Community Tool Library in Regina:

A Feasibility Study

Prepared by Kerry-Ann Sitcheron, student researcher

Background to the Initiative

The term ''sharing economy'' was first mentioned in 2008 and denotes the 'collaborative consumption' made by the activities of sharing, exchanging, and rental of resources without owning the goods''(Lessig 2008, pp. 143). It works contrarily to the traditional market model, which is based on ownership, for the tenets of the sharing economy is built on using and sharing products and services among others. Indeed, this changes the nature of the economy from owning to sharing (Puschmann, 2016). The impetus to this change came after the rise in the ''app economy'' (MacMillan et al. 2009) which has conveniently come with mobile smart devices, such as smartphones and tablets. This makes "sharing" an easier concept to swallow. Nonetheless, since 2008 the sharing economy has continued to make headlines around the world, with such business successes as AirBnB, Zipcar and TaskRabbit. Together, these organizations and others have begun to redefine what it means to rent and share.

The aim of this research is to consider whether a tool-library sharing initiative would fit the communities in Regina and possibly other communities beyond. To assess the viability of such an initiative, it is important to consider other initiatives like the proposed one in Canada. Two major metropolitan areas have successfully launched and expanded their tool-sharing libraries and as such, these two will be compared and thoroughly examined.

The Collaborative Consumption Business Model: the motivating factors

In a broad sense, the collaborative consumption business model is a peer-to-peer-based activity of obtaining, giving, or sharing access to goods and services, coordinated through community-based online services. Its original concept is built on the premise of freedom of exchange, altruism, and communal trust. In fact, when persons participate in CC communities and services it is generally characterized as driven by obligation to do good for other people and for the environment, such as sharing, helping others, and engaging in sustainable behavior (Prothero et al., 2011; Sacks, 2011). Additionally, in the context of peer-to-peer networks, sharing serves as an incentive for saving economic resources (Luchs et al., 2011). In their research, Hamari et. al hypothesized that extrinsic rewards, in economic terms, influence attitudes in the sharing economy and intentions to participate in it.

For many, collaborative consumption is as a mode of consumption that engages especially environmentally and ecologically conscious consumers. Hamari et al. supports the notion that viewing this type of consumption as a sustainable activity can lead to an increase in participation. And they further postulate that it may be people seeking economic benefits who in the end opportunistically adopt it as one of the modes of consumption. In a worst-case scenario, some users in a sharing economy might be altruistic and share their goods whereas other users may be mostly enjoying benefits from others' sharing. This, they posit, might affect the sustainability of services in general.

On the other hand, their results also suggest that enjoyment plays an essential role in attitude formation and use intentions. Some people might take part in the shared economy simply because it is fun and provides a meaningful way to interact with other members of the community. Therefore, even if the particular motivations of individual participants vary from mainly altruistic

to strongly gain-seeking, the sharing economy as a whole remains functional, provided that the benefits for each participant outweigh possible costs incurred through the imbalance of contributions. And, of course, "economic gains" as defined in their study also translate into saving money, which is an understandable motivator for many consumers.

Building Trust Systems

Hamari et. al suggest two possible approaches to preventing economic benefits becoming the the dominant motivator in a sharing initiative. The first step is to either increase the intrinsic motivations or curb the extrinsic ones. To achieve this, one would simply attempt to make participation more pleasurable, more communal, and supportive for the ideological cause by promoting a positive environment. The service should be pleasurable to use because enjoyment is an important motivator. The other approach would attempt to impede extrinsic motivations taking hold of those participating. A softer form of this approach might include the employment of trust systems that enable participants to formally signal to other users how equally they share or consume. For instance, gamification, has been used for both; increasing intrinsic motivations via attempting to make the interaction with the system more game-like as well as for tracking participant behaviors. A popular example of such a system would be "achievements" that monitor user behavior and award badges in user profiles of differing feats and predefined behaviors (Hamari & Eranti, 2011). Simple trust systems have been employed in several e-commerce websites such as eBay in the form of seller feedback.

