

Policies and Procedures 2012

Introduction

The Resource Center Loan Program was developed in response to the many requests for occupational safety and health training materials from the OSHA family. Videos and books on numerous aspects of occupational safety and health are available for loan, free of charge. These materials are made available to help broaden employer and employee knowledge on safety and health issues and reduce injuries and illness in the workplace.

Who Qualifies to Borrow?

The following individuals are eligible to become borrowers: OSHA National, Regional, and Area Office employees, employees of State Plan States, Consultation Program employees, Voluntary Protection Program site employees, OFA Trainers, OSHA grantees, OSHA outreach trainers within the United States, and OSHA Cooperative Program Members including SHARP, VPP, Alliance, and Strategic Partnership. As a pilot program for 2012 OSHA is also allowing private employers to use the resources available through the Resource Center Loan Program.

Resource Center Loan Policies Borrowing Agreement Form

An eligible individual who wants to become a borrower must sign and return the agreement form located at the end of this section. It states the borrower has agreed to abide by the rules and regulations set forth in this section. The borrower also agrees to abide by the copyright laws. If a borrower is found to have violated any of these policies, borrowing privileges will be canceled. Individuals who already have a borrowing agreement form on file should not complete another agreement form unless the information supplied on the first form has changed. Other eligible individuals wishing to qualify as borrowers must complete the borrowing agreement form located at the end of this section and return it to the OSHA Office of Training and Education, Resource Center Loan Program, 2020 S. Arlington Heights Road, Arlington Heights, Illinois 60005, fax it to (847) 759-7748, or preferably e-mail it to RCLP@dol.gov.

Fees for Use of Materials

There are no direct fees charged for the use of these materials. However, the borrower is responsible for paying the cost of return shipping via a traceable express shipping service (e.g., Federal Express, UPS, or USPS) and the replacement cost of materials lost or damaged while on loan.

Resource Center Catalog

The Resource Center Catalog is available on the OSHA website. The catalog is in PDF and can be viewed on line or printed off.

Loan Request Form

A master copy of the Resource Center Loan Request form is located at the end of this section. Instructions for completing the loan request form begin on page A-4.

Upon receipt, the loan request form will be processed. A copy of this form will be enclosed with the requested training materials. This form serves as a packing slip and must be returned with the borrowed materials.

When filling out the Loan Request Form please remember that materials cannot be delivered to a post office box. Express shipping services will not deliver materials to a post office box.

► **Materials cannot be shipped outside of the 50 States due to import/export problems, shipping costs, and time restraints.**

Requests for Training Materials

All requests to borrow training materials are handled on a first-come-first-served basis. Confirmations will be sent to the borrower via fax. Requests should be received at least 15 days in advance of the date the borrower would like to use the materials (Show Date). Resource Center training materials are in high demand, so it is important to book well in advance and reserve them at an early date. Training programs may be requested up to three months in advance of the Show Date. Requests may be made by mail or by fax at (847) 759-7748

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Improperly Completed Loan Request Forms

Every attempt will be made to process requests. In the event that the form is incomplete, incorrectly filled out, or cannot be deciphered, it will be returned to the borrower for completion/correction.

Number of Training Materials That Can be Borrowed Per Show Date

There is a FIFTEEN-ITEM LIMIT on training materials that can be borrowed for any single Show Date. No more than fifteen items may be outstanding at any time.

Length of Loan Period

Resource Center materials have a loan period between twelve and fourteen days depending upon previous bookings. This includes the shipping to and return shipping from the borrower.

- ▶ **Please note the Due Date at the bottom right-hand corner of the Loan Request Form.**

Extension of Loan Period

If you need the training materials for a longer period of time, please make special arrangements when you request the materials. In an emergency, the loan period may be extended upon telephone request depending upon the availability of the training materials. **Requests for a loan extension should be made several days BEFORE the Due Date** by calling (847) 759-7736.

Substitution of Training Materials

The Resource Center is not responsible for making substitutions for unavailable training materials due to a previous booking. Borrowers may list alternate training materials on the request form if they would like a substitution to be made.

Canceling Training Materials Requests

Requests may be canceled up to the shipping date. Once training materials have been shipped, cancellation is not possible. The borrower assumes responsibility for the materials and the return shipping costs.

Non-Arrival of Training Materials

Inform the Resource Center immediately if confirmed training materials have not arrived three days before the Show Date.

Return Shipping of Training Materials

All audiocassettes and video programs should be rewound and returned in their original cases. If the video case does not close easily, turn the video around or flip it over until it does. Incorrect placement in the case may damage it or the video.

- ▶ **For your protection, Resource Center materials must be returned via a traceable express shipping service (e.g., FedEx, UPS). It is highly recommended that second day delivery be used to assure on-time return of materials.**

A copy of the Resource Center Loan Request Form will be included in the shipping box. Borrowers should indicate on the back of the enclosed loan request form any problems they had with an item (i.e., damaged videos or DVDs.). The loan request form should be returned with the training materials.

