

We are re-opening!

Our services won't be quite the same as you're used to until things get a bit better, so we hope you'll bear with us as we adapt. Please see below for more information about the changes and you'll find more detailed instructions at the bottom.

TOOL LIBRARY

Memberships

Your membership should have expired at the end of March. We'd really appreciate it if you could please renew your membership and, despite the reduced service, consider continuing to support us by paying the suggested donation (£30 per year), if it's something you can afford and plan on continuing to use. While our costs haven't been reduced, our funding has, so we need your help as much or more than ever.

Booking Slots

In order to borrow or return an item you'll need to book an appointment slot. These will last for 15 minutes and we will only serve you during that slot. Then, only items which have been reserved will be possible to borrow. When you book a slot to collect an order, you need to also book one for the following week to return.

Limited Opening Hours

We will only be open one day per week, Thursday 1pm – 7pm, until we get a better handle of how to manage the new challenges we face. This means that if an item is returned one week, it won't be available to borrow until the following week. Please do not reserve items for the day they are due back. This is for everyone's safety, so that the items don't need to be handled until they have been quarantined.

Renewals and Late Items

We cannot lend items for more than 1 week or renew items due to the limited opportunities for customers to collect items. Therefore, please do not borrow an item unless you can book a lot to return it the following week. If an item is not returned during your booked slot the following week, we will need to charge you £5 per week. This is to ensure no members are holding on to items for longer than necessary.

Testing Items

Ordinarily we like to test items when you return them while you're still there and to check them over to make sure they are sufficiently clean. We're sorry that we won't be able to do that now until the following week. This is so that we won't have to handle them until they have been quarantined. You will still be liable to pay for any damage or cleaning fees if tools are found to be dirty or not performing properly when they do get checked. If you've had any problems with your tool please let us know when you drop it off.

REPAIRS

We will accept repairs but please be aware that this will much take longer than usual due to needing to catch up on the repairs we were given before lock down and the practicalities of quarantining and transporting to where they will be repaired. Therefore, please don't leave an item to repair unless you're happy to be parted with it for a few weeks.

DONATIONS

We would still be very grateful for any donations. However, in order to drop them off we still need you to book an appointment slot.

GENERAL

Patience Please!

We're learning as we go and doing our best to make things run as smoothly as possible, but this might be glitchy for the first couple of weeks as we discover any problems that arise from the new process. Any issues please call (01786) 357171 or email info@transitionstirling.org.uk.

Access

The arcade will be closed for the next wee while, you'll be able to use the services during a booked appointment by coming to the doors of the arcade on Murray Place. There will not be any access to the tool library itself. Please give us a call when you arrive so our staff know to come meet you. If you're unable to do this, please let us know by email beforehand at info@transitionstirling.org.uk.

Stay Safe

While we've done everything we can think of to make things as safe as possible, our staff are potentially putting themselves at risk by turning up to do this and will be doing everything they can to ensure your safety, including wearing a face covering, so please look after your own safety and the safety of our staff by wearing a face covering yourself when you come and maintaining your distance from them by 2m at all times. Do not come in if you feel at all unwell with Covid 19 symptoms, even if you have a tool to return. Contact us instead by Facebook, email, or phone.

TOOL LIBRARY INSTRUCTIONS

1. Renew your membership

- After logging in, hold your mouse over your username at the top right of the screen and choose "account".
- On the left choose "current membership".
- Add the amount you'd like to pay under "renewal cost". If you wouldn't like to pay anything just leave this blank.
- Click "renew".
- Your membership should now be renewed.

2. Book your slots

- Go to <https://tool-library-bookings.appointlet.com>
- To borrow choose "Tool collection"
- Pick a time that suits you
- Give us your email address and name, ensuring these are the same as your details we have on Myturn so that we can match your reservation with your slot
- Confirm that you have either reserved your items or that you will reserve your items
- If you're happy with the details click "complete booking"
- Click "book another" to book your return time
- Choose "tool return"

You will receive emails with confirmations of your bookings. If you need to cancel your booking, please use this email to cancel. Otherwise another member will lose the opportunity to collect a tool.

3. Reserve your item

Reserve your item as usual for the day of your booking until the following Thursday. Remember, please do not reserve anything which is due back that for that day. If you're unsure how to reserve online please see the following video:

https://youtu.be/x0Jr_bi2pEU

REPAIR INSTRUCTIONS

1. Book your slot to drop in your repair

- Go to <https://tool-library-bookings.appointlet.com>
- Choose "Repair Drop-off"
- Pick a time that suits you
- Give us your email address and name so that we can contact you about your repair
- Please have your item ready to give us some information about the item and the problem you have with it.
- If you're happy with the details click "complete booking"

You will receive emails with confirmations of your bookings. If you need to cancel your booking, please use this email to cancel. Otherwise another member will lose the opportunity to access our services.

If a part is required, we'll get in touch with further instructions. Once our item is repaired, we'll send you an email with information on how to book a slot collect it.

We will be receiving payments for the repair service through Paypal. We'll let you know roughly how long it took to repair to help guide your donation, but remember this will continue to be a pay-as-you-feel service, so feel free to pay as much or as little as you feel appropriate and affordable.

DONATIONS INSTRUCTIONS

To book a slot to drop off any donations please go to

Book your slot to drop in your donation

- Go to <https://tool-library-bookings.appointlet.com>
- Choose "Donation Drop-off"
- Pick a time that suits you
- Give us your email address so that we can contact you about your appointment slot
- If there's anything you think we need to know, for example that an item isn't working properly, please add it to description.
- If you're happy with the details click "complete booking"

Thank you for your patience and continued support. It means the world to us.