One thing to take note of is that the problem of free-riders can be alleviated using trust systems or gamification, or even by employing stricter resource allocation mechanisms that enforce contribution and not just consumption. The question then becomes: what kind of measure can a tool sharing company put in place to prevent the potential problem of free-riding?

Examples of collaborative consumption models with sole online platforms

    I.   <u>Streetbank</u>

It all started in 2010, after Sam, the founder and executive director of Streetbank, had a good experience of sharing with his next-door neighbours. They had been lending stuff to him – small stuff mainly (like a cup of sugar), but it got bigger (like a ladder) and in time he found he had made friends with them. They even took the fence between their gardens down and they did all the gardening. Over the years, Streetbank has grown to be one of the biggest neighbourhood sharing websites in the world, rated by the Times as one of the 50 websites one cannot live without. On their site people from all around the world are able to share any and everything.

    II. <u>VarageSale</u>

Like Streetbank, Varagesale works on the premise of creating a small-town feeling in its varied online communities. People have the options of either selling or sharing their items to neighbors within a certain radius. In understanding the importance of building trust systems, one of the core messages of Varagesale is that it verifies everyone before he or she is accepted as a member. Of course, this platform is not without its issues. Some persons have claimed of having to deal with issues of harassment and non-commitment of members. Despite this, however, many have conceded that Varagesale has given them the opportunity to bond with their community members

Vancouver Tool Library Initiative

In 2011 Vancouver opened its first Tool Library, which, since then, has been expanded and diversified. The aim of the library is to be the mediator between the lender and the borrower of tools (mostly power and garden tools). But before its inception, a comprehensive research was conducted on the viability of the initiative in Vancouver. Their research sought to discover the multi-faceted approach they must take to enable the sharing, lending, and borrowing phenomenon. To be clear, they had three specific goals:

1. To understand Vancouverites' definitions, reservations and attitudes toward sharing.

2. To measure the demand for shared physical objects and spaces in Vancouver.

3. To highlight potential opportunities to grow Vancouver's sharing economy.

The Vancouver Survey can ultimately direct and help us to formulate rightful strategy herein Regina. What follows are the findings of their research.

Findings of the Vancouver Survey

I. Sharing

From their findings, Vancouverites associated sharing with donating or the act of giving to others. Repair & Maintenance Tools ranked as the number one types of tools that were being shared with neighbors. This is supported by a further finding that Repair & Maintenance Tools are also the number one thing respondents want to be lending to their neighbours. Surprisingly, less than 10% of respondents reported that they currently lend and/or borrow physical objects or spaces with peers through an online service (e.g., AirBnB, Couchsurfing).

- Of this group, 92% agreed that the presence of an online service makes it easier to lend and/or borrow with people they don't know.
- 70% of this group of respondents agreed that sharing online has helped them share offline.
- Of the 79% who reported not to currently lend and/or borrow physical objects or spaces with peers through an online service, 52% said the presence of an online service would make it easier to lend and/or borrow with people they don't know.

Overall, most respondents are interested in the convenience and access that online services can provide. Most respondents reported to not be using an online service for peer-to-peer sharing but are interested in using one. Those who are using an online service for peer-to-peer sharing seem to have had a favorable experience with it.

Repair & Maintenance Tools	
Recreation Equipment	
- Camping and Hiking Equipment	68%
- Winter Sports Equipment	61%
- General Sports Equipment	56%
Event & Entertainment	
- Meeting Equipment	55%
- Musical Instruments	53%
- Tents & Stages	51%
Household Appliances	
- Cleaning Equipment	61%
- Cooking Equipment	55%
- Brewing & Distilling Equipment	43%

From the Sharing Project Research. The figures above depict the types of tools that the respondents were willing to share with others

In terms of what types of tools respondents were willing to share, a little more than half were willing to share. In fact, many declared that they would be more willing if they were sharing with a friend or a family. These reservations, of course, highlights a critical factor for any sharing initiative—trust building. Further on, however, more research should be done on how to build trust within any tool-sharing initiative..

