

# BORROW ANYWHERE/RETURN ANYWHERE (BARA)

## *Notification of Returned Items – User’s Guide*

Revised October 2020

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### Introduction

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Borrow Anywhere/Return Anywhere (BARA) is a reciprocal borrowing and returning system among public and academic libraries in Nova Scotia. Under the BARA system, Nova Scotians may register for library services at any participating public, university or community college library for free. To further remove barriers to library service, materials may be returned to any participating library or to the Libraries Nova Scotia bookdrop at the Halifax Seaport Farmers’ Market, regardless of where they were borrowed from.

In order to make reporting returned materials as easy as possible, BARA has devised a notification process whereby (1) non-owning libraries submit information about items returned to their locations (2) owning libraries retrieve this information via an email and update the patron’s record in their library system and (3) owning libraries indicate the date of physical receipt of items. This notification process is available via a web tool and each participating library has its own institutional login.

A non-owning library (also referred to as the returning library) puts a BARA Return Slip into each item. A separate slip is required for each item. The returning library submits barcodes and titles of items that have been returned to their location to the web tool. This information is then sent to the owning library via email and the records are stored in a database for subsequent updating. The owning library uses this information to update their library system and acknowledge physical receipt of items when they are mailed back as well as updating the records in the BARA web tool. This tool generates reports for BARA that provide the volume of returned items, as well as other useful indicators. Participating libraries may also update their own profiles at any time (i.e. mailing address, contact person, etc.). The webform is available at <http://nsplweb.library.ns.ca/bara/> and institutional logins are acquired through the administrator at the Nova Scotia Provincial Library (see “Administrator Accounts”).

Items returned via the Halifax Seaport Farmers’ Market bookdrop are collected by the Novanet metro courier and taken to Halifax Public Libraries (Central Library) for processing. The date of return will be the date the bookdrop was previously emptied. Items owned by HPL will not be processed through the Web Reporting Tool, however Halifax Central Library staff will record statistics for HPL returns manually and these will be provided to the BARA Coordinator annually.

BARA uses a key contact model. When there are specific concerns regarding items, procedures or patrons of another library system, the key contacts discuss and resolve the issue. The list of key contacts is under “Contact Information” at <http://librariesns.ca/content/staff-tools> Issues affecting all libraries are addressed by the ad hoc Monitoring Committee. The committee can be contacted via the BARA administrators.

Outlined below is a guide that assists participating institutions in navigating the BARA web tool, submitting information about returned materials and subsequent retrieval. Some terminology that is used throughout this document includes:

**Returning Library** – A participating library that receives materials in their bookdrops/returned by patrons that are not owned by their system and that need to be returned to the owning library. They are also referred to as the *receiving library* or *non-owning library* in this guide.

**Owning Library** - A participating library that updates their library system after being notified that their materials have been received by a returning library and are being mailed back to their system. They also acknowledge physical receipt of the items when they are returned in the mail.

Navigation of this site is available along the top of the screen and includes tabs that provide access to various functions. These tabs and how they function are outlined below.

## RETURN Tab

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The returning library selects this tab when item(s) have been returned to their location and they are notifying the owning library. It is recommended that the returning library report returns within three open days after receipt of item(s). The *Return* tab defaults to the participating library that has logged into the web tool.

- Select the **Date Returned** (backdating to the returned date outlined on the *BARA Return Slip*). **Caution: Use the calendar provided in the tool to select the return date. This information needs to be formatted identically by all participating libraries in order for reports to run correctly.**
- Select the **Owning Library** available in the drop down menu.
- Scan/enter the barcode number into the **Barcode** field (barcode must be 14 digits). This field is mandatory.
- Select whether the item is a print **Book** or **Other** (all other materials, including audio-visual items and microform).
- The option of entering the **Title** of the item is available. Although this field is not mandatory, **academic libraries require the title field to be completed for all returns.** There is a **Note** field and can be used to include information such as whether the item is damaged, etc. (this field is not mandatory).
- Select the **Submit** button.
- To enter another returned item, select the **Return** tab.

The user receives a confirmation that the item has been returned and the owning library has been notified of this entry by email. The confirmation on screen includes the bibliographic data of the return, as well as the title/address information of the owning library. It is recommended that the returning library send materials back to the owning library within five open days of receipt of item(s). The returning library also assumes the cost of returning materials to the owning library.



1. The returning library submits one *Return* entry for each item returned.
2. One email for each item returned is sent to the owning library.

### **Change Item Info**

After receiving confirmation of the **Return** entry, the user is still able to make changes to the data or delete the record by selecting the **Change Item Info** link. Once an entry has been updated, the user has the option of selecting the *Send another email notification on update* which emails a “BARA Book Return Notification of Change” message to the owning library, outlining the changes.

