

Action Item 1 (AI-1) Changes to Billing types

Introduction

Now that we have streamlined and made changes to circulation modifiers to reflect current needs we would like to propose doing the same for billing types. The goal for this discussion is to have a resultant list that functions for the financial reporting needs of PINES libraries as a whole, uses unambiguous terminology, and that is easily navigated as a drop down menu in circulation.

The discussion will be in three parts, with separate threads.

- 1) Determine which of the types are for the same thing and can be consolidated. Part of this discussion will also be to remove those types that represent something that is against PINES policy (charging for holds, for example). We will not be retroactively merging billing types in the database. The database work to do so would be complicated and require far too much downtime.
- 2) Propose new labels for the newly consolidated types.
- 3) Proposed new billing types from a member library.

To get the discussion started I have created spread sheets with proposed mergers and changes in labels which you will find attached to the discussion threads. Please remember that these are proposals only. If they won't work for how your library needs to report bills, then please let us know and propose what would work.

Discussion

- I have no strong opinions on the proposed changes, but I think it would be very helpful if there could be a training video or something specific issued from PINES that can be used to help us re-train all staff.
- I'm still in favor of a face to face discussion but won't press the issue if no one else is interested. I do like the way things were consolidated.
- Looking at the different Billing Types and the number, I wonder who uses what for what purpose. We just started using the Miscellaneous charges to breakout a particular charge we'd like to track, but there is also MISC and Miscellaneous as well as some that are cryptic in nature. Is there a breakdown of what should be used for what purpose? Is there a danger of deleting something that a library system is currently using for a specific purpose? It would be good to know before deleting or consolidating.

In general we don't bill for anything other than a lost card so it would be safe to consolidate those items.

Overall I think a sit down fact to face before major changes would be advantageous so as not to make changes and then have to go back and undo anything.

Part 1: Proposed consolidation of current billing types.

Given that there are currently 61 billing types in the drop down menu in circulation, streamlining the list should help in efficiency both at the front desk and in reconciling and reporting billing. Many of the terms in the list are unclear and some are for fees that would violate PINES policies and Georgia library law. To begin the discussion, I have created a number of spreadsheets with proposed changes to label terms. Please remember that these are proposals only. If they don't work, please offer an alternative. Only you know what your library needs for billing.

Remember, we will NOT be retroactively merging billing types in the database. This does mean that any reports you might run on historical data will have the old types.

The goal is to get a list that is unambiguous, meets PINES libraries needs and is easily navigated in the drop down menu. It should not take front line staff more than a few seconds to determine the correct billing type from the resultant list. Also, having a more streamlined and clear-cut list will minimize staff error.

Discussion

- There certainly are a lot of billing types that duplicate each other! Just for example:

DAMAGE

Damaged Item

Damaged Material

Damaged Item Processing Fee

Fee for processing lost library materials

Lost Materials Processing Fee

PROCESSFEE

etc...

I assume that these types of duplications will be combined. I never know which one to use out of the "damaged" category, for example, so ONE billing type of "damaged" would be useful.

I would like to see the Lost/Replacement Cassette changed to a more generic "Lost/Replacement part" so that it would cover cassettes, discs, or other pieces & parts of an item.

There are lots that I don't even know what they are for...

LAM

RECALLOVD

RESERVEOVD

Recall Overdue

Maybe someone is using some of the above, but they sure seem kind of ... difficult to interpret... to me.

I think if a lot of the duplicates are combined and the non-used categories are removed, that in and of itself will make a big difference.

NOTE: this person could not see the spreadsheets. Once her profile was changed her comments were:

For the question about the "deposit" category: we do not need 2 separate categories for staff-charged vs. system-charged deposits. One "Deposit" category would be fine.

Sale - Disk : Could this be "Sale - Disk or USB drive" ? We don't sell disks any more but do sell flash drives. And I know my staff won't use "sale-disk" for USB drive sales since it doesn't *say* USB drives.

Interlibrary Loan: I think this could be all one category instead of one for ILL fee, one for ILL postage, and one for ILL overdue fee.

The rest of the proposed changes and de-dupe-ing look fine to me.

- Hi Everyone,

I have a suggestion, perhaps the billing discussion at the Director's meeting should be postponed so that we can have a face to face meeting to discuss this.

