



## Mobile LOT - FAQ

### **Why did you start the Mobile LOT?**

In our recent survey, we learned that some people would like to become members, but our location and/or our hours were a challenge for them. By adding a delivery service in partnership with Communauto Ontario, we are hoping that more people can get involved with environmentally-friendly item sharing.

### **Where can I get items delivered?**

On Tuesdays we will deliver items to members' home addresses.

On Thursdays we will deliver to a depot, Stanley Park Community Centre (505 Franklin St N, Kitchener, N2A 4K7).

### **How do I request delivery?**

#### *Already a member?*

On Tuesdays, ALL reservations are delivery! Simply reserve the items you are looking to loan out. We will be in touch with an approximate eta within our delivery hours.

You will be charged a \$10 fee for drop-off and delivery of up to ten items.

On Thursdays, you simply add a note to your reservation, requesting pickup and drop-off at Stanley Park Community Centre.

You will be charged a \$5 fee for pickup and dropoff of up to ten items.

#### *Become a member!*

Visit us at [www.kwlot.ca](http://www.kwlot.ca) and click on the Become a Member tab. Once you are signed up, simply follow the above instructions.

### **When can I expect deliveries to arrive?**

We will deliver items to members' homes on Tuesdays between 5 pm and 7 pm. We will do our best to arrange a specific time within that window to ensure that you will be available.

We will deliver items to Stanley Park Community Center depot for pickup and drop-off between 5pm - 7pm.

**Do I *have* to sign up for delivery?**

No, you can still pickup and drop-off items in person at the KWLOT (91 Moore Ave, Kitchener, N2H3S4) during our COVID operational hours, Thursdays from 5 pm to 7 pm.

**What if something happens and I can't be home for delivery or pickup?**

Please let us know asap. If you aren't home when we arrive to drop an item off, we won't leave it and you will forfeit your fee. If you aren't home when we come to pick up your item(s), an additional \$10 fee will apply, on top of the forfeited delivery fees, and you will have to arrange the return of the item(s) yourself. You won't be able to loan anything else out until everything is returned.

**What If I live in a condo or an apartment?**

We can meet you at the front door. Simply provide us with a phone number, we can text you when we expect to arrive.

**What if I want to return an item on my own?**

If you have an item delivered but decide to bring it back on your own, we will credit half of your fee to your account.

**What if I can't afford delivery?**

We don't turn anyone away based on ability to pay. Talk to us about a subsidized delivery rate....and a subsidized membership!

**I don't live in Kitchener. Can I still get delivery?**

We deliver anywhere within a 20 kilometre radius of the library. That extends to most areas of Waterloo and Cambridge. Check with us at [kwlibraryofthings@gmail.com](mailto:kwlibraryofthings@gmail.com) or compare your address to 91 Moore Avenue, Kitchener in Google Maps if you aren't sure.

**What is Communauto?**

Communauto is our community's car-sharing organization. As organizations we have similar values - reducing consumption, sharing resources and lightening our environmental footprint.

If you only need a vehicle once in a while, car-sharing could be a good choice. Visit <https://ontario.communauto.com/> to learn more. Plus, as a KWLOT member you'll get a discount on your Communauto membership!