Spring 2013 Evergreen Indiana Circulation Roundtable

Billing and Payment in Evergreen Indiana

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Evergreen Billing and Payments

- Owning vs. Checkout/Renew library
- Tour of the Billing Screen
- Accepting payments
- Payment Pilot
Owning vs. Checkout/Renew Library

- Owning libraries are the libraries that own the item. Owning libraries may:
  - Mark the item lost, damaged or claims returned in the system.
  - Collect or forgive lost and damaged fees.

- Checkout/Renew libraries are the libraries where items have been checked out. Circulating libraries may:
  - Sometimes called the circulating library.
  - Receive circulation count.
  - Collect or forgive overdue fines.
Example

- Checkout/Renew library is Plainfield Public Library.
- Owning library is Indiana State Library.
• Column Picker option to show “Circulation Library.”
  – This is a cataloging setting assigned to the individual item.
  – Not the same as “Circulating Library.”
  – Default settings in column picker is to include ONLY Checkout or Renew Library and the Owning Library.
Tour of the Billing Screen

Current Bills

Total Owed: 8.00
Total Checked: 5.25

Refunds Available: 0.00
Credit Available: 0.00

Pay Bill
Payment Type: Cash
Payment Received: 0.00

Annotate Payment
See Distribution
Apply Payment!

Actions for Selected Transactions

Bill Patron | History

<table>
<thead>
<tr>
<th>#</th>
<th>Balance Owed</th>
<th>Start</th>
<th>Total Billed</th>
<th>Total Paid</th>
<th>Type</th>
<th>Checkout or Renew Library</th>
<th>Owning Library</th>
<th>Title</th>
<th>Payment Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.75</td>
<td>2012-11-19</td>
<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>HMMPL</td>
<td>JFCLMN</td>
<td>Death in Lovers' Lane</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>.75</td>
<td>2012-11-09</td>
<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>HMMPL</td>
<td>JFCLMN</td>
<td>Chopping spree</td>
<td>0.00</td>
</tr>
<tr>
<td>3</td>
<td>.75</td>
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<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>HMMPL</td>
<td>JFCLMN</td>
<td>Resort to murder : a ...</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>.50</td>
<td>2012-10-22</td>
<td>.50</td>
<td>0.00</td>
<td>circulation</td>
<td>LBPLL</td>
<td>GWPLG</td>
<td>White elephant dead</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>.75</td>
<td>2012-09-08</td>
<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>LBPLL</td>
<td>GWPLG</td>
<td>A spoonful of poison : ...</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>.75</td>
<td>2012-09-08</td>
<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>LBPLL</td>
<td>GWPLG</td>
<td>Love, lies, and liquor ...</td>
<td>0.00</td>
</tr>
<tr>
<td>7</td>
<td>.75</td>
<td>2012-09-08</td>
<td>.75</td>
<td>0.00</td>
<td>circulation</td>
<td>LBPLL</td>
<td>GWPLG</td>
<td>The lost years</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>1.50</td>
<td>2012-08-25</td>
<td>1.50</td>
<td>0.00</td>
<td>circulation</td>
<td>HMMPL</td>
<td>GWPLG</td>
<td>Death on demand</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>1.50</td>
<td>2012-08-25</td>
<td>1.50</td>
<td>0.00</td>
<td>circulation</td>
<td>HMMPL</td>
<td>GWPLG</td>
<td>Yankee Doodle dead</td>
<td>0.00</td>
</tr>
</tbody>
</table>

List Actions | Check All | Uncheck All | Check All Refunds | Print Bills | Receipt Options

Voided this session: 0.00

Change Due Upon Payment: 0.00

Paid
Pending: 0.00
Change: 0.00
Total: 0.00

Owed: 8.00
Checked: 5.25
Billed: 5.25
Paid: 0.00
Tour of the Billing Screen

Section 1

Section 2

Section 3

Section 4

Section 5
Section 1

- Open the patron account and click on Bills along the top to get to the Billing Screen.
- Current Bills
  - Total Owed
  - Total Checked
  - Refunds/Credit Available
- Paying a Bill
  - Payment Types
  - Annotate payment
Section 2

- Bill Patron
  - Location, Transaction Type, Billing Type, Amount and Note
- History
  - Transactions (Tab 1) and Payments (Tab 2)
- Actions for Selected Transactions
  - Show in Catalog, Show Item Details, Void All Billings, Refund, Add Billing, Full Details
Section 2 – Full Details

• Full Details
  – Summary
  – Item Summary
    • Add or remove columns with column picker.
  – Bills
    • Scroll through the list to find out what other line items are in the bill.
    • Highlight line items and Void selected billings.
  – Payments
    • Payments accepted can be viewed here.
    • Notice the Workstation column.
Section 3

• Column Picker
  – Default settings: Balance Owed, Start, Total Billed, Total Paid, Type, Checkout or Renew Library, Owning Library, Title, Payment Pending
Section 4

- List Actions
  - Copy Field from Selected Row to Clipboard, Copy List CSV to Clipboard, Print List CSV, Print List Expanded Format, Save List CSV to File, Save Column Configuration
- Check All
- Uncheck All
- Check All Refunds
- Print Bills
- Receipt Options
  - Receipt upon payment, Printer Prompt, Number of Copies
Section 5

- Voided this session: 0.00
- Change due upon payment: 0.00
  - Convert Change to Patron Credit
- Pending Payment and Change
- Total Owed, Billed and Paid
- Checked Owed, Billed and Paid
Types of Bills

• Manual
  – Type: Grocery
  – Copies, mail, collections fee, etc.

