

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!