

**CONTENTS**

I. Replacement charges	p. 2
II. Some returns may involve placing charges on the record	p. 3
A. Item is missing a piece	p. 3
B. Item is damaged	p. 4
C. Placing charges on the borrower record for damaged item, missing piece	p. 5
III. Taking payment for an item	p. 5
IV. Refunds	p. 7
V. Debt Collection	p. 7
VI. Paying for a library card	p. 8
A. Replacing a lost or stolen card	p. 8
B. A Wisconsin paid card	p. 8
VII. Guidelines for issuing receipts	p. 8
VIII.. Guidelines for completing the Revenue Report Form	p. 9
IX. List of Default Amounts	p. 10

**I. Replacement Charges**

Replacement charges based on the actual replacement cost for a missing item plus an \$8.00, non-refundable recovery fee ( processing fee) will appear on the borrower’s record once the item is considered LOST. If the actual replacement cost is not known, a default price is assigned, using a standard replacement pricing schedule. (See List of Default Amounts on page 12.)

**Some exceptions:**

-- Person-in-charge determines a different replacement charge based on discussion with borrower, reason for different replacement charge recorded in "Comment". Go to **Modify User Wizard>Extended Info>Comment**.

--Person-in-charge determines a replacement charge for a single cassette or disc from a multipart set, reason for different replacement charge recorded in "Comment". Go to **Modify User Wizard>Extended Info>Comment**.

--If a borrower pays for a lost item prior to receiving a billing notice, the recovery fee is not assessed.

Rules of thumb for **multipart sets**:

- Multipart DVDs, music CDs; full replacement charge.
- Adult or juvenile spoken word audiocassette sets, or spoken word CD sets;
  - Consisting of 1, 2, 3 or 4 cassettes or CDs; full replacement charge.
  - Consisting of 5 or more cassettes or CDs; full replacement charge divided by the total number of items in the set equals the charge per item.
- Kits; full replacement charge.
- Story kits; if the entire kit is missing, full replacement charge for the books (price for entire kit - just the books - is listed in database).
- Story kit; if a single book from the kit is missing, use a default price.

Occasionally borrowers insist on paying for a damaged **container**. WCL does not automatically charge for damaged containers. The "prior borrower" is given the benefit of the doubt unless the person-in-charge has reason to believe otherwise. Replacement charges for containers are listed here:

--Mylar jackets on books	\$1
--Video; outer plastic case, single or double	\$2
--Video; cassette tape housing	\$1
--Music CD; outer clear plastic case	\$1
--Spoken audio cassette; plastic pouch	\$1
--Spoken audio cassette or CD; multipart case, "book-style"	\$3
--Spoken audiocassette; cassette tape housing	full or per cassette charge
--Kits; plastic bag a/o cardboard insert	n/c

--DVD plastic case, single or double \$2

**II. Some returns may involve placing charges on a borrower record by staff**

**A. Item is missing a “piece”**

**Procedure for handling an item that is missing a piece:**

Borrower	Returns item that is missing a piece.
Clerk	Does barcode search for item. Fills in gray <b>Problem Slip</b> , dating it.
Clerk	Makes phone call to notify borrower of a problem. Indicates that borrower has one month to return missing item, or <u>charges</u> will be put on the borrower record.
Borrower	Returns missing piece.
Clerk	Puts missing piece together with item previously returned. Checks item in.
Or	
Borrower	Never returns missing piece.
Info Staff Person	After one-month, places charges on the record along with an explanation.
(See: <del>Placing charges on borrower record on page 5.</del> )	

**Question:** What if the item with a missing piece is owned by an Associate Library (Stillwater or Bayport)?

**Answer:** Do not check-in. Handle as you would a WCL item, giving the borrower one month to get the missing piece back to the library. After one month put in a manila envelope, and give a short explanation: *Stillwater item, returned to WB with piece missing, borrower was given one month to return missing piece and one month has expired; we are returning to you to contact borrower about charges.* Likewise, Associate Libraries will follow the same procedure with WCL items.