I looked over the spreadsheets and while I think most of the suggestions for consolidation are very good, I think we might benefit from actually talking about it in person.

I'm also wondering if the lack of response on the forum is due to a total agreement with Elaine's suggestions or if some of us were out of the office last week, like I was.

What do you think about a face to face meeting?

- I have gotten feedback from our branch mgrs. & circ supervisors. The changes you are proposing sound good to us!
- While as far as I know I am not an actual subcommittee member at this time I am the Circulation Supervisor for the Twin Lakes Library System. With the help of my director, Barry Reese I have been able to read over the current discussion on the Billing Discussion. After reviewing the documentation it looks fairly thorough as far as making the Billing Types easily understandable (clear and concise) and the elimination of duplicate billing types.. Our system for most services not related to the actual circulation of materials takes the fees up front (ie fax, copies) and while we do the same for services related to circulation (ie. Card: Lost Fee, Card: Out of State Fee) these are extremely useful for processing through evergreen so there is a payment paper trail in relation to that patron's account in the billing history. The most important part of updating the billing types is consolidation and clarification. Not everyone attaches notes and it is necessary to understand the billing type even when a note has not been attached to the record.

Our system does not charge for services that are in the red. It is good to go ahead and delete these from the billing types. I do suggest that for "Sale - Disk" it may need to be "Sale - Storage Device". Our system does not sell disks if this is referring to actual 3.5" disks or zip disks. We do however sell USB drives. Other libraries may also sell USB drives rather than disks or discs.

Part 2: Proposed Billing Types

We've discussed what needs to "merge", now we need to discuss what should the labels be. Remember the goal – a list that functions for the financial reporting needs of PINES libraries as a whole, uses unambiguous terminology, and that is easily navigated as a drop down menu in circulation.

With that in mind, I have suggested which terminology to use and created some new labels that reflect how PINES libraries use some of the ambiguous labels. Again, these are proposals only, with the exception of the terms used by the system. We need to retain that terminology since changing it could echo around in places in the database we would be surprised about. Those terms are indicated below. If any of the terms don't work, please let us know.

Discussion

Part 3: New Billing Types proposed.

Newton County Library System would like to propose the following new billing types:

Proctoring Fee

Yes – 7

No -2

Discussion -- none

Notary Fee

Yes—5

No—4

Discussion -- none

(They had also proposed Meeting/ Study Room Fee but that is taken care of in the new list of Billing Types discussed in Part 2.

Please vote and add in comments necessary.

Current Billing types

CARD	Long overdue items
CASSETTE	Lost Materials
CHARGE	Lost Materials Processing Fee
COPY	Lost/Replacement Cassette
DAMAGE	MAINTFEE
DEPOSIT	MISC
DISK	Miscellaneous
Damaged Item	Miscellaneous charges
Damaged Item Processing Fee	Money advanced to pay for telephone use
Damaged material	Notification Fee
Deposit fee	OVERDUE
Deposit returned; fee refund	OVERDUE ADJUSTMENT
FAX	Overdue Materials
Fee for checking out a book	Overdue Reserves charge
Fee for copies	PRIVILEGE
Fee for disk	PROCESSFEE
Fee for faxing	Postage
Fee for interlibrary loan	RECALLOVD
Fee for laminating	REFERRAL
Fee for library card	REFND-RTRN
Fee for lost card	RESERVEOVD
Fee for placing a hold	RETURND-CK
Fee for processing lost library materials	Recall overdue
Fee for room cleaning	Returned Check
Fee for sending patron bills to collection agency	Returned Check Fee
HOLD	SALE
ILL	Sale items
LAM	System: Deposit
LONGOVRDUE	System: Rental
LOST	TELEPHONE
Long Overdue Collection Fee	