II. Borrowing

Borrowing is interlinked with lending and as such, the Vancouver Sharing Project also examined the conditions under which a person would borrow. Two factors stood out for the respondents: trust and convenience or access. 60% of the respondents, in fact, said that they would be willing to travel only as far as 12 blocks to borrow an item. In addition, more than half of the respondents (58%) preferred the transaction to be mediated by an online service in every category *except Repair & Maintenance Tools and Household Appliances*. Another factor of small but noticeable influence is that of 'social and environmental impacts'. At least 69% of the respondents showed a willingness to borrow from their peers.

III. Lending

For this section, it was crucial to find out what types of tools people were willing to lend. What they found was that if people had something to lend, they were willing to use those tools to build social relationships. Building relationships, then, is the impetus of being willing to lend. Of the respondents, the following data represents the types of tools they were willing to lend:

- Repair & Maintenance Tools Garden: Tools 63%; Craft Tools 60%; Woodworking Tools 53%
- Recreation Equipment: Camping & Hiking Equipment 69%; Winter Sports Equipment 69%; General Sports Equipment 64%
- Household Appliances: Cleaning Equipment 63%; Cooking Equipment 59%; Brewing & Distilling Equipment 47%

Despite a high willingness to lend, personal attachment to the good was the major factor that was found to decrease more than increase people's willingness to lend. For these persons, they preferred to lend to their friends and family.

Given the clear market for this initiative, the Vancouver Tool Library was opened with the following structure:

1. **A Cooperative model** based on their belief in local community ownership. Co-ops, as defined by the International Cooperative Alliance, are:

   "autonomous associations of persons united voluntarily to meet their common economic, social and cultural needs and aspirations through jointly owned and democratically controlled enterprises"

With this model, all members are asked to contribute to a central fund, and in exchange for their contribution, they are granted the ability to participate in the governance of the organization. For example, with the Vancouver Tool Library the members themselves decide who sits on the board and what path any projects will take into the future with the burden being spread amongst the members. Despite the members' involvement, however, there is an executive director who leads any of the projects that are undertaken. The major downside of any cooperative model, on the other hand, is that they can require an impressive amount of communication between members. Of course, that can also be a great benefit to bringing the tool library community closer together. Therefore, the VTL opened up on the basis of it being a community service co-operative, which is further built on the need to empower its community members by working collaboratively towards a common goal.

2. It's built on **volunteerism**: Board of Directors, Volunteers and Members. There is only one paid staff on board.

3. They maintain a **tool inventory**, which members can access via the website

4. **Membership** is open to both individuals and organizations. The **fees** for individuals are:
   Year one: $20 member share + $45 annual maintenance fee
   – Year two (and beyond): $45 annual maintenance fee
   The fees for organizations are:
   Year one: $20 member share + $140 annual maintenance fee
   – Year two (and beyond): $140 annual maintenance fee

5. Each member is given **clear instructions** regarding their **borrowing policies**, such as: (i) hand tools can be borrowed for no charge;B- class tools can be borrowed for $1/ day, up to 10 days; C-Class can be borrowed for $5/ day, up to 10 days. Of course, there are penalties for breaking a tool or bringing it back late.

One interesting point that is unrelated to the tool sharing initiative but still in keeping with the sharing economy overall is that many of the respondents were interested and more fond of the idea of renting out their spaces and vehicles.