**B. Item being returned is damaged**

**Procedure for handling the return of a damaged item:**

Borrower:	Returns item that is damaged.
Library Clerk	Fills out and dates grey PROBLEM slip. Gives the damaged material to Info Staff Person.
Info Staff Person	Calls borrower explaining the condition of the item, and indicating the price of the item.
Borrower	Accepts responsibility for the damage and agrees to pay the charges.
Info Staff Person	Places charges on the borrower record.
Clerk or Info Staff Person	Accepts payment.
	Or
Borrower:	
a.) disputes the condition:	Info Staff Person indicates the item will be held for one month for borrower to inspect.
b.) does not respond to phone calls:	Brief letter is sent to borrower, stating problem and indicating borrower has one month in which to examine damaged material. Also states that after 1 month charges will be put on the record, and the item will be tossed. Indicates that if borrower wants damaged item, he/she must make payment within the month or the item will be gone.
Borrower	Comes in to inspect item, talk with Info Staff Person about phone call or written note.
Info Staff Person	Listens to borrower's explanation. Decides whether to stay with full amount of charges, or negotiate another price. Charges are put on borrower record.
	Or
Borrower	Does not respond to letter and one month's time has elapsed.
Info Staff Person	Places charges on borrower record. Adds message to borrower record, stating: <b><i>"no response to letter, charges placed on record, item tossed."</i></b>

**Question:** What if the damaged item is owned by an Associate Library (Stillwater or Bayport)?

**Answer:** Stillwater and Bayport would prefer that their damaged items be returned to them. Do not check in. Put in a manila envelope that says, for example: *Stillwater item, checked out by WB borrower & returned with water damage.* Stillwater Public Library will call and negotiate the charges.

Likewise, Stillwater and Bayport will do the same for WCL.

### C. Placing charges for a damaged item or missing piece on the borrower record

#### Procedure:

- Use **Billing a User Wizard**
- Identify User. Scan the user's barcode and click **Get User Information**. You can also use the *User Search* helper to search for the user.
- Enter item and bill information
  1. Fill in Reason for bill from drop down menu.
  2. In the Amount field, type in the amount using the XX.XX format. The currency sign is not necessary.
  3. Scan the item barcode or type in the item ID. You can also use the *Item Search* helper to identify the item to be used for the bill.
- Click **Bill User** button at bottom.
- Click **Close** to exit the wizard.
- Add **Item Note** by right-clicking on item in Bills; describe damage and write your initials, for example, "Water damage on pp 1-6 abc"

Reminder: After the fee is added, check the item in as damaged. Use DAMAGED User. Scan the barcode.

Now this item cannot be requested. There is a checkin note that says **Damaged**. Item status needs to be changed to BR\_REPAIR-(**Backroom Repair**).

### III. Taking payment for an item (LOST item, damaged material, missing piece)

#### A. Consider these things before taking payment:

1. Occasionally borrowers want to pay for items that are overdue, thinking the item is lost.

A LOST item is sometimes:

- A damaged item,
- An item with a missing piece, or
- An item with a missing barcode.

Ask the borrower to consider: Has the borrower had any phone calls from library staff about damaged items or missing pieces? Are there little children in the household who may have removed barcodes?

2. It is important to note the barcode number of the item. The barcode number indicates "ownership" -- replacement payments need to go to the "owning" library.

#### B. Taking payment

**Procedure for taking payment:**

- Use **Paying Bills Wizard**
  - Identify User. Scan the user's barcode and click **Get User Information**. You can also use the *User Search* helper to search for the user.
  - Charges for Lost and Damaged items plus ~~late~~ recovery fees will appear in the **Individual bills and payments** section.
  - **Before taking payment**, check barcode to see which library owns the item(s)
    - WCL 32092...(check payable to Washington County Library)
    - ST 32099...(check payable to Stillwater Library)
    - BA 32094...(check payable to Bayport Library)
 Or right-click on the item and select **Display Item**. In pop-up, under Item Info tab, the owning branch ID will be displayed.
  - To apply a payment to the total amount owed, type the amount into the **Payment field** using the XX.XX format. The currency sign is not required.
  - Using the drop down, select the **Payment Type**, for example, CASH or CHECK.
  - Click **Pay Bills**. If the user overpays, the system automatically calculates the difference in the change field.
  - To apply a payment to individual bills owed, select the item in the **Individual Bills and Payment** section and type the amount into the **Payment field** using the XX.XX format. The currency sign is not required.
  - Click **Pay Bills**. The total amount owed will be reduced by the amount paid.
- If a borrower pays for a lost item prior to receiving a billing notice, the ~~late~~ recovery fee is not assessed.
- To view bill and payment history, use **Display User Wizard**.
- Identify User. Scan the user's barcode and click **Get User Information**. You can also use the *User Search* helper to search for the user.
  - Select **Bills** tab.
  - Under **Display Options...**
    1. Select "All libraries" or individual branch from **Library:** drop-down menu.
    2. Select "All," "Paid" or "Unpaid" from **Bills:** drop-down menu.
- When taking payment for DAMAGED items, issue borrower cash register or hand-written receipt from receipt book.**
- When taking payment for LOST items, issue borrower cash register or hand-written receipt from receipt book. Lost item replacement charges and recovery fees are nonrefundable. Account for replacement costs and late fees separately on the receipt.**

