



POST COVID-19: PROPOSED PROCESSES

GENERAL NOTES

1. Members **MUST** contact Borrow Don't Buy ahead of time to confirm the reservation of your items and arrange a time slot to come in. **NO walk-ins will be allowed.**
2. Please plan to pick up and drop off your tools during your confirmed time.
3. Please **DO NOT** leave tools outside of THINQTANQ, just ring the doorbell and one of our volunteers will come to the door to receive the item.
4. Volunteers will work to prepare your orders in our workshop space one at a time, and be required to wear masks as they work.
5. Incoming tools will be left to sit in a separate area of the workshop for 5 days before being sanitized and then put away.
6. To our Full Borrowers: We will extend your membership for the length of time between when we closed (17th of March) to when we reopen with contactless borrowing.
7. Unfortunately, are not accepting new tool donations at this time. You can support our work with a monetary donation made at www.borrowdontbuy.co.uk/donate
8. Unfortunately, do not currently offer delivery but we are looking into this and hope to offer it as soon as possible.

RESERVATION PROCESS FOR MEMBERS

1. Online Platform: On our website
 - i. This is our preferred way to receive reservations. [Here's](#) a link to a video on how to do it. If you have any questions, do not hesitate to contact us and we can help with the process. We will send you an email to confirm your reservation.
2. The deadline for making a reservation is Tuesdays 8 pm.

3. Our Library of Things will be open Wednesdays from 11 am until 6 pm by appointment only.

PICK UP PROCESS FOR MEMBERS

1. If you have access to a mask or face covering and feel comfortable wearing it, please do so when coming to pick up items. Please also wash or sanitise your hands before collecting your items.
2. You will need to have a card saved on your online account with us. We will use this card to process your payment via our website when we check out the item. We will check out the item on our platform, and prepare your order disinfecting the items requested.
3. If you are walking or cycling to us, buzz the THINQTANQ doorbell and one of our volunteers will come to the door.
 - a. Please come to pick up the item at the time we agreed via email. We will be waiting for you with the item and we will be wearing a facemask so you can't see us smiling but we will wave you goodbye. It will already be checked out. You should receive an email confirmation with your return date.
4. If you are driving:
 - a. Please come to pick up the item at the time we agreed via email. We will be waiting for you with the item and will put it in your boot. We will be wearing a facemask so you can't see us smiling but we will wave you goodbye. It will already be checked out. You should receive an email confirmation with your return date.

DROP OFF PROCESS FOR MEMBERS

1. If you have access to a mask or face covering and feel comfortable wearing it, please do so when coming to pick up or drop off items. Please also wash or sanitize your hands before coming in for your items.
2. Buzz the THINQTANQ doorbell and one of our volunteers will come to the door.

PROCESS FOR VOLUNTEERS

1. All administrative tasks that can be done remotely will be done remotely.
2. Please wash/sanitize your hands when you arrive at THINQTANQ.
3. Please wear a mask/face covering whenever possible.
4. When you arrive you will check the Reservations form to see what orders you'll need to prepare.
 - a. To check out reservations, gather the requested items and check them out through MyTurn as you normally would.
 - b. When preparing reservations make sure the member's credit card is on file, and ask them to file one if not.

- c. Disinfect the items that have been checked out and put them in the ground floor shelving unit on the "PICKUPS" shelf.
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5. Take any tools on the "RETURNS" shelf to the workshop.
 - a. There will be one shelving unit dedicated to quarantine items. Each shelf will have a sign saying "Intake date:" where we will write the date when the items were quarantined.
 - b. Sanitise and put away all items that have been in quarantine for 72 hours.
 - c. We are only opened once a week so we will keep items off our catalog until the following week from returning.

PROCESS TO CLEAN ITEMS

- disinfected using bleach solution (5 tsp per gallon)

PROCESS TO QUARANTINE AN ITEM

- Using the gloves, face cover, goggles, put the item on the shelf dedicated to quarantine items.
- Write down the day that it was returned.
- Once the 5 days are over, using gloves, face-covering and goggles put the item back where it goes.