

## Payment for Lost and Billed Materials Procedures

Patrons may pay fines and bills at any OWLSnet library. Libraries will keep all of the fine money they collect no matter whom owns or circulated the materials.

OWLSnet libraries have agreed not to bill other libraries for items checked out at those libraries, but not returned. OWLSnet libraries will attempt to recover materials or payment from patrons who do not return items, rather than seeking to bill the libraries that checked the items out.

### Receiving payment from patrons for items owned by another library

If a patron wishes to pay for an item owned by another library before billing, ask the patron to wait until billing so the owning library can check the price. In the regular billing cycle, the owning library should put an appropriate price in the item record. If the patron is unwilling to wait, contact the owning library and ask them to price and bill the item. (\*A bill can be forced by setting the item to LOST in the patron record.)

If a library collects money *before* billing for a lost/damaged item owned by another library and the price is wrong, **the collecting library is responsible to pay the difference to the owning library.**

Encourage the patron to make out a check directly to the owning library, but accept cash if necessary.

1. Pay the bill on the patron's record.
  - a. In the **Fines tab** of the patron record, highlight the charges the patron is paying for and choose **Collect Money**.
  - b. Enter the amount received by the patron and Print the popup receipt.
  - c. Give the receipt to the patron.
  - d. Click the **Fines Paid** button and print another receipt for your records. If there are multiple items, select the current fine and click, **View Fine** and **Print**. (The sending library should print a third copy of the receipt and send it with the check so that the receiving library knows what item(s) the payment is for.)
  - e. Please inform the patron that no refund will be made by your library if the item(s) are returned later. If the item(s) are returned later, the patron may contact the owning library about a possible refund.
  - f. No notes in the patron record are necessary.
2. If the payment is made by check, send the check to the owning library via US mail.
3. If the patron paid cash, have a check made out to the owning library. Send that check via US mail.

\*ONLY if payment is collected that day should an item be set to LOST. If not, then let it go through the billing process so not to disrupt the collections process.