

**PROVINCIAL “ON LOAN” ITEMS PROCESS  
Nova Scotia**

NS is fortunate to have provincially owned resources that can be borrowed from Guide House.

These items are detailed on the NS website under Guiders Resources -> Unit Program Support Tools -> Items to Borrow.

- While some items are reserved for use by the Provincial Committees, most items are available on a first come first serve basis and are the responsibility of the Guiders, or delegate, who signed them out.
- Guiders are expected to take the utmost care and are responsible for pick up and return of the items to Guide House.
- Items are to be returned in the same condition and packaging as received.
- Only Registered Youth or Adult Members of NS Guiding are able to borrow items from Guide House.
- All items are to be picked up or dropped off during regular Guide House business hours (please see GGC NS website for business hours)

<b>Member</b>
<ul style="list-style-type: none"><li>• Requests received via phone, fax, email or mail to reserve a “Provincial on Loan” item.</li></ul>

<b>Customer Service Representative (CSR)</b>
<ul style="list-style-type: none"><li>• Reviews request to determine:<ul style="list-style-type: none"><li>○ Member status: active, cancelled, not in IMIS</li><li>○ Availability of item for time period requested</li></ul></li><li>• Advises recipient of availability</li><li>• Completes the “Provincial Items Sign Out Form” &amp; files in front of the “Lending Book”.</li><li>• Records booking in the “Lending Book”</li></ul>

<b>Pick Up of Item</b>
<ul style="list-style-type: none"><li>• Person picking item(s) up:<ul style="list-style-type: none"><li>○ Reviews and signs Provincial Items Sign Out Form</li><li>○ Takes items.</li></ul></li></ul>

<b>Return of Item</b>
<ul style="list-style-type: none"><li>• Person dropping off item(s):<ul style="list-style-type: none"><li>○ Delivers items to front desk or coordinates drop off at receiving door.</li><li>○ Advises of any issues / concerns with items (to ensure it is in good working order for the next loan out)</li></ul></li><li>• CSR:<ul style="list-style-type: none"><li>○ Accepts and inspects items returns noting any issues with condition of items.<ul style="list-style-type: none"><li>▪ non electronic items are viewed upon return</li><li>▪ electronics are viewed and set up to ensure all components have been returned and are in working order.</li></ul></li><li>○ Advises Office Manager of any issues with condition of items returned.</li></ul></li><li>• Office Manager addresses issues or concerns as needed.</li></ul>