

*Libraries Nova Scotia*  
**Borrow Anywhere/Return Anywhere (BARA)  
Service PILOT**

**1. Q. What does the Borrow Anywhere/Return Anywhere (BARA) pilot model look like?**

A. BARA is an initiative of [Libraries Nova Scotia \(LNS\)](#). BARA promotes the long-standing ability of Nova Scotians to become users of public, community college and university libraries. Two additions to existing services will be:

- University and community college libraries will accept a public library card to register an off-campus borrower, in lieu of issuing one of their own cards. While a public library card will not be required to register at a post-secondary library, patrons may wish to do so for the convenience of carrying one card. There will be no fee to register at a post-secondary library whether a public library card is presented or not.
- Items borrowed from any participating library will be returnable to any other participating library. The library at which they are returned will ship back to the owning library, with no charges incurred by the patron.

**2. Q. What is the BARA Service pilot?**

A. A province-wide pilot will be launched in the fall of 2009, in all Nova Scotia university, community college and public libraries. An internal launch (i.e., staff are ready to go) will take place on September 8, with a full public launch at the NSLA conference in late October. School and special libraries are not part of the pilot. The pilot will run for one year and will include a process to measure use and costs.

**3. Q. How will the pilot be developed and who will be developing it?**

A. A Procedures Development Committee (PDC), appointed by the LNS Steering Committee and with representatives from each library type, has held two focus group sessions for circ supervisors and front-line staff at selected library locations. Questions gathered from these

sessions have been used by the PDC to draft [overarching procedures](#) (which are available on the LNS website). PDC members are communicating with colleagues to help them develop internal procedures. PDC members will follow the pilot throughout and report quarterly to LNS. The PDC is: Denise Parrott, project manager (Nova Scotia Provincial Library); Andrew Poplawski (Halifax Public Libraries); Charlotte Janes (Annapolis Valley Regional Library); Ken Clare (Saint Mary's University library); Debbie Kaleva (NSCC-Pictou Campus); Debbie Costelo (NSCC); Ann Hennigar (Acadia University library).

**4. Q. RE: Policies: Who may register? Can children register at university libraries? Are there restrictions on what materials may be borrowed? Will clients have access to ILL services and databases?**

A. The existing policies of the participating library at which users register and borrow will be in effect. Where available, these procedures will be [linked to from the LNS website](#). Each participating library system's current age restrictions, requirements for ID to register and materials limitations by type of borrower and/or format will apply. The university and community college libraries will develop (a) borrower type(s) and corresponding privileges for clients who register with a public library card.

**5. Q. Can you use a post-secondary library card to register at a public library, or can you use one public library card to register in another public library system?**

A. No to both. A public library card may be used by a post-secondary library in lieu of issuing one of its own cards, but not vice versa. Nova Scotians can get a library card from each of the nine separate, independent public library systems, but, because of ILS limitations, you can't use a public library card from one system to register in another public library system.

**6. Q. How will a university or community college library know if a patron who presents a public library card to register at their institution has fines on that card?**

A. They won't. Post-secondary libraries issue cards to off-campus borrowers now, without checking their status at other libraries, and under provincial privacy legislation, public libraries can't reveal information about their clients to other libraries. The borrower account created at the post-secondary library will be independent of the account created at the public library; it will just have the same barcode.

**7. Q. What materials may be returned under the "Return Anywhere" service?**

A. In the pilot, all materials in all formats will be returnable to any library. Some local policies will require certain materials to be returned to the site at which they are borrowed (such as reserves).

**8. Q. How will materials be returned to other library systems? Who pays? Will there**

**be a guaranteed return time?**

A. Libraries will use existing return mechanisms, including Canada Post and courier. Individual institutions may develop alternate returns mechanisms with specific partners as the pilot develops. The cost of returning the item to the lending library will be assumed by the sending library. All costs will be measured and reported during the pilot. Standards will be set for turnaround time and measured against during the pilot.

**9. Q. How will materials be checked back in if a patron returns them to a different library system than that from which they were borrowed?**

A. These materials will not be checked in at the point of return because the different integrated library systems do not communicate with each other. The Procedures Development Committee is working on a collaborative reporting mechanism which will allow the library at which the item is returned to report to the lending library. Internal procedures will determine when the item is checked in (i.e., Upon receiving notification, the lending library may remove the item from the patron record and set to transit status, or it may wait to receive the item.)

**10. Q. How will staff know what fines should/should not be charged to borrowers when materials arrive at the lending location?**

A. The lending library ensures the patron is not charged fines from the date of return of an item. [A BARA return slip](#) affixed to the item will be stamped with the date of return at the returning location. If items are not removed from the patron account when the lending library is notified via the collaborative reporting mechanism, the lending library may, upon receiving the item, back-date checkin or remove any fines incurred since the date on the slip. BARA return slips will be sent to Key Contacts in each system for distribution, prior to the launch. They are also printable from the LNS website.

**11. Q. What happens if the materials get lost in transit or are delayed in being received by the owning library, potentially preventing a customer from borrowing because they are blocked?**

A. Materials lost in transit will not be charged to the returning library or the patron; the lending library takes the loss. Staff will have to communicate to the public the potential lag in materials being cleared from their records, since some libraries may not clear items until they are received.

**12. Q. How will the library that receives the item know where to send it?**

A. The BARA section of the Libraries Nova Scotia website will list the [addresses, email contact names/numbers](#) (by login, which will be sent to Key Contacts, or obtained from Denise Parrott, 424-2458, parrottdf@gov.ns.ca). There will be one address/contact for each participating library system.

**13. Q. RE: Holds, Fines & Renewals: Will clients be able to specify a holds pickup location outside the library system in which they place the hold? Will they be able to pay fines outside the system in which they were incurred? Will they be able to renew items that were borrowed in a different library system?**

A. No. At this point, the different integrated library systems do not communicate with each other.

**14. Q. How will staff find out about BARA, and how will it be communicated to the public?**

A. The Procedures Development Team will communicate with identified Key Contacts in each library system to develop and roll out the pilot. For external publicity, LNS has set up a Communications Committee to develop a promotions plan. This plan will also inform non-participating libraries about the project. The Communications Committee has developed a bookmark, and copies will be sent to Key Contacts prior to September 8 for distribution in their regions. There will be a printable version on the LNS website. One suggestion is for staff to pass out the bookmark when they register patrons, to promote other types of libraries. For the October official launch, a poster will also be available.

**15. Q. How will libraries deal with increases in workload and costs?**

A. Reciprocal borrowing/returning systems in other areas of the country have not greatly increased staff workload, so the Nova Scotia model is not expected to have a significant impact. The pilot will measure these areas of concern, which will be reported back to LNS, who will determine how to address workload and any necessary methods of cost recovery.