**C. Other**

4. If item was LOST and belonged to another library (ST/BA or vice versa) and the borrower requires a receipt, print the bills
  1. At the **Bills** display screen, select "Print User" helper at top.
  2. Select "List of bills" from Print menu.
  3. Select **Print** button.
2. Send the print-out along with the borrower's check to the "owning" library in

your next delivery. **Be sure checks for ST and BA are made out to those libraries, not WCL, and vice versa!**

4. If an item has been paid for, and staff later discovers it is in the problem box, staff should do a **Damaged** check-in. Item Status needs to be changed to BR\_REPAIR-(**Backroom Repair**-).
5. If a patron pays for a lost item prior to receiving a billing notice, the **recovery** fee is not assessed. Staff should do a **Damaged** check-in and change item status to BR\_REPAIR-(**Backroom Repair**-), or change item status to *Lost* and forgive the recovery fee.

**IV. Refunds**

**A. Lost items**

Payment made for a LOST item will not be refunded. The borrower may consider the now found item as his or her own. The recovery fee, assessed for each LOST item is not refundable.

**V. Debt Collection**

**A. Charges on individual's record are in excess of \$50 and are at least 30 days old,**

WCL sends a list of borrowers who have charges for items not returned to Washington County Financial Services Department.

- B. Washington County Financial Services mails a letter to the borrower on their letterhead requesting payment for items.

**C. If items are returned,**

1. At a book drop:
  - a. Staff checks in item(s),
    1. If item(s) are still in database, borrower record is cleared of charges.
    2. If items(s) are "not on file," staff member sends item(s) to IRA.
      - if item record can be found, IRA clears borrower record.
      - if item record cannot be found, nothing can be done to clear borrower record, unless borrower calls inquiring about items he/she returned.

**Note:** "Not on file" should be routed to HQ/Processing.
  2. Borrower comes to desk with item and letter,
    - a. Staff member checks in item(s), as usual, and borrower record is cleared.
    - b. Staff member checks in item(s) – if "not on file," looks up borrower history and clears borrower record.

**D. If borrower wants to pay at branch library,**

Staff member accepts payment (check made out to Washington County), clears borrower record, DOES NOT write a receipt. Puts money/check in blue envelope to be routed to HQ for forwarding to WC Financial Services. Staff member gives borrower a receipt from the receipt printer, or makes a screen print of the borrower

record showing that there are no longer any blocks on the borrower record. If a borrower comes into Stillwater or Bayport Libraries wanting to pay, staff members at those branches should ask the borrower to go to a Washington County Branch Library or Financial Services at the Government Center to make payment.

- E. If borrower pays Washington County Financial Services,**  
Financial Services pays amount owed in Horizon.
  
- F. If Financial Services finds out that borrower is dead/long gone/in jail,**  
Financial Services notifies Group Manager/IRA as needed (if there is information about a borrower) so that WCL can clean up borrower record.

**In all instances, it is important that the borrower record is cleared of charges when items are returned or payment is made; this will prevent borrower's name from showing up on a future list to be sent to WC Financial Services.**

## **VI. Paying For Library Card... Your First WCL Card Is Free, but...**

### **A. Replacing a lost or stolen card**

Situation: Borrower reports that he/she needs to replace a lost or stolen library card.