If necessary, the record can be deleted at this point by clicking on “Delete this book record”. A confirmation warning notice will appear. No email is automatically generated on deletion of records. The recipient of the original email should be informed that the record has been deleted.

## **CHECK IN** Tab

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The owning library selects this tab when they have been notified by email that their item(s) have been returned to a non-owning library and have been entered into the **Return** tab of the *Notification of Returned Items* web tool by a returning library. It is ideal that owning libraries check for emails and clear patrons’ accounts every open day however it is understood that this may be delayed due to library closures and other issues. The owning library checks this tab to view materials that have been returned elsewhere in order to update the patron’s record in their library system. The *Check In* tab defaults to the owning library that has logged in and displays any item(s) that have not been checked in their library system.

- Select the **Check In** tab.
- All items that have been reported as being returned by a non-owning library and that have not been checked into the owning library’s system are displayed.
- The owning library checks each item into their system according to established procedures.
- After each record is updated in the library system, the owning library checks the textbox located beside each item record.
- After all item records have been checked in to the owning library’s system, select the *Change Status of Marked Records to Checked In* button. Confirmation of all items checked in is displayed.



**Caution:** The owning library must *Check In* returned items before they **Receive** them in order for the *Check In* status to change to Y. Omitting this step will result in skewed statistics.

## **RECEIVE** Tab

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The owning library selects this tab when they have received the items in the mail from a returning library. The *Receive* tab defaults to the owning library that has logged in and displays the items that have been checked in to the owning library’s system and that need to be physically received.

- Select the **Receive** tab.
- All items that have been reported as being checked in by the owning library but that have not been received by the owning library's system are displayed.
- The owning library updates each record in their system according to established procedures.
- After each record is updated in the library system, the owning library checks the textbox located beside each item record.
- After all item records have been selected, select the *Change Status of Marked Records to Received* button. Confirmation of all items received is displayed.



**Caution:** The owning library must *Check In* returned items before they **Receive** them in order for the *Check In* status to change to Y. Omitting this step will result in skewed statistics.

## **BROWSE ITEMS** Tab

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The owning library is able to view all items belonging to their system that have been returned, checked in or received. Information that is displayed includes:

- The owning library and title of item
- Notes (if any)
- Barcode number of the item
- Returning library and the date it was returned
- Current status of item (Checked in, Received and Received Date)

### **Sample Entry**

**NSCC Burrige Campus Book** | Tuesdays with Morrie

**Notes:** Spine of book is damaged

**Barcode:** 65447908765454

**Returned to:** NSCC Waterfront Campus **Returned date:** 2009-08-28

**Checked in:** Y **Received:** Y **Received date:** 2009-09-08

### **Change Item Info**

When a record has been returned, checked in and received, it is considered closed and information cannot be updated. Changes/deletions can only be made to records that are not closed.

## *SEARCH ALL ITEMS* Tab

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Libraries are able search all records (their own or other participating libraries) either by barcode or title in this tab. Users can search by keyword in the title field. To view all records in the database, leave the textbox blank and select the *Go* button.

## *LIBRARY PROFILE* Tab

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Each participating library has a profile in the *Notification of Returned Items* web tool. Each participating library is assigned one login for their institution and is able to make changes to any of the information in the different fields of a profile (with the exception of the *Institution Code*). The fields that are included in the **Library Profile** are:

**Institution Code:** Code assigned by the BARA Procedures Development Committee. No changes to the institution code can be made.

**Institutional Name:** Title of participating library.

**Institution Email:** The email address where return notices are mailed.

**Address:** Civic address of participating library where returns are mailed.

**City/Town:** Civic address of participating library where returns are mailed.

**Postal Code:** Civic address of participating library where returns are mailed.

**Contact Name:** The name of the staff member at the participating library who is responsible for administering policies and troubleshooting problems as they relate to the BARA initiative.

**Contact Email:** The email address of the staff member at the participating library who is responsible for administering policies and troubleshooting problems as they relate to the BARA initiative.

**Phone:** The phone number of the staff member at the participating library who is responsible for administering policies and troubleshooting problems as they relate to the BARA initiative.

**Username:** Username of the participating library.

**Password:** Password of the participating library.

## *REPORTS* Tab

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The total statistics for received items, i.e. ones with a received date, can be reviewed here. Incomplete records are not included in these reports.

The top portion of the page gives the Shortest Time, Longest Time, a Tally, and an Average, of all such items. The lower portion has these values for each library. Values for “returned to, owned elsewhere” and “owned by, returned elsewhere” are displayed.

