

## Billing Between Minerva Libraries

***Policy:*** Prompt billing for intra-Minerva inter-library loaned items

***Libraries within the Minerva Consortium are obligated to inform a Minerva patron's home library within 14 calendar days when an inter-library loaned item has reached the status of billed (20 days overdue). A copy of the patron's bill, either physical or electronic, must be sent to the primary circulation contact of the borrowing library.***

***If the item remains unreturned after 45 calendar days from the due date, the owning library may then bill the borrowing library directly for the replacement cost of the item (no processing or other fees) at which point the borrowing library becomes responsible for payment of the bill to the owning library. This payment should occur within a one-month period. It is permissible to negotiate paying market price or supplying a replacement copy in lieu of payment but any such change to the supplied bill is at the discretion of the owning library. However, it is not permissible to charge either the patron or the borrowing library more than the list price of the interlibrary-loaned item. Processing or other fees are prohibited.***

***If the owning library does not notify the patron's library within 14 calendar days of when an interlibrary loaned item has reached the status of billed (20 days overdue) the patron's library is not obligated to pay the bill.***

### Lost in transit

An item that has been in transit for more than 45 days is considered lost. The library that placed the item in transit (last scanned) is responsible for payment of replacement cost to the owning library. However, the owning library is responsible for billing the library that set their item into transit. Both the owning and the borrowing library should check their shelves before billing.

### Missing items

Decision Center is a great place to find items that are missing.

Visit <https://dc-urs2.iii.com/> Minerva's generic use name and password can be found here <https://maineinfo.net/freshdesk.com/support/solutions/articles/1000265838-decision-center>. Click on the Maintenance icon and select Missing Items under CLEAN-UP. Set your parameters and sort by whatever column is most useful to you.

## Frequently Asked Questions

*What if the patron says that they have lost/damaged an item and want to pay right away?*

If the patron is convinced the item is lost: Ask them to write a check out to the owning library (NOT home library!). Cash is accepted, but not preferred. Contact the owning library to inform them that their item is lost. If the owning library is willing or able to generate a bill for the lost item, ask them to email the bill directly to you and include the bill with the payment. Mail the payment along with a copy of the bill, item record (with barcode) or the email you sent to inform them of the loss of their item to the owning library. **Do Not** send payment through the delivery service.

**Do NOT** check in or mark the item as lost. (Borrowing libraries should never alter the status of another libraries item, even if it is not coming back)

When contacting the owning library remind them to remove the item from your patron's account when payment is received. This will not only allow the owning library to replace an item quickly, it will also preserve the integrity of the fines paid reports that some libraries run daily.

*What if a patron claims they have returned an item borrowed from another library?*

First - and most importantly - **NEVER use the "Claim Returned" function or waive replacement costs when dealing with an item from another library.** Library staff may not extend due dates beyond the single, system allowable, two-week renewal without first contacting the owning library for permission, or in any way change an item's status while the item is being searched for.

If your patron is convinced that they returned an item, yet it remains checked out on their account, you should go through your library's regular routine for trying to locate a missing item. If neither you nor your patron are able to locate the item and you feel that enough time has passed to account for 'in transit' time (no more than two weeks), contact the owning library and consult with them on how they wish to resolve the issue.

Recognize that, while a situation like this is being resolved, there may be a period of time where a patron's account is blocked or that charges may display on their account. This is a byproduct of the situation.

Remember: for this situation to occur, a mistake has been made either by the patron (who is mistaken in their belief that they returned the item) or by the patron's library (who did not properly check in the item when it was returned) and patience and courtesy should be given by all parties involved (patron, patron's library and item's owning library) while all work together to resolve the situation. If the item remains missing the borrowing library is ultimately responsible for the replacement cost.

### How to collect payment

**Scenario:** Your patron has lost or damaged an ILL item and wants to pay for it before the item has gone to billed status. Borrowing libraries are authorized to accept payment for items their patrons have lost or damaged, however **the item and replacement cost must remain on the patron's account until the owning library receives payment.**

1. Collect payment from the borrowing patron - checks are strongly preferred over cash. Have patron write out the check to the **owning** library; if cash is collected, the borrowing library should then cut a check to the owning library.
2. Notify the owning library that the item is lost or damaged and has been paid for.
3. **Do not collect or clear the fine or mark the item as lost.** It must stay checked out on the account.
4. Once the owning library receives payment they will remove the item from your patron's record.
5. If you feel enough time has passed for the owning library to have received your patron's payment yet the item is still on your patron's account, contact the owning library and ask them to remove the item.