Solution: Library clerk explains that there will be a charge of **\$3.00** for a replacement card. (Clerk may do a checkout using some other form of ID if borrower does not have money for a card or wants to continue to look for card.) If borrower decides there is no possibility of finding the card, and wants to purchase a replacement card, clerk completes replacement process:

- Open the Special group of wizards and click the **User Lost Card** wizard.
- Search for the user's existing record.
- If a list of users appears, select the correct user name and click **Assign New Card**.
- Scan the barcode and click **Assign New Card**.
- Click **Close** to exit the wizard.
- Within the Common Tasks group of wizards, click the **Billing a User** wizard.
- Scan the user's barcode or type the User ID and click **Get User Information**. You can also use the *User Search* helper to search for the user.
- Using the drop down, select CARD for reason for the bill.
- In the Amount field, type in 3.00. The currency sign is not necessary.
- Click **Pay Now** to pay the bill in full, or click **Bill User** to add the bill to the user's account.
- Click **Close** to exit the wizard.

OR

- Scan the user's barcode or type the User ID and click **Get User Information**. You can also use the *User Search* helper to search for a user.
- Within the **Basic** tab, make any necessary changes. For example, to change a User ID, scan or type in the new number.
- Take \$3.00 in payment for new card and place in cash register or box; branches without cash registers make tic mark on **Weekly Revenue Report** form.

Note: when taking payment for a ST or BA replacement card, follow the procedure above. The \$3.00 fee stays with the library collecting the replacement fee, and is recorded in their weekly revenue report form along with other revenue. ST and BA will follow the same procedure when issuing replacement cards for WCL residents.

**B. A Wisconsin paid card -- for out of state customers who indicate they want borrowing privileges.**

- When completing registration, staff member indicates borrower type as OUT\_OF\_MN (Wisconsin paid.)
- After creating the **User Record**, click **SAVE** and **CLOSE**.
- Within the Common Tasks group of wizards, click the **Billing a User** wizard.
- Scan the user's barcode or type the User ID and click **Get User Information**. You can also use the *User Search* helper to search for the user.
- Using the drop down, select CARD for reason for the bill.
- In the Amount field, type in 60.00. The currency sign is not necessary.
- Click **Pay Now** to pay the bill in full, or click **Bill User** to add the bill to the user's account.
- Click **Close** to exit the wizard.
- Place \$60.00 in cash register or box, and give receipt for payment.

**VII. Guidelines for issuing receipts**

- A. Receipts, Out-of-state cards, LOST or DAMAGED materials, and donations.
- B. When payment for a LOST item, damaged item, or missing piece is made, be sure to fill in complete borrower information, also indicate on the receipt barcode(s) and title(s) of item(s) for which payment is being made.

**VIII. Fee Schedule**

**Photocopies** @ 10 cents per page; color copies @ 50 cents per page.

**Replacement library cards** @ \$3.00 per card -- No receipts. Payment made by cash or check. Multiply number of stick marks by \$3.00 to get weekly total.

**Other library cards/Out-of-state resident cards** @ \$60.00 -- Receipt is issued for each of these cards. Payment made by cash or check.

**Lost or damaged WCL materials charges** -- Receipt is issued for all monies taken in for WCL materials that have been damaged or lost. Fill in the receipt in its entirety, **including writing down the barcode and title of items for which payment is received on the receipt.**

**Book sales** – No receipts are issued. Payment may be made by cash or check.

**Donations/memorials of \$10.00 or less** – Receipts are not required; issue receipts if donors request. Funds accepted can be in the form of cash or check. Some examples: individual finds small amount of money on the floor and donates to the library, or borrower says, "Keep the change!" when paying for an item.

**Printer copies @ 10 cents per page** -- No receipts.

**IX. List of Default Amounts**

Default replacement charges for lost library material – (when price not listed in database)

Audio cassette	\$ 20.00
Book	\$ 20.00
Book, Large Print	\$ 25.00
Book, Professional Collection	\$ 75.00
Compact disk	\$ 15.00
DVD	\$ 25.00
Games	\$ 35.00
Inter-library loan item	\$ 50.00
Kit, Book Club (10+ books, plus reading guides)	\$ 150.00
Kit, Juvenile or Adult (with one book only)	\$ 15.00
Kit, Multimedia (Life Event or Early Literacy)	\$ 300.00
Magazine	\$ 4.00
Paperback	\$ 7.50
Reference book	\$ 75.00
Spoken compact disk	\$ 40.00
Video	\$ 40.00
Processing fee (non refundable) on each lost item for which a customer received a billing notice	\$ 8.00