The Toronto Tool Library Initiative

The Toronto Tool Library (TTL) currently has four locations. According to Lawrence, the Executive Director of the TTL, the trick to their startup, he found, was presenting themselves in a professional manner where the potential partners could take them seriously. Their first partnership was with the Toronto Public Library. The area they had been given, however, was less than ideal. It was in a basement area. It was also located in a low immigrant location. In addition, there was trouble with the perceptions of the people who visited the library. They had troubling accepting that they had to pay for something in a library that essentially offered free services. The library in fact, had been offering free musical instruments rental and as such people had a hard time understanding why the tools were not free. So, he sees that as his earlier challenge. They had needed to be clear in their messaging and more informative so that the misconceptions of the public would be allayed. In fact, they needed to make clear that they were providing an avenue for the cheapest access to tools. The TTL posted the tool access in its monthly newsletters but was not clear on the fact that it would cost money. They initially started out three days a week, Tues (3-8) Thurs (3-8) and Saturdays (10-3) to accommodate volunteers who would not be available during normal work hours.
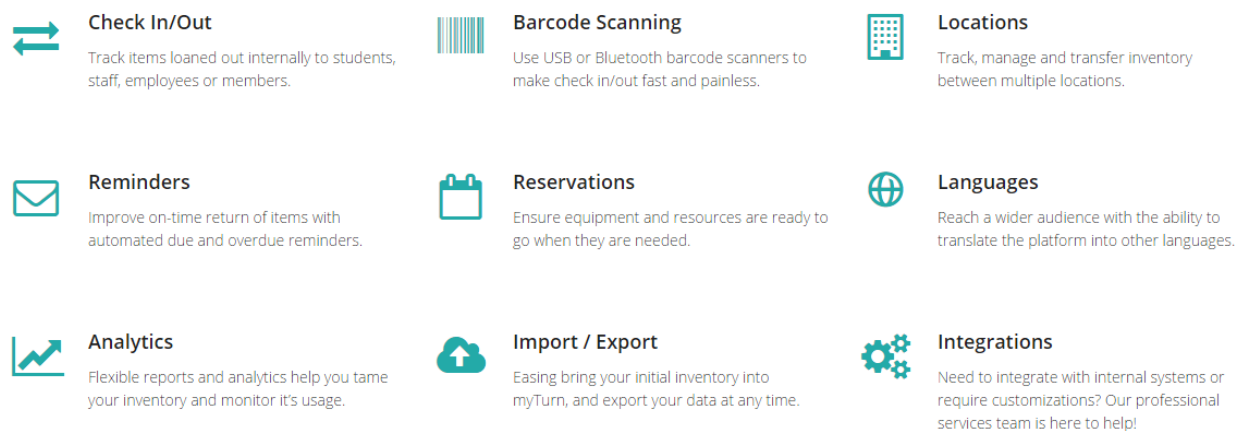
Currently, the TTL has four paid positions with the remaining being volunteers. Each volunteer is given an incentive to participate given the density of volunteer programs in Toronto. For every ten volunteer hours, a volunteer is able to get access to the TTL's Maker space for free. Volunteers are a crucial part of the success of the TTL and as such, creating strategies towards recruiting and retaining them is at the forefront of the TTL Director's mind. For the paid positions, the TTL had only started off with one crucial one: the **Manager of Spaces**. This job centers on ensuring that the inventory list was properly maintained and coordinated. In fact, the Manager of Spaces oversaw all of the technical dealings with the tools and the borrowing of the tools. In addition, he was in charge of maintaining the tool library space, which was located in the basement of the library. There were many hiccups with such a small space and as such, it was important that someone was in charge of its presentation coming off as professional.

The other paid positions are equally important to maintaining the TTL's four locations: (i) **Executive Director**-he oversees all the projects and plans of the library and is essential in

maintaining the contact with the public; (ii) **Youth Program Coordinator**--this person is in charge of coordinating the volunteers and the programs of the Makerspace (iii) **Social Media Manager's** role is very important as it is one of the steps to recruiting members for the tool library. This person manages TTL's social media accounts, updating them on a regular basis and keeping the public informed on any new tools, updates etc.

Tool Sharing Software

Many of the tool libraries use *MyTurn*, a software that gives them control over their inventory and is user-friendly enough for their members. *MyTurn* describes itself as "the first and best platform to run a "Library of Things." Through this software, it becomes easy to lend and track resources. For instance, the software allows members to make reservations and provides reminders to help ensure equipment is available when needed, and comes back on time. Many of the tool libraries either use MyTurn or create their own inventory. MyTurn, however, gives greater access, ease and is reliable. The founder and co-founder are both willing to assist any of the tool libraries in their startup (See Appendix 1).