• System-generated
  – Overdue ($0.25 per day per item up to $10 or the cost of the item, whichever is less expensive)
  – Damaged ($10.00 damaged fee)
  – Lost ($10.00 service fee, Cost of the item and often a collections fee as well)
Accepting Payment for Overdue Fines

- Identify your library shortname under the Checkout or Renew Library column.
- Place a checkmark next to those fines. Payments will not be applied to charges without a checkmark.
- The Total Checked line in the top left-hand corner will show the total amount selected for payment. This is the amount owed to the home library.
Accepting Payment for Damaged/Lost Fines

• We need to pay attention to the library shortname listed in the Owning Library column in addition to the Checkout/Renew Library column for damaged/lost fines.

• Large charges, such as the ones shown below, may indicate a lost book charge that is due to the owning library. But, the total may also include overdue fines owed to the “Checkout Library.” The only way to sort it out is to highlight the charge in question and select “Full Details” from the “Actions for Selected Transactions” menu.
Accepting Payment for Damaged/Lost Fines

Accepting payment for lost and overdue fines

- In the Full Details screen below, this item shows lost charges and overdue fines. **If this item was circulated at your library, the overdue fines may be collected along with the lost fines.**
  - Close the Full Details, go back to the billing screen and accept payment for that fine.
- After opening Full Details, you may find out that all fines listed in the billing cannot be accepted by your library.
Accepting Payment for Damaged/Lost Fines

Accepting payment for overdue fines only (when there are damaged/lost fee line items in the billing)

- You see that the item is owned by another library but circulated at your library so you can accept the overdue fines.
- Applying payment only to the overdue fines in these situations can be an inexact process. Close the Full Details screen, select the billing and apply payment for the amount of overdue fines owed.
- Since, payments are applied to the oldest bills first, this should pay only the overdue charges. Not foolproof!
- Put the patron in touch with the owning library so they can settle payment. Use the Circulation Support Contact List on the Staff Training Documents website.
Accepting Payment for Damaged/Lost Fines

Accepting payment for lost fines only (when there are overdue line items in the billing)

- You see that the item circulated at another library but is owned by your library so you can accept the lost fines.
- Applying payment only to the lost fines in these situations can be an inexact process.
- Know that any payment accepted will apply to the overdue billing first. Your library can accept payment from the patron and then write a check to the library who is owed the overdue fines.
  - This is where the payment program will make accepting payments much easier.
Void vs. Forgive

- Forgive payments that are owed to your library.
- Void line items in the Full Details screen as instructed by Unique management.
Food for Fines

• If a library wants to engage in a Food for Fines program, they must have a written local policy adopted by the Library Board along with a written opinion from their attorney. (If your library does not have access to an attorney, contact Karen Ainslie or Edythe Huffman at the Indiana State Library for more information on how to locate one). Both of these documents are required by SBoA to implement Food for Fines program without receiving an audit exception.

• Once this policy is in place, you may use either the Forgive or Goods Billing option to forgive fines and fees in a patron’s account.

• Remember, you may only forgive those fines and fees to which your library is owed. Overdue fines are owed to the circulating library. Lost and damaged fines are owed to the owning library.
Evergreen Payment Program

• Only 6 libraries in EI are accepting payments on behalf of other EI libraries.
• If you are not one of these libraries, you must try your best not to accept a payment that is owed to another library.
• At this time, if you do accidentally accept a payment for another library, you can deposit it into your Evergreen Indiana Fund and write a check to that library.
Invoices and Payments

• The invoices, payments and reports for the payment program are available at the URL below.

  • xxxx in the URL below represents your library’s system-wide shortname.
    – Example: Brownstown Public Library system-wide shortname is BTPL.
    – https://evergreen.lib.in.us/recon/xxxx/index.html
    – Anyone with an Evergreen username and password can log into the website.
Daily Recon Reports

• The screenshot below shows the Daily Reconciliation Reports which the 6 payment pilot libraries are using for their bookkeeping.

• Once the payment program is open to all EI members, all libraries in the consortium will download these reports each day and use them to deposit funds into the Evergreen Indiana Fund.

• Click on the link which says Click Here For Invoices.
Invoices, Payments and Reports

• INVOICES can be identified by their file name: INVOICE_Number_Library_Name.pdf
  • Example: INVOICE_EG20120036_Lebanon.pdf

• PAYMENTS can be identified by their file name: PAYMENT_Number_Library_Name.pdf
  • Example: PAYMENT_ISL20120082_Lebanon.pdf

• Reports
  • This report is provided in spreadsheet format. All payment information is available here such as patron barcode, item barcode, and workstation name.

Note: Invoices are purged automatically every 30 days. If necessary, please save locally for future retrieval.
Invoices

- This is the payment that your library owes to ISL.
Payments

This is the payment that your library will receive from ISL after all owed money is collected.
The Quarterly Report contains the itemized and combined payment information for the current quarter. Each library will be responsible for understanding the information in the report if they have questions about what library accepted payment on their behalf.
• Our patron borrowed a book from another library, checked it out at our home library and then lost it. What do I do?
   – You need to contact the owning library to have them mark the item Lost.
   – Use the Circulation Support Contact List available on the Staff Training Documents website to find contact name and information.
Evergreen Payment FAQ

• If my library is not one of the 6 payment pilot libraries, what fines and fees can we accept at our library?
  – If you are the Circulating Library, you can accept Overdue fines.
  – If you are the Owning Library, you can accept Lost and Damaged Fines.
  – If your library created the billing, you can accept Miscellaneous Fines.
A webinar version of this presentation is available.

Participants may take a brief quiz in order to receive 1 TLEU.

Please send the Evergreen Indiana Coordinator (sborger@library.in.gov) an email notification after taking the quiz so they can prepare your TLEU certificate.