The dates in “Volume of items in the system” default to returned dates. A specific date range may be chosen and all values are adjusted accordingly. A dropdown enables selection of returned or received dates. Use the calendar to ensure the correct date format is selected.

The total number of received items in the system is displayed. This total is broken down by “Books” and “Other”.

## *STATS IN EXCEL FORMAT* Icon

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The MS Excel feature only covers items "owned by and returned elsewhere". It shows a library's items that are returning to that library and where they are coming from. This is confirmed by looking at the numbers. Under the "Reports" tab, the total "Owned by and returned elsewhere" equals the # of "Total Items" in the Excel sheet.

With this in mind, Library X's items will not show up in the Excel list, unless they have been entered into BARA by mistake at Library X.

The Excel report is useful in finding where the majority of a library's items are being returned, so that speedier arrangements can be considered.

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Example: Below is a screen shot of the Excel report for Colchester – East Hants Public Library (CEH). Note that CEH only appears at the top left. Only CEH items returned at other libraries are listed. The “total items received” (856) in the Excel file is the same as the 3<sup>rd</sup> column under the “Reports” tab where it shows “Total” of “owned by returned elsewhere”.

|    | A   | B    | C                | D                | E                | F                 |
|----|---|------|------------------|------------------|------------------|-------------------|
| 1  | Colchester-East Hants Public Library        |      |                  |                  |                  |                   |
| 2  |   |      | <b>avg. days</b> | <b>min. days</b> | <b>max. days</b> | <b>total days</b> |
| 3  | Annapolis Valley Regional Library           | 56   | 12.6             | 7                | 28               | 704               |
| 4  | Cape Breton Regional Library                | 9    | 6.4              | 2                | 16               | 58                |
| 5  | Cumberland Regional Library                 | 97   | 12.9             | 5                | 25               | 1255              |
| 6  | Eastern Counties Regional Library           | 5    | 12.4             | 4                | 18               | 62                |
| 7  | Halifax Public Libraries                    | 403  | 6.4              | 2                | 54               | 2519              |
| 8  | NSCC Institute of Technology Campus Library | 3    | 5.3              | 3                | 10               | 16                |
| 9  | NSCC Truro Campus Library                   | 3    | 5.3              | 2                | 12               | 16                |
| 10 | NSCC Waterfront Campus Library              | 7    | 11.9             | 5                | 13               | 83                |
| 11 | Nova Scotia Agricultural College            | 13   | 6.5              | 4                | 15               | 78                |
| 12 | Pictou-Antigonish Regional Library          | 250  | 6.6              | 2                | 26               | 1626              |
| 13 | South Shore Public Libraries                | 5    | 6.2              | 5                | 9                | 31                |
| 14 | Western Counties Regional Library           | 5    | -1.8             | -20              | 11               | -9                |
| 15 | <b>Total Items</b>                          | 856  |                  |                  |                  |                   |
| 16 | <b>Total Received Items</b>                 | 844  |                  |                  |                  |                   |
| 17 | <b>Total Days</b>                           | 6439 |                  |                  |                  |                   |
| 18 | <b>Minimum Days per Item</b>                | -20  |                  |                  |                  |                   |
| 19 | <b>Maximum Days per Item</b>                | 54   |                  |                  |                  |                   |
| 20 | <b>Average Days per Item</b>                | 7.6  |                  |                  |                  |                   |
| 21 | <b>Median Days per Item</b>                 | 6    |                  |                  |                  |                   |
| 22 |   |      |                  |                  |                  |                   |

Institution                                  Returned to, owned elsewhere          Owned by, returned elsewhere

|                                      |  |   |
|--------------------------------------|--|---|
| Colchester-East Hants Public Library | <b>Total: 3786</b><br>Books: 2295   Other: 1491 <ul style="list-style-type: none"> <li>• <b>Shortest time:</b> 1 day(s)</li> <li>• <b>Longest time:</b> 76 days</li> <li>• <b>Tally:</b> 32836 days for 3731 completed transactions</li> <li>• <b>Average:</b> 8.8 days</li> </ul> | <b>Total: 856</b><br>Books: 669   Other: 187 <ul style="list-style-type: none"> <li>• <b>Shortest time:</b> -20 day(s)</li> <li>• <b>Longest time:</b> 54 days</li> <li>• <b>Tally:</b> 6439 days for 844 completed transactions</li> <li>• <b>Average:</b> 7.6 days</li> </ul> |
|--------------------------------------|--|---|

## Administrator Accounts

There are 2 administrator accounts set up in the *BARA Notification of Returned Items* web tool that are equipped with more functionality than a regular institutional account. This extra functionality includes the ability to:

- View/select a different returning library in the **Return** tab other than the institutional account that is logged in.
- Change the status of *Checked in* and *Received* fields in records when in **Change Item Info**.
- Make changes to locked records.
- Enable/disable administrator privileges on other accounts, edit other institutional accounts, add new accounts and delete existing ones.