Check In/Out
Track items loaned out internally to students, staff, employees or members.

Barcode Scanning
Use USB or Bluetooth barcode scanners to make check in/out fast and painless.

Locations
Track, manage and transfer inventory between multiple locations.

Reminders
Improve on-time return of items with automated due and overdue reminders.

Reservations
Ensure equipment and resources are ready to go when they are needed.

Languages
Reach a wider audience with the ability to translate the platform into other languages.

Analytics
Flexible reports and analytics help you tame your inventory and monitor it's usage.

Import / Export
Easing bring your initial inventory into myTurn, and export your data at any time.

Integrations
Need to integrate with internal systems or require customizations? Our professional services team is here to help!

Figure: The above snippet depicts the characteristics and abilities of the MyTurn software

Liability and Insurance issues

When it comes to lending libraries, liability is probably both the most asked about topic and the most important. On a whole, the law has not caught up with the sharing economy and as such it lacks clear guidance on how to treat companies. Because of this, tool sharing libraries should be aware of the limitations where the law is playing catch-up. For instance, there is no clear mandate on who would be liable for a tool sharing member who got hurt using a tool from the tool library. Nonetheless, liability waivers offer a sense of coverage against possible suits.

In addition, it is incumbent for the tool library leadership to provide clear and accurate communication regarding the use of the tools. There must be clear guidance on the use of specific tools and equipments. In the cases where tools require installation in a motor control center or any other location with line voltage (any voltage above 12V), it must be installed by a licensed, qualified electrician. Or even in cases where one may borrow tools that connect to air conditioning equipments, there should be clear guidance given to members regarding the use of such instruments only be certified technicians. All these, of course, should be clearly stated in the waiver agreement. This minimizes the chances of accidents happening because of improper use of tools.

In addition, to having waiver forms, tool lending libraries must also secure insurance. For many of the tool libraries such as TTL, they often secure policies for the following:

(i) **General Liability Insurance** - Coverage for injuries that are a result of using the items distributed by a lending library or when someone is injured during general operations.

(ii) **Volunteer Insurance** - Covers injuries to volunteers while working on the project.

(iii) **Property Insurance** - Coverage for stolen, damaged, or destroyed items on premises.

<u>Funding Issues</u>

While there are tremendous social benefits to tool libraries, there is also considerable funding required to start up and have it remain successful beyond the first year. A number of tool libraries run strictly on donations from their members but often those donations come with time and may not always be available in the initial phase. There are, however, a couple ways to attract get funding.

(i) **Donations** Offer some sort of lifetime membership, founding membership, or gift membership. Supporters may even be willing to offer a premium donation, knowing that their contribution will be the financing that allows the tool library to get started or that their membership will be celebrated for years to come. In addition, there can be early calls for tool donations to help build the tool inv

(ii) **Grants** One of the more common sources for grants has simply been local government programs, which often see lending libraries are great avenues for community development. But a variety of other groups, both public and private, have also supported lending libraries in the past to cover everything from environmental issues to disaster relief. A lending library can serve a wide variety of functions and you should keep that in mind when seeking out grant possibilities.

(iii) **Loans**

(iv) **Crowdfunding**

List of several shared economy initiatives

	Characteristics	Hours of Operation	Software
Toronto Tool Library	- Flexible membership packages - Membership open to businesses (non-profit; cooperative or small businesses) - Liability waivers - Restricted loan periods (4-5 days); no renewals allowed - Built on a repertoire of volunteer staff - Tool inventory of 7000+ tools listed online - Four locations in the Toronto area - For tools valued over $200, members must present credit card - Vision and Mission statement linked to message of reducing economic exploits by replacing with alternative shared economy through the sharing of resources - Partnered with the Toronto Public Library (TPL) - Built its inventory on wide public campaign for donations; provided incentives to donors - Generated monies are used to operate the spaces; physical building space.	Sat 10-3pm Sun 11am-4pm Tues 3pm- 8pm Thurs 3pm-8pm	*MyTurn*
Permaculture Guild	Offers more than tools; it attempts to connect the community through sharing information regarding upcoming events and learning about work/ volunteer opportunities, essentially promoting permaculture throughout Calgary.		

