

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.



## Do...

**...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!**