

Maine Speech Language Hearing Association (MSLHA)

Lending Library

Lending Agreement

Policies and Procedures

Frequently Asked Questions (FAQs)

October 2018

Purpose of the MSLHA Lending Library

The purpose of the Lending Library is to collect and maintain pediatric and adult evaluation and therapy treatment materials to be borrowed by speech-language pathologists who are members of the Maine Speech-Language-Hearing Association (hereinafter referred to as "MSLHA"). Members may borrow these materials per the Policies and Procedures section below and by signing the Lending Agreement.

MSLHA Lending Library Agreement

Name
Address
Phone #
Email Address

In return for borrowing privileges through the MSLHA Lending Library, I hereby voluntarily waive, release, and discharge MSLHA, its officers, directors, employees, and agents from any and all claims, actions, or demands of any kind, nature, and description and take full responsibility for my clinical use/interpretation and/or recommendations made to patients under the expectations of professional conduct associated with my Maine SLP License and the Code of Ethics and Certificate of Clinical Competence of the American Speech/Language/Hearing Association. Failure to fulfill my responsibilities outlined in the Lending Library Policies and Procedures may result in termination of this agreement by the MSLHA Lending Library.

I, the undersigned, have read and agree to the terms of the Borrowing Procedures & Policies of the MSLHA Lending Library.

Signature of Borrower

Date

Policies and Procedures with FAQs

Below are the current policies and procedures outlined for the Lending Library. Please note that these may change without notice as needed. If you have any additional questions, please contact MSLHA by calling 207-433-5000.

I. Individuals who may borrow materials from the MSLHA Lending Library

Only members of MSLHA may borrow materials from the Lending Library at this time. We may, in the future, consider allowing other speech, language, and hearing professionals to borrow items for a fee.

FAQ. If another SLP at my workplace wants to borrow the materials, am I allowed to lend them to her/him?

This may be possible if certain criteria are met. This includes (but is not limited to) the other SLP being a member of MSLHA and signing the Lending Library Agreement. Each situation will also be evaluated individually and ultimately, the decision will be determined on a case-to-case basis. Please call 207-433-5000 if you need further information.

FAQ. If I live or move out of state but belong to MSLHA, am I still able to borrow materials?

Yes. If you hold the required licenses and/or certifications to work as an SLP in your state and meet the criteria of the Lending Library, you can still borrow items. You may be asked to pay any additional shipping costs, however.

FAQ. Can my borrowing privileges be suspended or revoked?

At any time, MSLHA reserves the right to restrict members from borrowing items if it is determined that the member is not handling the materials responsibly.

FAQ. If I move or change jobs is it my responsibility to let the Lending Library know?

Yes, if this affects where the materials are sent.

II. Length of borrowing time

Materials that are considered to be in high demand will be loaned for two weeks at a time and less popular items will be loaned for four weeks at a time. Each assessment and therapy item available has this information on the Lending Library list.

FAQ. May I extend/renew the borrowing time and how would I do that?

It may be possible to extend the length of time you have borrowed an item. This will be determined on a case-by-case basis. Please contact MSLHA at 207-433-5000.

FAQ. Is there a fine for a late return that has not been renewed?

Yes. A fee of \$1.00 per day will be billed to the borrower. When shipping, the stamped date of the shipment will be considered the date of return.

III. Materials available for loan

Please review our list of current materials on the MSLHA website. We have attempted to include materials for both adult and pediatric populations as well as items that represent our large scope of practice.

FAQ. If I am not sure what test to use with a client/student/patient, can the Lending Library give me guidance?

We have provided a short description of each item (taken from each test and treatment material) for SLPs to view. We also have a review section on the MSLHA website where members are able to add their opinions of the materials in the Lending Library. However, MSLHA does not endorse any particular item.

FAQ. What type of materials are available for loan?

We have tried to select a broad array of test and therapy materials for our members. We consciously selected materials for both pediatric and adult populations and also included materials for low incidence populations (e.g., voice disorders, cleft lip/palate, apraxia, AAC). We hope to continue to add materials as we are able and welcome suggestions from members. Please see the link at the beginning of this section for the full list of both assessment and therapy materials.

FAQ: If I borrow an assessment, how many protocols will I receive?

