

Friends of the Library

Donated Books and Materials Receipt Change FAQs

Why the change?

We wanted to make the process easier for the donor and staff as well as being more cost effective for our library system. This process eliminates any issues with technology that our donors may have, makes the donation process a single transaction, and reduces the time that staff have to assist donors with the online form.

We also wanted to move towards a model used by other organizations, namely Goodwill, that predominantly receive donated goods (gifts in-kind).

Wont this change make the frontline staff the bearers of bad news?

This change is good news! It's much simpler and easier for everyone involved. We, in DVS, will take the brunt of any issues that may come up.

We will be sending out an email to ALL the past donors before the new slips roll out and will send them a reminder before we remove the online form. We will also have a message above the online receipt form informing them of the pending change.

What if I'm uncomfortable with letting a donor know my full name?

We are sorry to hear that you are uncomfortable with donors knowing your name. If you are worried about your signature giving the donor your full name either sign the document illegibly or use your initials. But the form must be signed.

What if the donor asks me to list another date on the form instead of the day of the donation?

The date listed on the tax receipt slip needs to be the date the donor dropped off the materials, the day you are witnessing this act.

If they say they forgot to get a slip when they dropped off the donation have them call us, 405-606-3763. Please do not give a receipt slip if you are not accepting a donation.

What if the donor asks for two Tax Receipt Slips?

The donor should not receive two slips for a single donation. The act of donating several materials at a time is a singular donation.

If they say the other slip is for another person, which is occasionally the case with families handling estates of deceased members, prepare another slip for the absent individual just like you did for the donor who is present.

We've run out of tax receipts and have not yet received refills, what do I do?

While waiting for the receipt pads to be refilled you can print off a blank slip from the intranet. On the intranet simply go to Departments, Development, Development Documents & Forms and select the Friends Tax Receipt Slip link. Print a copy of the slip and fill it out just like you would a typical tax receipt slip.

my.metrolibrary.info/drupal/development/documents