

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.

DELIVERIES AND PICK UPS

1. If you want us to deliver or pick up an item, please include this in your reservation. Add a delivery/pick-up item to your booking. For a delivery use [this link](#), and [this one](#) for a collection.
2. We will contact you on the day of the delivery/pick-up to arrange the estimated time.
3. If you have any request or indication for the delivery person please use the NOTE section while booking the items.
4. You or someone in your house will have to receive the item, we cannot leave them in the garden/bin/with a neighbour.

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.
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.