At this time, we are sending one protocol per test due to the relatively expensive nature of these forms. However, if you need more than one, you are able to purchase additional ones for \$3.00 each.

IV. Selecting and ordering materials

As stated above, only MSLHA members may borrow items. You can review the list of items on our website ([LINK HERE](#)), but you must request an item only by contacting MSLHA at 207-433-5000. This is to ensure no request is missed, and the member is clear on the requirements to borrow an item.

FAQ. How many items may I borrow at a time?

We are allowing members to borrow one item at a time. However, as with all our policies, this may change in the future.

FAQ. Do I call or email to place an order?

You must call to borrow an item at this time (207-433-5000). The reasons for this is so that all questions can be answered and the requirements of the Lending Library can be made clear including the shipping procedure as this may vary depending on the needs of the member.

FAQ. Is there a website for ordering?

The MSLHA website will have the list of materials available, but at this time we are requiring members to contact MSLHA at 207-433-5000 to request an item (see the FAQ above).

FAQ. Do I have to fill out a lending agreement each time I order?

At this time we are requiring members to sign the agreement once a year. We will review this policy on an ongoing basis to see if any changes are needed with this.

FAQ. Is there a waiting list if materials aren't immediately available?

Yes, there will be a waiting list available. It will be managed on a first come, first served basis.

FAQ. Am I allowed to reserve materials at the Lending Library?

We have a waiting list available, but any reservations needed for a future time will be dealt with on a case-by-case basis.

FAQ. I work in several places. May I transport borrowed materials between them?

Yes, this will be allowed as long as all the policies and procedures are followed. We mark our materials prominently to eliminate any confusion as to who owns these items.

FAQ. Is there a limit to the number of times a month/year I am allowed to borrow from the Lending Library?

No, the only limitation is that only one item may be borrowed at a time. You may borrow as many items as you would like throughout the year.

FAQ. How long may I keep materials that I borrow?

You may keep items that are designated as “high demand” for two weeks and less popular items for four weeks. The list of items in the library will have this information beside each test and therapy material. We reserve the right to change the frequency for borrowing an item at any time.

V. Cost of borrowing

There is no charge for members to borrow materials at this time. If you are overdue in returning the item, you will be charged a late fee of \$1.00 a day, however. Please see section VI for information on shipping.

FAQ. Is the cost of borrowing materials covered in my MSLHA dues?

No, for the 2018-2019 membership cycle, 100% of your dues are going to lobbying costs. The Lending Library operates on money received from our annual conference and any donations we receive.

FAQ. Do I have to pay a late fee if materials are overdue?

Yes, for every day an item is overdue, you will be charged a fee of \$1.00 per day it is overdue. We will consider the date of return as the date stamped by USPS on your package rather than the date we receive the item.

FAQ. Do I have to pay for damaged/broken/lost materials?

Yes, as part of the agreement you signed, you will be responsible for replacing part or all of the material if it is damaged or lost. Please see Section VII below for more information.

VI. Receiving and returning borrowed materials

For the first six months of the Lending Library, MSLHA will be covering the cost of shipping items. To keep the cost down, we are using the United States Postal Service (USPS) “media mail” as the method of shipping which is for items such as educational materials. It usually takes 2-8 days to reach its destination (per USPS estimates). A prepaid return label will be provided for you to use when returning the item, and it is recommended that you re-use the box in which it was shipped in to you. Instructions for returning the item will be included with each shipment as well. After this 6-month trial period, we will evaluate the feasibility of MSLHA covering this cost and may need to consider other options.

FAQ. Do I have to pay to have materials shipped to me?

No. At this time, MSLHA is going through a six-month trial period to evaluate if paying for shipping will be cost prohibitive. If it is determined that it is too expensive for MSLHA to continue to pay for shipping, members may be asked to contribute to this cost in the future and/or other methods of shipping may be considered.

FAQ. Do I have to return materials with the United States Postal Service (USPS) or could I use a method of shipping such as UPS or Federal Express?

If you are returning the item through a shipping method and want MSLHA to pay for it, you will need to use the USPS. However, you may pay for another method if you choose.

FAQ. If I receive materials which are missing items or are not clean, what should I do?

Please contact MSLHA at 207-433-5000 as soon as possible so we can rectify this situation for you.

FAQ. What if I mail something back and MSLHA doesn't receive it?

