, building, repairing, cleaning, or installing, ToolBank staff has seen it before. Seek their expert technical advice for your next project.

...**tell your friends about the ToolBank!**