Late Return of Training Materials

Resource Center training materials are in high demand. It is essential to return borrowed materials no later than the Due Date in order for us to meet the needs of other borrowers. **New requests will not be accepted if a borrower has overdue materials. Continued late return of materials may result in termination of borrowing privileges.**

Lost or Damaged Training Materials

The borrower is responsible for replacement costs of training materials that are lost or damaged while on loan. The borrower will be billed for the cost of replacing the missing or damaged items. New requests will not be accepted if the borrower has unpaid charges for lost or damaged items. Failure to pay replacement charges will result in termination of the user's borrowing privileges.

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Determining Replacement Costs

Replacement costs for training materials are determined by the actual cost of replacing the lost or damaged materials.

- ▶ **Due to their highly technical content and limited production runs, the average cost of a training program listed in this catalog is \$450. The cost of some programs is even higher.**

Training Materials Purchase

A source name is included with each training program or print material entered in the catalog. A Sources of Training Materials is included as Section D of the catalog. Inquiries about purchase should be made directly to the source.

- ▶ **Please note that none of the training materials listed in this catalog are available for sale from the Resource Center Loan Program.**

Care and Use of Videos

Video training materials are expensive to replace. To protect them from wear and tear, please remember:

1. to follow machine instructions carefully;
2. to rewind videos completely;
3. to keep materials away from heat, moisture, and magnetic fields; and
4. if showing more than one training program, be sure to replace each one in its own case.



- ▶ **Remember: It is illegal to duplicate a copyrighted video program.**

Program Tips

When arranging details of a program, the following checklist may be helpful in preparing for a smooth show.

1. Remind participants, in writing or in person, of the program's time and place the day before the program.
2. Arrange for adequate seating capacity. Make sure everyone will see the monitor or screen comfortably. Don't seat anyone closer than two screen widths away.
3. Run a check on the equipment itself. The picture should be in focus and the material ready to run before the meeting starts.
4. Test the sound level of the projector. Experiment until you find the level most agreeable for the size of the room and audience.
5. Route the equipment power cords to prevent them from becoming a tripping hazard. Ensure that emergency exits are clear of obstacles and point out exits to participants.
6. When dealing with topical subjects, a wrap-up and lead-in to a short discussion period will provide a more meaningful program. It is strongly recommended that materials be previewed in order to judge their suitability for the audience and to prepare a brief introduction pointing out important parts of the program.
7. Have paper and pencils available for participants to take notes. Have a blackboard or flipchart available to make points for emphasis and discussion.
8. Training should be presented so its organization and meaning are clear to the audience. The instructor should provide overviews of the materials to be learned, relate the information to the audience's job and experience, point out the benefits of the training, and reinforce what is learned by summarizing the program's objectives and the key points of information covered.

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Program Tips (Continued)

9. The trainer should be prepared, make frequent use of visual aids and other training materials to add emphasis to the program, make clear the objectives of training, and keep the training varied and interesting. Videos VT01311 Train the Trainer and VT01622 Safety Meetings: Give'em What They Want provides reviews of how to conduct effective safety meetings.
10. The trainer should encourage trainee participation by initiating discussions on the materials covered.

How to Complete the Loan Request Form

Explanation of the Loan Request Form

A copy of the loan request form is located in the FORMS Section of the catalog. An explanation of each part of the form follows.

Filling out the Loan Request Form

1. Today's Date: The date on which the loan request form is being completed.
2. Borrower Information: On the top of the loan request form the borrower prints his or her name, business address and telephone number. The training materials will be shipped to this address. Please remember that materials cannot be delivered to a post office box. Express package shippers will not deliver materials to a post office box.
3. Number: A number for each training material is given in the Resource Center Catalog. The number for the training material being requested is entered in this section.
4. Title: The complete title of the training material is entered in this section. The borrower may indicate alternates for titles not available.
5. Show Date: The Show Date is the date the borrower plans on using the training material. This may be a single date (5/18/05) or a range of dates (5/3-6/05). Please use one loan request form for each Show Date. If training materials are needed for several widely spaced

Show Dates (more than five working days apart) a separate request must be made for each Show Date.

6. RC Use: This section will indicate if a video is a confirmed booking or explains why the video is not available for loan.
7. Report: This section informs the borrower when the requested training materials will be shipped and the date the materials must be received back to the Resource Center.

Submitting the Loan Request Form

Please proofread the loan request form before submission to make sure all required information is supplied and is correct. Lack of data or incorrect data may delay or cancel your request. Send the loan request form to the OSHA Office of Training and Education, Resource Center Loan Program, 2020 S. Arlington Heights Road, Arlington Heights, Illinois 60005, fax it to (847) 759-7748 or preferably e-mail it to RCLP@dol.gov.

Keep a copy of the request form for your records.