Please keep your receipt to show that you have, in fact, followed all the procedures required for shipping an item. If it has been determined that you have, you will not be responsible for any costs for finding or replacing this item. If it has been determined that you have not followed the correct procedures (e.g., you shipped it to the wrong address), you may be responsible for replacing the item. See below for insurance information.

FAQ. Do I have to insure materials that I am returning to you?

MSLHA will be paying to insure items that are over \$100 at this time.

FAQ. Would I be able to pick up or return materials myself?

This may be an option in the future, but for now we are only using the USPS as a way to receive and return items.

FAQ. Does my lending time include the time it takes for the materials to ship?

No, the date of receipt will count as the start of your lending time, and the date of return will be considered the date stamped by USPS on your package.

VII. Cleaning, sanitizing, disinfecting and other care of materials

FAQ. Should I clean/sanitize/disinfect materials when I receive them?

MSLHA's Lending Library committee requires that you, the SLP borrowing the materials, perform necessary inspection and cleaning/sanitizing/disinfecting of those items deemed appropriate when you receive them through the Lending Library. Such items should include any that may be mouthed or touched by a client (e.g., toys/manipulatives/testing items). It is required that all Lending Library materials be cleaned with disinfecting agents before returning to the Lending Library.

FAQ. What happens if I don't clean/sanitize/disinfect the materials before I return them?

You are required to clean and disinfect all materials before you return the materials. MSLHA's Lending Library committee will inspect materials when you return them. This inspection will include things such as

looking for soiling, staining, and fingerprints left on any cleanable items as well as any accompanying odor from the materials. Failure to properly clean the materials may result in the termination of your Lending Library Agreement.

VIII. Replacement of lost, broken, or damaged materials

We have full confidence in our members to conduct themselves in a responsible and professional manner when using these items. However, we also know that things happen. Due to the expensive nature of many of these items, we do require members to cover the cost of replacing damaged or missing materials. We will send you a bill.

FAQ. What do I do if I break or lose an item?

Please contact us as soon as possible if this happens (207-433-5000). You will be required to cover the cost of these items if needed.

FAQ. If I lose or damage that I borrow from the Lending Library, will I be allowed to continue borrowing?

MSLHA reserves the right to terminate any member's ability to borrow from the lending library including for the reason described above.

IX. Copyright Issues

Due to licensing restrictions regarding usage for some materials, certain CDs/DVDs provided with associated publications may not be available for loan. If a publication that has an accompanying CD/DVD is shipped to you without the CD/DVD, licensing restrictions are being enforced. Please see the list of materials for more information on the items that may have CDs/DVDs with licensing issues. Copyright restrictions on resources sent for loan must be reviewed by the borrower on an individual basis.

FAQ. May I copy materials that I borrow from you?

As per most assessments, you are not allowed to photocopy protocols unless the material contains a statement which specifically encourages/allows users to copy them. All other materials must be reviewed by the borrowing SLP who is required to follow the copyright restrictions for each item. Failure to do so will result in termination of your Lending Library privileges.

X. New materials

MSLHA hopes to continue to add new materials to the Lending Library and welcomes suggestions from members. MSLHA's Executive Council will determine how many funds are available on an ongoing basis. Members are also welcome to donate items if they choose. Please note that although we greatly appreciate any donated items, it may be determined that the item is not suitable for the library. Please contact MSLHA (207-433-5000) to inquire about any item you wish to donate.

FAQ. How often will new materials be added to the Lending Library?

This will be determined by the Lending Library committee as well as with the approval of the Executive Council as funds will be needed to purchase these items. We will consider the recommendations and needs of our members to prioritize items as well. We also welcome and greatly appreciate donated items but may determine that they are not suitable for the library.

FAQ. Is there a procedure for recommending or requesting new items for the Lending Library?

Yes, we welcome any suggestions our members have for certain materials. Please email MSLHA with your suggestions (EMAIL ADDRESS HERE).

FAQ. I am retiring, may I donate therapy materials and tests to the Lending Library?

Yes. However, although greatly appreciated, the Lending Library committee may determine that the materials are not suitable for the library.

FAQ. Does the Lending Library accept SLP book donations?

Yes, we accept book donations along with other assessments and therapy items. Again, depending on the material, it may be determined that it is not suitable for the library.