

### Appointments – Do I really need one?

#### THE ANSWER IS YES!

We simply could not have our ToolBank resources available for use without appointments. The Cincinnati ToolBank depends on a small but mighty team, 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. Please do your part to keep us running smoothly and efficiently by making and sticking to appointments!

1. ToolBank Pickups and ToolBank Returns are by **APPOINTMENT ONLY**. Times available for appointments are Monday, Wednesday, Thursday, and Friday from 9:00 a.m. to 3:30 p.m.

**PLEASE NOTE:** If you arrive at the ToolBank outside the hours mentioned above, our staff will not be able to assist you. If you arrive without an appointment, you will be advised to make an appointment and come back at your scheduled time.

2. Pickup/Return Requirements:
  - Please arrive punctually, at the scheduled time, at the ToolBank to load your tools.
  - **Your agency must bring adequate personnel to load equipment and transportation to accommodate your tool order.** If you are unsure of the amount of people, or type of vehicle, that will be needed, please contact the ToolBank, before your pickup, for assistance.
3. Tool Return appointments are to be made at the time of pick up. Please have a convenient date and time handy for scheduling upon pick up of your tool order. You will not be able to leave the facility with your tool pick up without having a return time scheduled. Tool pick ups and returns are confirmed with a calendar invite.

#### Times available for appointments are

Monday – 9:00-3:30

Wednesday – 9:00-3:30

Thursday – 9:00-3:30

Friday – 9:00-3:30

**\*The ToolBank is closed Tuesday, Saturday, and Sunday\***