**Scenario:** Borrowing library has received a bill from owning library, the patron has not returned the item and it is now 45 days past the due date which means borrowing library is now responsible for payment of the replacement cost.

1. If you wish to track payments made by your library on the behalf of your patron, you may add a manual charge to your patron's account. From your patron's account, click on the "Fines" tab, "Add Charges" button and the arrow under the "Predefined drop down menu. Select "ILL PAID" and edit the "Amount" and "Reasons" fields to reflect your information, see below.

**Add Charge**

**Predefined**

Predefined:

0.00 ILL PAID: Title/author, da... ▼

**Details**

Amount: \$0.00

Reason: ILL PAID: Title/author, date paid mm/dd/yy, Initials

Location: fre ▼

OK Cancel

2. Until the owning library receives payment and removes their item from your patron's account two replacement charges will appear on your patron's account. Once the owning library receives the check from your library, they will collect the system generated replacement charge from your patron's account item. The manual charge you added will remain.

### Fines Paid

To view payments collect by your library:

Go to Fines Paid in the Function tab

Set the date parameter in the Date Paid Between fields

Enter your statistical group number (To find your number go to the Sierra Desktop Application (SDA) and select Admin>Preferences>Circulation>Statistical Group Maintenance. Find your library name and note the terminal #. If there is a range of numbers, use the number that ends in xx1. For example, Curtis would enter 101, because their range is 100-107.

Under Owning Location select either your library or All if you collect fines on ILL items

Click on the View Fines Paid button and the following table will populate:

Limit Display By

Date Paid Between  and

Statistics Group

Login

Owning Location

☐ Topsham Public Library

☒ All

☐ Select Location

[View Fines Paid](#)

Receipts for 11-08-2018 to 11-08-2018

Overdue Paid	\$9.20	Total Paid	\$9.55
Replacement Paid	\$0.00	Total Waived	\$2.70
Manual Paid	\$0.35		

#	Owning	Date Paid	Invoice	Statistics Group	Login	Charge Type	Description
1	/jmlnf	11-08-2018	862722	431	topcirc	Overdue	My twenty-five years in Provence : refle...
2	/tpjlf	11-08-2018	556292	431	topcirc	Adjustment	Hurricane Katrina, 2005 / by Lauren Tar...
3	/tpjgn	11-08-2018	556291	431	topcirc	Adjustment	Marvel masterworks presents The Am...
4	/tplje	11-08-2018	547038	431	topcirc	Overdue	The great reindeer rebellion / written by...
5	/tplje	11-08-2018	547037	431	topcirc	Overdue	Walter the farting dog. Trouble at the ya...
6	/tpjtz	11-08-2018	547035	431	topcirc	Overdue	Biscuit's big friend / story by Alyssa Sat...
7	/tpidv	11-08-2018	832948	431	topcirc	Overdue Renewed	Minority report / Dreamworks Pictures ...
8	/tpinf	11-08-2018	880502	431	topcirc	Overdue	Understanding exposure : how to shoot...
9	/tpidv	11-08-2018	880501	431	topcirc	Overdue	The art of travel photography : six expe...
10	/tpjpn	11-08-2018	880939	431	topcirc	Overdue	Last child in the woods : saving our chil...
11	/tpi	11-08-2018	875429	431	topcirc	Manual Charge	postage for overdue notice
12	/mcajn	11-08-2018	848889	431	topcirc	Overdue	Play : how it shapes the brain, opens th...

Double clicking on a line will bring up a box with more information regarding the transaction.

## Conflict Resolution

Below are steps to follow when, in the course of library events, it becomes necessary for one library to address a problem with another library.

These steps are not Minerva policy with a capital P. Instead, they are a recommended Best Practice, suggested as the simplest and happiest way toward resolving a conflict.

As Minerva libraries, we all do our best (yes, we really do!), but disagreements and misunderstandings happen.

Below is a path to follow (in numerical order) in such instances.

1. Address at staff level (library to library)
2. Address at director level (director to director)
3. Ask for guidance or assistance from the appropriate Minerva committee (Cataloging Standards Committee, Circulation Standards Committee, and so on)
4. Contact Chair of the Minerva Executive Board
5. Action of the Minerva Executive Board