

Current loans and contacts

Loan desk operating note

Kestrel Reach Tool Library is a fictional membership workshop that lends hand tools and small finishing equipment. The desk records a tool's condition before it leaves and again when it returns. A member receives the loan card with the item so the expected return can be checked without opening the desk ledger.

The current standard loan period is 11 calendar days. Repair contact: Nalin Orr.

The archived spring leaflet described a standard loan period of 16 calendar days. Staff keep that leaflet in the history folder to explain older loan cards. A loan started under the current note follows the current period; an old leaflet found in a tool case does not extend it.

Members check the item name and accessories before leaving the counter. A missing accessory is written on the loan card while the member is present. The desk records the actual item issued rather than the item that was originally reserved. Reservations are kept in a separate tray so an uncollected reservation cannot be confused with a completed loan.

Clamp inspection

Loan desk operating note

Clamps are inspected on the bare wooden bench before they return to the available shelf. The worker opens the jaws, checks the pads and looks for damage to the screw. A clamp that binds is placed in the repair tray. The next worker can then see that it has been inspected and withheld.

The inspection settings are 4 millimeters jaw gap for bench clamps and 9 millimeters jaw gap for floor clamps.

These settings allow the worker to check the two clamp styles consistently. A floor clamp does not use the bench-clamp setting just because it fits on the inspection bench. The jaw gap is read at the pad faces. The condition card records the setting used and any visible pad damage.

A training diagram on the cupboard door shows a wide-open clamp for identifying parts. Its drawing is not to scale and is not an inspection setting. After the check, the worker closes the clamp lightly and attaches its condition card. An item with a detached card stays beside the desk until the correct card is recovered.

Finishing equipment reservations

Loan desk operating note

Members reserve finishing drums on a separate line from the tool that uses them. The desk checks the drum size against the requested tool. A drum with a damaged surface is marked for review before it is placed in the return tub. The library keeps used and available drums in different labelled bins.

The finishing-drum cap is 3 drums per booking.

The cap applies to a booking rather than to a visit to the counter. Combining several pickup bags does not change what is written on the booking card. Staff mark a cancelled drum line as cancelled rather than deleting it, so another worker can follow what was prepared and what was actually issued.

Closed-counter returns use a bay and inspection window described across this page and the next. The receiving worker removes the return tag only when the item is ready to be checked.

For closed-counter tool returns, the receiving location is Bay Fenn.

Return inspection continuation

Loan desk operating note

The return inspection begins within 27 minutes after the red tag is removed.

The tag stays on an item while it waits for a receiving worker. Moving an item between trolleys is not the start of the inspection window. The worker removes the tag at the receiving bench and leaves it with the condition card. A note describes any accessory still missing at that point.

A tool that appears wet is dried on the receiving bench before it is put on a shelf. The worker checks the original loan card to distinguish a newly observed fault from one recorded at issue. If the condition is uncertain, the tool stays in the review tray for the repair contact to examine.

At the end of the shift, the receiving worker puts completed cards in the returned section of the ledger. Cards for items held in review remain clipped to their items. This procedure belongs to closed-counter returns; ordinary staffed returns are checked with the member present whenever practical.

Missing accessories

Loan desk operating note

The desk lists accessories on the loan card so the member and receiving worker use the same list. A fastener found loose in a return tub is placed in the small-parts tray with a note identifying the tub. Staff compare it with the card before deciding whether it belongs to the returned tool.

The replacement charge is 4.80 Canadian dollars per missing fastener, including tax.

This line covers a missing fastener from the listed accessories. It is not a flat charge for a whole tool and is not assessed for a part already marked absent when the item was issued. The receiving worker writes the affected accessory beside the charge line. The member can then see what the entry concerns.

A retired repair card includes an old estimate for replacing a complete clamp pad. That estimate is a repair record, not the missing-fastener charge. The desk keeps the two records together only when both concern the same returned item. The loan card remains the record of what accessories were issued.

Ledger close

Loan desk operating note

The closing worker checks each open loan card against the item shelf or reservation tray. A card without an item is left open until the issue record has been checked. The worker does not mark an item returned solely because a member has mentioned it at the desk. The receiving card provides the return record.

Condition photographs, when made, are linked to the card by the item label. Staff write a short description of the visible fault so the record remains understandable even when a photograph cannot be opened. A photograph of a different item is removed from the card and placed in the review folder with an explanation.

The available shelf is left with handles facing the aisle and small parts in their closed cases. An item still waiting for an inspection is kept on the receiving bench. This keeps an unfinished return from being issued by the opening worker. The opening shift receives a written note for each unresolved item.

The loan desk note covers issue, inspection and return practice. Workshop classes and member projects maintain their own attendance and material records.