**Note:** Please contact any of the following individuals if your institution's record needs to be unlocked or passwords assigned/re-assigned.

**Charles Hubbard**

User Experience Librarian

Nova Scotia Provincial Library

Phone: 902-424-2475

Email: charles.hubbard@novascotia.ca

**Liam Spencer**

Sr. Systems Analyst

Service Nova Scotia and Internal Services

Email: liam.spencer@novascotia.ca

## FAQ

1. *May an Interlibrary Loan (ILL) item be returned via BARA?*
  - Yes, unless indicated otherwise to the patron by the library from which the item is borrowed (e.g. NSCAD requires all ILL items to be returned directly to the NSCAD library). If an item has an ILL band, use the barcode to process the material. This ensures the item will be returned to the library from which it was borrowed, not the owning library. If an item does not have an ILL band, proceed as for #2, an item with no barcode.
2. *The item does not have a barcode. What do I do?*
  - Put in a dummy barcode e.g. all 1's (11111111111111). Fourteen numbers are required. Put "no barcode on item" in the note field.
  - Do not use dummy barcodes to list a group of items in the note field. Although this may save you time, it plays havoc with the statistics and the tracing of items.
3. *I need more BARA slips and posters. How do I get them?*
  - They are available for printing at <http://librariesns.ca/content/staff-tools> Login is required.
4. *I want to phone the owning region. Where are the phone numbers?*
  - Visit <http://librariesns.ca/content/staff-tools> Login is required. Click on "Contact information".
5. *The number of records changed dramatically. What happened?*
  - Every September completed records from the previous fiscal year (April 1 – March 31) are removed from the database in order to speed access.
6. *What happens if an item arrives with a BARA slip but does not appear in the BARA tool?*
  - Ask the return library to put it in the tool.
7. *What happens if an item is appearing in the tool but it does not have an accompanying slip?*
  - Send a reminder to the return library that slips are needed.
8. *What do I do if the barcode mentioned in the email does not belong to my library?*

- Notify the returning library that it is not your item. Let them know that they must correct the record. A list of barcode prefixes and their corresponding libraries is found in the Appendix of this document and is linked at the top right of the tool's webpage.

## Appendix: Barcode Prefixes

| Barcodes | Library     | Description   |
|----------|-------------|---|
| 31264    | Dal Law     | Dalhousie - Sir James Dunn Law Library  |
| 31264    | Dal Killam  | Dalhousie - Killam Memorial Library   |
| 31264    | Dal Kellogg | Dalhousie - W.K. Kellogg Health Sciences Library                                  |
| 31824    | Acadia      | Acadia University   |
| 31987    | SMU         | Saint Mary's University   |
| 31992    | USA         | Université Sainte-Anne  |
| 31996    | Dal MacRae  | Dalhousie University - MacRae Library (formerly Nova Scotia Agricultural College) |
| 31998    | NSCC        | Nova Scotia Community College - all campuses                                      |
| 33089    | HPL         | Halifax Public Libraries - pre 1996   |
| 33387    | HPL         | Halifax Public Libraries - pre 1996   |
| 39359    | MSVU        | Mount Saint Vincent University  |
| 39360    | NSCAD       | Nova Scotia College of Art & Design   |
| 39361    | Dal Sexton  | Dalhousie - Sexton Design and Technology Library                                  |
| 39377    | CBU         | Cape Breton University  |
| 39378    | AST         | Atlantic School of Theology   |
| 319930   | SFX         | St. Francis Xavier University   |
| 332930   | HPL         | Halifax Public Libraries - 1996 - present   |
| 393700   | King's      | University of King's College  |
| 3111100  | NSPL        | Nova Scotia Provincial Library  |
| 3111103  | NSPL        | Nova Scotia Provincial Library  |
| 3111105  | WCR         | Western Counties Regional Library   |
| 3111106  | AVR         | Annapolis Valley Regional Library   |
| 3111107  | PAR         | Pictou - Antigonish Regional Library  |
| 3111108  | CEH         | Colchester - East Hants Public Library  |
| 3111109  | SSPL        | South Shore Public Libraries  |
| 3111110  | CBR         | Cape Breton Regional Library  |
| 3111111  | ECR         | Eastern Counties Regional Library   |
| 3111112  | CPL         | Cumberland Public Libraries   |
| 3111113  | NSPL        | Nova Scotia Provincial Library  |
|          | NSCAD       | NSCAD Visual Resources Col'n - no barcode   |