|			
	● Mix of online and physical space ● Uses Mobile truck for its tool library ● Offers varied membership packages		
Calgary Tool Library	● Members have a choice of either paying for annual membership or donating tools to be a member ● Has over 700 hand and power tools in its inventory ● Members can extend rent period and even reserve tools through their online library system ● Built on a repertoire of volunteer workers	Thurs 5-8:00pm Saturday 10-1:00 Sunday 12-3:00	MyTurn
Greater Des Moines Habitat for Humanity Tool Library	● Tools are loaned based on an annual membership fee rather than a per-tool rental ● Membership is $200 per year ● Membership is only available to individual homeowners and cannot be transferred to anyone else. ● Three-day loan period; late fee charges incurred after ● Members must submit a deposit of $100 ● Tools are loaned on a first-come-first-served-basis	Mon- Sat 9am-6pm	
Hamilton Tool Library	● Has multiple sections to make tools more accessible and more cost effective ● Have a full-featured shop complete with professional-grade wood lathes, planers, drill presses, welding equipment and any other equipment. Shop members have unlimited access to all shop equipment as well as membership to the tool libraries.	Tuesday 5-9pm wednesday 12-4pm Thursday 5-9pm Friday 12-6pm Saturday10-4:00pm	

	● Unlimited access to all tool for a $29 membership fee; other membership ● No online searchable tool inventory ● Physical building space		
Winnipeg Tool Library	● Still in its inception stage ● Only has an online space at the moment to garner interest in the idea ● No established physical space as yet ● No online tool inventory yet		
Spence Neighbourhood Association Tool Library	● Annual fee of $25.00 ● Persons can volunteer with Spence Neighbourhood Association for 3 hours to earn a membership. ● SNA Community gardeners have an automatic membership with the tool lending library.		
Edmonton Tool Library	● Hosted a massive tool drive before opening is doors ● Acquired a physical space at a community hall ● Membership at $50 per year ● Online		

Halifax Tool Library: Comparable in population to Regina

Hours	
Monday	6:00 PM - 8:00 PM (ADT)
Tuesday	6:00 PM - 8:00 PM (ADT)
Wednesday	6:00 PM - 8:00 PM (ADT)
Thursday	6:00 PM - 8:00 PM (ADT)
Friday	Closed
Saturday	10:30 AM - 1:00 PM (ADT)
Sunday	Closed

The Halifax Tool Library built its tool library on the same business model as discussed throughout the research, one that is built on volunteerism and low membership fees. Before its startup, the TTL surveyed the residents to access the viability of a tool library initiative in halifax. Below are the results; these results were compiled in 2013.
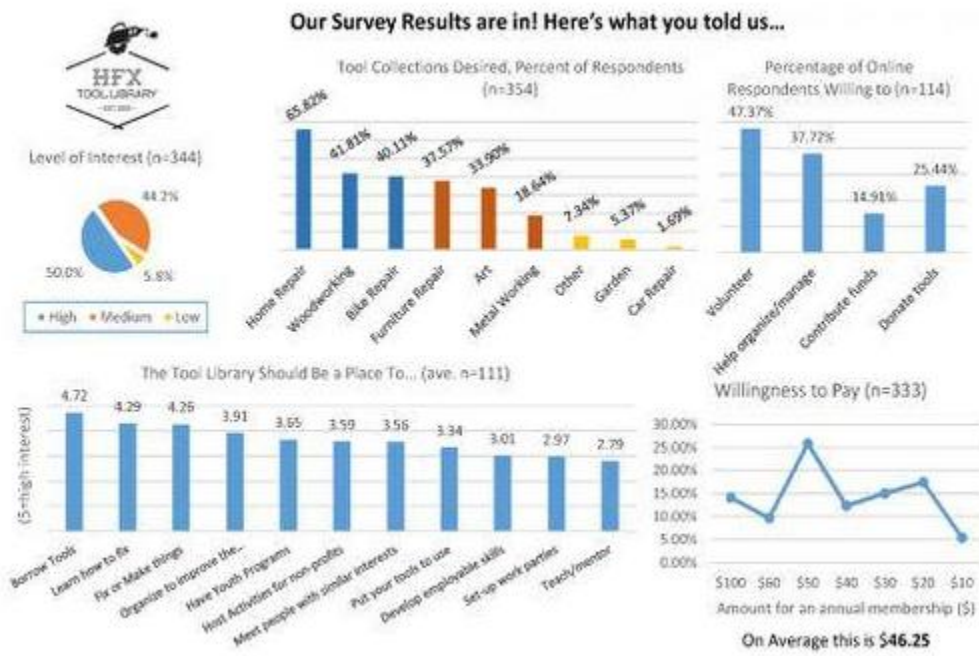
The snippet above shows the results of the HFX tool library survey before its startup.

