



Welcome to the Cincinnati Community ToolBank!

Please note that this is a full guide of how to get the most out of your ToolBank membership! We have included several tips and tricks as well as our most frequently asked questions. Please keep this document to reference later. **Staff Contact:** Jeremy Lawson, Program and Operations Manager, 513.246.0015 or Jeremy.lawson@toolbank.org

ToolBank fees and charges - What do I have to pay to use ToolBank tools?

- **Membership Fees:** Membership dues are collected annually from agencies who wish to borrow blue tools from the Cincinnati Community ToolBank. These dues are based on the agencies annual budget. Members will be charged for their annual membership at the time of their first order each calendar year. This fee may be added to your first order or billed separately.

Membership Fee	Price Annually
\$0 - \$100,000	\$10
\$100,001 - \$250,000	\$25
\$250,001 - \$500,000	\$50
\$500,001 - \$750,000	\$75
\$750,001 - and above	\$100
*All Government Agencies	\$100
*Public School System	\$10

- **Tool Handling Fees:** Member agencies pay a tool handling fee equal to 3% of the total retail value of the tools borrowed per week. Tools may be borrowed from one to eight weeks at a time. Tool Handling fees are collected at the time of pick up, so please remember to bring a credit card or check with you (cash is not accepted).
- **Late Fees:** Overdue tools accrue late fees at 6% of their retail value every week until the tool is returned, replaced, or its replacement cost is paid in full (see below). Avoid late fees by returning borrowed tools on time. If your project takes longer than expected, please contact the ToolBank ASAP to extend your borrowing time with accruing late fees.
- **Replacement Fees:** Member agencies are assessed a replacement cost in the event that a tool is declared lost.
 - If parts are missing that can easily be replaced, then you will only be charged replacement fees for those parts.
 - If a tool is lost, you do have the option of providing a replacement rather than paying the replacement fee. Replacement tools must be comparable to the tool lost (i.e. same voltage) and in good working condition. ToolBank staff reserves the right to decline a replacement tool that does not meet these conditions.
 - Please Note: We do not charge replacement fees for tools broken during their intended use. If a tool breaks, please be sure to return it with all parts to the ToolBank; otherwise, the tool will be declared lost and will result in a replacement fee.
- **Cleaning Fees:** Member Agencies will be charged a \$25 per tool cleaning fee if tools are returned extremely dirty or returned with dried paint, caulk, mud, or other substances. Avoid cleaning fees by removing excess dirt and other substances before returning them.
 - Table Linens: Starting June 1st, 2018 the ToolBank will be charging an additional \$2 cleaning fee per borrowed tablecloth. Members are able to avoid this charge if they choose to wash the linens before returning them.
 - Please Note: Tools with dried concrete and work gloves with dried paint or other irremovable substances on them will result in replacement fees, so please be sure to clean off concrete quickly and please do not use work gloves while painting, caulking, etc.



- **Payment Options:** Tool handling fees will need to be paid at the time of pick up. Additional cleaning fees, replacement fees, etc. will be assessed and charged at the time of return. All fees must be paid by check (made payable to Cincinnati Community ToolBank) or credit card (Visa, Master Card, Discover, and American Express). Please Note: We do not accept cash.

When can my agency access the ToolBank?

- **Hours of Operation:** The ToolBank operates **by appointment only** for both tool check-outs and returns. We simply could not have our ToolBank resources available for use without appointments. The Cincinnati Community ToolBank depends on the work of only three full-time employees, and when we are not filling your orders and helping you check out tools, we are on the phone, repairing tools, maintaining our warehouse, fundraising, and performing many other tasks necessary to keep the ToolBank running. Appointments allow us to allocate our time in the most efficient and effective way, enabling us to serve all of our member agencies even better. When a member shows up unexpectedly, it disrupts this efficiency and often delays other members who have cooperated with our system and shown up on time for their appointments.
 - Appointments are available Monday through Friday from 9:00 AM to 3:30 PM in 30 minute time spots.
 - ToolBank staff will contact you within 24 hours to confirm your appointment time. Appointments are not confirmed until you receive notification from ToolBank staff.
 - If you need an appointment time outside of these core hours, please contact ToolBank staff at (513) 246-0015.
- **Notice Required to Borrow Tools:** Please place your tool order **at least 48 hours** prior to your requested pickup. We understand that this is not always possible and we try to accommodate all requests, but please attempt to give us adequate notice. This courtesy also applies to tool returns. Placing your tool order in advance is important for the reasons listed below.
 - Advance notice enables us to deliver the best possible service to you and our many other member agencies.
 - It allows us to prepare your tool order in advance so your order is ready to load upon your arrival.
 - It allows us to properly inspect equipment, guaranteeing that any equipment you borrow is functioning optimally.
 - Also, the ToolBank is first come first serve, so placing your order early will help ensure that you will have access to equipment in high demand.

