

I.

General Information

Program Statement:

The ToolBank is a community-driven inventory of tools for use by nonprofit organizations in their mission-related efforts.

The ToolBank is a service provider for nonprofit organizations, and is itself a charitable effort. The tools of the Atlanta Community 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 tool 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 profound 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 The National ToolBank Federation and the Atlanta Community ToolBank to continue to serve you with excellence.

If you have any questions or concerns about the ToolBank Service Policy, please contact me at any time. Thank you.

Patty Russart
Executive Director
Atlanta Community ToolBank
(404) 880-0054 x33

Please read this section very carefully.

1. The standard borrowing period is 14 days. Tools can be returned prior to the deadline. Borrowed tools may be kept out longer than 14 days upon request, an extension requires the express approval of ToolBank staff. Please contact ToolBank staff to confirm an extension on your borrowed tools.
2. The Tool Handling Fee is a small percentage of the total retail value of the tools borrowed. Payment of the Tool Handling Fee is required 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. The Member Agency will use ToolBank tools to advance its mission and programs, and will not use ToolBank tools for personal benefit or personal gain. Any Member Agency found to be using ToolBank tools inappropriately will incur the temporary or permanent suspension of their ToolBank membership.
4. If a borrowed tool breaks during its use, the Member Agency must return all of the parts so that ToolBank staff may attempt repairs. 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. Damage to a tool as a result of neglect or misuse 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. The determination of damage to a tool as a result of neglect or misuse is made solely by ToolBank staff.
6. Tool Handling Fees continue to accrue on unreturned tools on a per-week fee structure until (a) the unreturned tool is returned, or (b) the Borrowing Agency pays the Replacement Costs of the unreturned tool, or (c) the unreturned tool is replaced with a replacement tool.
7. The ToolBank will not reimburse Replacement Costs once they are paid. The unreturned tool becomes the property of the Member Agency once the Replacement Cost is paid.
8. The Member Agency's access to ToolBank resources will be suspended until all outstanding balances are brought to zero.
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.

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

Step 1 – Complete and submit the Tool Request Form. The Tool Request Form can be completed online or printed and sent to the ToolBank by fax, email, or snail mail. Your Tool Request should be submitted at least 2 days before your desired Tool Pickup date and time. The most recent printable Tool Request Form is always available online at www.atlanta.toolbank.org. Contact ToolBank staff by phone for additional assistance with the Tool Request process.

Step 2 – Confirm Tool Pickup with ToolBank staff: A ToolBank staff member will contact you to confirm your tools and your Tool Pickup. Your appointment is not scheduled until 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. The Tool Handling Fee is due at the time of the Tool Pickup, and may be paid by agency check, personal check, money order, or debit and credit card. Cash is not accepted. ToolBank staff will give you an itemized receipt indicating your latest return date.

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

Step 5 – Call the ToolBank and schedule your Tool Dropoff. Call the ToolBank Hotline to schedule your Tool Dropoff at least 1 day before you wish to return them. Please 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.

TOOLBANK HOTLINE NUMBER:

(404) 880-0054 x12

TOOLBANK FAX NUMBER:

(404) 880-9774

TOOLBANK STAFF INFO:

Gina Chaves, Communications and Outreach Director

(404) 880-0054 x11

CJ Clark, Master Tool Librarian

(404) 880-0054 x12

IV.

How to get the most value from your ToolBank

You can easily 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.



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 your Tool Dropoff. 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.