The tool library now boasts over 1461 tools in their inventory and like many of the other tool libraries, HTL uses *MyTurn* to coordinate the library. Of course, their journey is not without initial struggle such as how would they finance the startup of the tool library, pay rent for the space and attract volunteers. To start off, HTL hosted a crowdfunding campaign to gather $8,000, which would have been enough for them to cover rent, insurance and maintenance and pay a part-time staff. Then, they had to think about actually getting tools and for that, they hosted a tool drive to get community members to donate any of their underused tools. HTL started up in 2013 and has since grown its membership base.

Potential Partnership with Heritage Community Association

The Heritage Community Association represents over 5,000 residents of the Heritage neighbourhood. The neighbourhood is located east of downtown regina and includes the areas by Broad Street, College Avenue, Winnipeg Street and the CPR main line. Data from the Heritage Association website indicates that many of the residents struggles with the impact of poverty and is classified as one of the most disadvantaged communities in Regina. The aim of the Heritage Association, then, is to support the residents in their process of revitalizing the community. It is on these grounds that the Heritage Community Association would like to partner with the tool library initiative presented here.

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Washington Journal of Law, Technology & Arts Vol. 10, Issue 4 Spring 2015 Travellers Beware: Tort Liability in the sharing economy Talia G. Loucks* © Talia G. Loucks Cite as: 10 Wash. J.L. Tech. & Arts 329 (2015) http://digital.lib.washington.edu/dspace-law/handle/1773.1/1454

Appendices

Appendix 1

------- Original Message --------

Subject: Re: Tool Library start up

Date: 2017-05-08 19:26

From: Gene Homicki <gene@myturn.com>

To: wraysitk <wraysitk@uregina.ca>

Hi Kerry-Ann,

Thanks for writing in to Sharestarter! I helped setup and manage the
site and am also a co-founder of myTurn (lending library platform). We
have not seen P2P (peer to peer or person to person) sharing of small
home goods work very well, outside of a few very dense cities (a couple
in Europe). Even in places like San Francisco, we've seen literally
dozens of platforms trying to help people to do tool sharing directly
between each other come and go (as in go out of business).

While it seems easier to get started - don't need to find space, get
volunteers (or as many), etc. -- there tend to be a few different
challenges with P2P for smaller home goods:

1. Every transaction requires both a pick up and a drop off. Most people
find (on both sides of the transaction) it's not really worth it for
smaller, less expensive items. When you have a safe place, with regular
hours, to pick up and drop off items, it can actually be more
convenient.

2. Unless the people already know each other, there is a reluctance to

meet someone they don't know, and especially lend them tools that they
might not take care of, return, or use properly. There are some
solutions to the insurance issue, but that is usually dealt with by a
single policy for a library.