How do I request tools?

The ToolBank operates an online tool ordering system. You created a user account for this system during your membership application process. The online system is the only method for requesting tools. While we welcome your questions, tool orders cannot be placed via phone or fax. Please do not hesitate to contact ToolBank staff if you encounter any difficulties during the tool ordering process. We're happy to walk you through the process.

- **Step 1:** Go to www.cincinnati-toolbank.org and click on the **Order Tools** button to place your tool order.
- **Step 2:** Login and click **New Tool Order**. Please Note: tool pick-ups are by appointment only.
- **Step 3:** Describe Your Project. Please be as specific and accurate as possible as we track the number of volunteers and types of projects equipped. This information helps us make important inventory decisions.
- **Step 4:** Enter the quantity of each tool you are requesting (tools are listed by category) and click **Add/Modify**. You will see a running list of your order on the right side of the page. When finished, click **Continue**.
- **Step 5:** Review order and click **Continue**. Please Note: If you need to change your order, click on the **Tools** tab, highlight (click once) the tool type you wish to modify (listed on right side of page), and enter a new quantity in the box (enter 0 if you wish to remove a tool type all together), and click **Add/Modify**. Click



Continue to review modified order. If satisfied, click **Continue**.

- **Step 6:** Select your borrowing period from the drop down menu. Review the borrowing agreement and check the box next to it.
- **Step 7:** Click **Submit**. **Please Note:** Once your request is submitted, you will not be able to make changes to your order. If you need to make changes to your order after submission, please contact ToolBank staff.
- **Step 8:** Email confirmation. Once submitted, a ToolBank staff person will contact you within 24 hours to confirm your order and your appointment time. Appointments are not officially scheduled until you receive confirmation from ToolBank staff.

How do I pick up my tools?

- Your tool order will be prepared and ready for pick-up at your scheduled appointment time.
- You will come to the Cincinnati Community ToolBank warehouse, located at 2001 Central Ave, Cincinnati, OH 45214. Directions can be found at www.cincinnati-toolbank.org under the Contact tab.
- Arrive at your scheduled appointment time. Contact ToolBank staff if you need to reschedule your appointment. If you are running more than 10 minutes late for your appointment, a courtesy call is highly appreciated!
- Once your items are checked out, you will receive an itemized receipt. Please make sure to keep the receipt to ensure you return all items.

Does the ToolBank Deliver?

- Yes. Starting in 2019 will offer delivery of orders for a fee of \$45 each way.
- Delivery will be limited to locations within the 275 loop during normal business hours and will be dependent upon staff availability.
- To request this service, please contact ToolBank staff after placing your order online.

How do I return my tools?

- Contact ToolBank staff to schedule your return appointment. Tool returns are by appointment only. Appointments are available Monday through Friday from 9:00 AM to 3:30 PM.
- All tools must be returned to the ToolBank by the return date listed on your receipt (provided at check-out) or late fees will be incurred. If you need to extend your order, please contact ToolBank staff as soon as possible.

Tool Return Tips

- Please **inventory your tools** before returning.
- If a tool breaks during your project, please **return the broken tool and all of its parts**. While we do not charge replacement fees for tools broken during their intended use, we do charge replacement fees for unreturned tools. This includes unreturned broken tools.
- Keep all **materials** (paint, mulch, trash bags, etc) **and trash on the site** at the end of your project.
- If you have a **painting project**, please **rinse out all painting tools before returning** them, as any tools with wet paint or excessive amounts of dried paint on them will not be accepted back into the warehouse.
- Please **roll your cords and hoses** and **fold tarps** before returning them.
- Try to **return tools as clean as possible**. Make time at the end of your project for volunteers to prepare tools for return by inventorying and cleaning tools. If tools are returned excessively unclean, a cleaning fee may be charged.
- Most of all **have fun and be safe!**

If you have any additional questions, please contact a ToolBank staff person at 513.246.0015. We look forward to equipping your next project!