Billing Types used 2012 Count

Types in red should not be used

CARD	28,897
CASSETTE	8
CHARGE	184
COPY	5,893
DAMAGE	1,396
DEPOSIT	56
DISK	165
Damaged material	1,999
Deposit fee	49
Deposit returned; fee refund	51
FAX	1,919
Fee for checking out a book	37
Fee for copies	6,360
Fee for disk	108
Fee for faxing	612
Fee for interlibrary loan	201
Fee for laminating	359
Fee for library card	1,036
Fee for lost card	19,068
Fee for placing a hold	15
Fee for processing lost library materials	694
Fee for sending patron bills to collection agency	9
ILL	100
LAM	12
LONGOVRDUE	1,416
LOST	1,022
Long Overdue Collection Fee	9,347
Long overdue items	1,250
Lost Materials	58,898
Lost Materials Processing Fee	37,716
Lost/Replacement Cassette	46
MAINTFEE	14
MISC	27,575
Miscellaneous	1,774
Miscellaneous charges	653
OVERDUE	860
OVERDUE ADJUSTMENT	796
Overdue Reserves charge	3
Overdue materials	19,331,079
PRIVILEGE	33
PROCESSFEE	345
Postage	41
RECALLOVD	1
REFERRAL	3
REFND-RTRN	69
RETURND-CK	48
Returned Check	59
Returned Check Fee	73
SALE	1,628
Sale items	695
System: Deposit	1,511
System: Rental	73
TELEPHONE	28
Total	19,546,284

Billing types not used 2012

Damaged Item
Damaged Item Processing Fee
Fee for room cleaning
HOLD
Money advanced to pay for telephone use
Notification Fee
RESERVEOVD
Recall overdue

Suggested Changes -- Billing Types

Current Billing types	Proposed merge	Proposed name	Notes
CARD	see note	Card - Lost Fee	Current type could be used for either lost card or out-of-state fee. How it is merged will be determined by primary use(?)
CASSETTE	Lost/Replacement Cassette	Lost Material/Damaged Material	Use type for any lost or damaged item rather than separate for cassette.
CHARGE		Miscellaneous	Depends on library use (one uses for proctor fees).
COPY	Fee for copies	Copy Fee	
DAMAGE	Damaged Item; Damaged material	Damaged Material	
DEPOSIT	Deposit fee; System: Deposit	Deposit Fee	Would libraries need distinction between system charged deposit and staff charged deposit?
DISK	Fee for disk	Sale	
Damaged Item	DAMAGE; Damaged material	Damaged Material	
Damaged Item Processing Fee	N/A		Not used in 2012 delete?
Damaged material	DAMAGE; Damaged item	Damaged Material	
Deposit fee	DEPOSIT; System: Deposit	Deposit Fee	Would libraries need distinction between system charged deposit and staff charged deposit?
Deposit returned; fee refund	N/A	Refund - Deposit Item Returned	
FAX	Fee for faxing	Fax Fee	
Fee for checking out a book	delete	Delete	
Fee for copies	COPY	Copy Fee	
Fee for disk	DISK	Sale	
Fee for faxing	FAX	Fax Fee	
Fee for interlibrary loan	ILL	Interlibrary Loan Fee Interlibrary Loan Postage Fee	Does this need to be separated? Or covered in Interlibrary loan fee?

Suggested Changes -- Billing Types

Current Billing types	Proposed merge	Proposed name	Notes
		Interlibrary Loan Overdue Fee	
Fee for laminating	LAM	Laminating Fee	
Fee for library card	see note	Card: Out Of State Fee	Current type could be used for either lost card or out-of-state fee. How it is merged will be determined by primary use(?)
Fee for lost card		Card: Lost Fee	CARD and fee for library card could be used by libraries for lost card fee. Merge will depend on most use???
Fee for placing a hold	delete	Delete	
Fee for processing lost library materials	Lost Materials Processing Fee	Lost Materials Processing Fee	
Fee for room cleaning	N/A	Room Maintenance Fee	Type not used in 2012
Fee for sending patron bills to collection agency	REFERAL; Long Overdue Collection Fee	Long Overdue Collection Fee	
HOLD	delete	Delete	
ILL	Fee for interlibrary loan	Interlibrary Loan Fee	
LAM	Fee for laminating	Laminating Fee	
LONGOVRDUE	Long overdue items	Long Overdue Items	
LOST	Lost Materials	Lost Materials	
Long Overdue Collection Fee	REFERAL; Fee for sending patron bills to collection agency	Long Overdue Collection Fee	
Long overdue items	LONGOVRDUE	Long Overdue Items	
Lost Materials	LOST	Lost Materials	
Lost Materials Processing Fee	Fee for processing lost library materials	Lost Materials Processing Fee	
Lost/Replacement Cassette	CASSETTE	Lost Material/Damaged Material	Use type for any lost or damaged item rather than separate for cassette.
MAINTFEE	N/A	Room Maintenance Fee	Some libs use for Room maintenance/cleaning fee