3. Tool Libraries do more than help people share tools - they also bring
people together and help them build a community. Most tool libraries
will also do things like offer classes, or at very least some of the
staff can help with problems/projects, how to pick the right tool and
even how to use it.

Having said all of that, here at myTurn we are planning to add P2P
extensions to our platform. We are going to be recommending that
organizations still have a physical central location that can also be
used for pick up and drop off of items, though we will be allowing
virtual P2P within groups. We're hoping that by having an umbrella
organization there will be more trust between users. We're still pretty
confident the central locations will continue to see more sharing
(literally thousands of loans per week in some locations).

Happy to chat about this more if you have specific questions, concerns,
etc.

Thanks!
Gene

On Sun, May 7, 2017 at 11:12 AM wraysitk <wraysitk@uregina.ca> wrote:

> Hi there,

>

> I am currently doing a research on how to start up a tool library

> initiative here in my hometown in Regina. The concept is fairly

> similar

> to the many tool libraries around except that we would like to have

> only

> a virtual space and not necessarily a physical space to host the

> tools.

> What that would mean is that people would go to each other's homes in

> order to borrow these tools.

>

> Do you have any data on any such initiative? Any thoughts?

>

> I look forward to hearing back from you.

>

> Kindest Regards,

>

> Kerry-Ann Sitcheron

--

Gene W. Homicki | myTurn.com | Rent - Track - Share | +1.415.508.8038

Appendix 2

Hi KerryAnn,

Thanks for asking! Here are some answers from our perspective in Vancouver:

1. How many hours are you open to the public each week? Did you start off with those hours? Or were they adjusted later on? Why or why not?

We're open Tues, Wed, Thurs 4-8pm, Sat & Sun 10am-3pm. When we started, we were closed on Wednesdays. We added the extra day because of demand. We chose the hours we have to accommodate the 9-5ers.

2. How many staff and volunteer hours are put into the library each week (an estimate will suffice)? What are the duties or tasks the staff and volunteers do?

We have 1 part-time staff (me) who works 25 hours/week. My duties are very wide-ranging. Generally, I just keep the Tool Library running. Specifically, I host the shop 1 or 2 times/week, I do social media and website, I do tool maintenance, I schedule and manage the volunteers, I advise the Board of Directors, etc.

We probably have about 30-40 hours/week of volunteer time too. Volunteers range from shop volunteers (checking tools in and out, helping members find tools, etc) to Coordinators (communications coordinator, volunteer coordinator, workshop coordinator, fundraising coordinator, etc), to the Board of Directors (President, Vice Pres, Secretary, etc). So their tasks are also wide ranging.

3. Trust building is a crucial aspect of any tool library initiative. What steps did you take to create and maintain trust in your peer to peer network?

We definitely employ the honesty system at VTL. We don't keep any credit card information on file, or anything like that. We have members phone numbers, but that's a bout it. We've lost a couple tools over the years, but never anything major. The honesty system has worked very well for us. The overwhelming mentality among our members is that everyone wants to see the Tool Library succeed.

Hope that helps!

Greg

On Mon, Jun 26, 2017 at 5:32 PM, KerryAnn Sitcheron <wraysitk@uregina.ca> wrote:

Hi there,

I am currently doing a research on a potential tool library initiative for the Regina Public Interest Research Group. We have identified that such an initiative may be a feasible one for community-building and for challenging our perception of ownership and the use of the environment here in Regina, SK.

Your tool library has been successfully operational for some time now and as such, we are hoping to get a few organizational pointers from you. In essence, there are three questions that we would like to focus on for now:

1. How many hours are you open to the public each week? Did you start off with those hours? Or were they adjusted later on? Why or why not?
2. How many staff and volunteer hours are put into the library each week (an estimate will suffice)? What are the duties or tasks the staff and volunteers do?
3. Trust building is a crucial aspect of any tool library initiative. What steps did you take to create and maintain trust in your peer to peer network?

Thank you for your help and I look forward to hearing back from you.

Kindest regards,

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