

PINES PROCEDURE: MONEY OWED BETWEEN LIBRARIES

PINES patrons may pay their bills at any library (unless the patron has been referred to a collections agency), but payments received that are related to Lost, Long Overdue, and Damaged Materials that belong to another library must be remitted to the owning library.

Procedure for Sending Money to Other Libraries

1. Identify Payments

Run both of the following PINES Quick Reports. Select your library in both library dropdown selection lists when running each report. *(If your system exchanges funds between branches, then you should run the reports individually for each branch. If your system is only concerned about money owed between systems, then select all the branches in the system in both of the dropdown selection lists.)*

Quick Report Templates > Bills > Patron Accounts with Payments Owed by My Library to Others (Circulation)

Quick Report Templates > Bills > Patron Accounts with Payments Owed by My Library to Others (Grocery) *(Note: This report will be very short, and sometimes empty.)*

2. Review Each Line Item on the Reports

- a. If the Last Billing Note indicates that a payment was already sent (or does not need to be sent), skip to the next line on the report. If not, open the patron's account.
- b. Click on the Bills tab, then the History button.
- c. Find the bill number that is listed on the report. (You may need to change the Start Date if you are reviewing a payment on an old bill.)
- d. Select the bill and click Full Details to determine the amount of the reimbursement owed.
 - If a reimbursement is not owed for this bill due to other factors, you may add a billing note indicating the reason why it is not.
- e. Close the Full Details window.
- f. Add a Billing Note.
 1. Select / highlight the bill and click the Add Billing button.
 2. For Billing Type, select "Remittance Note (No Amount)"
 3. Leave the Amount at 0.00.
 4. In the Note field, type a message in this format:
Reimbursement sent from [My Library Code] to [Owning Library Code] for [Amount] by [Staff Name] on [Date]

3. Fill Out the PINES Material Reimbursement Form

- a. Fill out the PINES Material Reimbursement Form. A copy of this form should be sent to the item's owning library along with the payment.
- b. Follow your local procedures for submitting the payment request to your business services office.
- c. Return to step 2a to review the next line on the report.

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Procedure for Receiving Money from Other Libraries

1. Add a Billing Note

- a. Refer to the PINES Material Reimbursement Form that you received with the payment to get the patron's barcode and open that account.
 - If the form was not included, you will need to contact the library that sent the payment in order to determine which patron & bill it was meant for.
- b. Switch to the Bills tab and click on the History button.
- c. Select the bill matching the Bill Id on the PINES Material Reimbursement Form and click the Add Billing button.
 - For Billing Type, select "Remittance Note (No Amount)"
 - Leave the Amount at 0.00.
 - In the Note field, type a message in this format:
Reimbursement received from [Sending Library Code] by [Staff Name] on [Date]

2. Deposit Payment

- a. Follow your local procedures for depositing money received by the library.

Tracking Money Owed to Your Library by Other Libraries

If you wish to track outstanding reimbursements owed to your library by other libraries, you may use the following PINES Quick Reports:

Quick Report Templates > Bills > Patron Accounts with Payments Owed to My Library by Others (Circulation)

Quick Report Templates > Bills > Patron Accounts with Payments Owed to My Library by Others (Grocery) *(Note: This report will be very short, and sometimes empty.)*

If another library has not sent reimbursements on payments accepted for your lost, long overdue, and damaged items to you within a reasonable time frame, first contact that library directly to attempt to resolve the issues. Current policy requires that reimbursements be sent on at least a quarterly basis. Recurring problems should be reported by the library system's Director to the PINES Executive Committee.