Suggested Changes -- Billing Types

Current Billing types	Proposed merge	Proposed name	Notes
MISC			
Miscellaneous	Miscellaneous; Miscellaneous charges	Miscellaneous	
Miscellaneous charges	MISC; Miscellaneous charges	Miscellaneous	
Money advanced to pay for telephone use	TELEPHONE	Telephone Use Fee	Money advanced to pay for telephone use not used in 2012
Notification Fee	Postage	Postage	Postage fee for certified letters (Letter warning going to court if OD not returned.) Not used in 2012
OVERDUE			
OVERDUE ADJUSTMENT	Overdue Materials	Overdue Materials	
Overdue Materials	N/A	Overdue Adjustment	
Overdue Reserves charge	OVERDUE	Overdue Materials	
	N/A	Delete	Unless used for ILL overdues. Then change to Interlibrary Loan Overdue Fee
PRIVILEGE	??	??	Some libraries use for meeting room fee
PROCESSFEE	??	??	Depends on library use. Lost processing fee or damaged item processing fee???
Postage	N/A	Postage	
RECALLOVD	Delete	Delete	
REFERRAL	Long Overdue Collection Fee; Fee for sending patron bills to collection agency	Long Overdue Collection Fee	
REFND-RTRN		Refund: Lost item returned	
RESERVEOVD	N/A	Delete	unless used for ILL overdues. Then change to Interlibrary Loan Overdue Fee
RETURNND-CK	Returned Check; Returned check Fee	Returned Check Fee	
Recall overdue	N/A	Delete	
Returned Check	RETURNND-CK; Returned check Fee	Returned Check Fee	
Returned Check Fee	RETURNND-CK; Returned Check	Returned Check Fee	

Suggested Changes -- Billing Types

Current Billing types	Proposed merge	Proposed name	Notes
SALE	Sale items	Sale	
Sale items	SALE	Sale	
System: Deposit	DEPOSIT; Deposit fee	Deposit Fee	
System: Rental	N/A	Equipment Fee	Depends on library use. Room Maintenance Fee or Equipment Fee
TELEPHONE	Money advanced to pay for telephone use	Telephone Use Fee	

Suggested Consolidations -- Billing Types

Current Billing types

Types with no dups

Red should not be used

CHARGE

Deposit returned; fee refund

Fee for checking out a book

Fee for placing a hold

Fee for room cleaning

HOLD

MAINTFEE

Notification Fee

OVERDUE ADJUSTMENT

Postage

PRIVILEGE

PROCESSFEE

Recall overdue

RECALLOVD

REFND-RTRN

System: Rental

Types with potential duplicates

CARD Fee for library card Fee for lost card	CASSETTE Lost/Replacement Cassette	COPY Fee for copies
DEPOSIT Deposit fee System: Deposit	LOST Lost Materials	REFERRAL Long Overdue Collection Fee Fee for sending patron bills to collection agency
ILL Fee for interlibrary loan	OVERDUE Overdue Materials	RESERVEOVD Overdue Reserves charge
MISC Miscellaneous Miscellaneous charges	LONGOVRDUE Long overdue items	RETURND-CK Returned Check Returned Check Fee
LAM Fee for laminating	DISK Fee for disk	FAX Fee for faxing
DAMAGE Damaged Item Damaged Item Processing Fee Damaged material	Fee for processing lost library materials Lost Materials Processing Fee	TELEPHONE Money advanced to pay for telephone use
SALE Sale items		

Proposed Billing Types

Some names are proposed based on current use but are not currently billing types

- Card: Lost Fee
- Card: Out Of State Fee
- Copy Fee
- Damaged Material
- Deposit Fee
- Fax Fee
- Interlibrary Loan Fee
- Interlibrary Loan Overdue Fee
- Interlibrary Loan Postage Fee
- Laminating Fee
- Long Overdue Collection Fee
- Long Overdue Items
- Lost Materials*
- Lost Materials Processing Fee*
- Miscellaneous
- Overdue Adjustment
- Overdue Materials*
- Postage
- Refund: Deposit Item Returned
- Refund: Lost item returned
- Equipment Fee
- Returned Check Fee
- Room Maintenance Fee
- Sale
- Telephone Use Fee

* used by Evergreen when bill automatically charged