

## F 910 Fee Schedule

Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99,  
12/99, 8/00, 10/04, 08/08, 8/10

### AM 110 Delinquent; Lost/Damaged

#### Lost or damaged materials

- cataloged book or magazine - ILS automatically gives the amount
- uncataloged paperback - \$3.00 per item
- audiovisual materials - replacement cost if lost or damaged due to carelessness or neglect
- audiovisual materials, one part of a set - \$7.00 per part if lost or damaged due to carelessness or neglect
- audiovisual materials, liner notes or guide – no charge

## Procedures on how to handle a missing part of an audiovisual set.

When a customer returns audiovisual materials with a missing part, do not code the item damaged. This will cause the customer to receive a bill for the whole cost of the item and not just the \$7.00. You may call the customer to let them know the item is missing a part of the set or use the Damaged/Missing parts form on the Intranet to mail to the customer, but do not leave the item on the library card. If a Lost/Paid is done on the item, when the \$7.00 is taken, this causes a refund check to be processed for the customer if you received a replacement part and when the item was cleared, it is within six months from the time it was paid for.

### When a customer returns audiovisual materials with a missing part and wants to pay for it then.

1. Click on the Red "Financial" tab
2. Click on the blue "Payments" tab
3. Click on the black "Pay Other-Cash" or "Pay Other-Credit Card" sub tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials"
5. An Explanation box will appear. In the "Explanation" box put in the disk # or state what part is missing, the item number of the material that the item is missing from, and the customer's library card number...
6. In the "Amount Paid" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00) and finish appropriately.
7. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

The screenshot shows the 'Metropolitan Library System Circulation Desk Menu' application. The interface includes a 'File' menu, a 'Card Number' field, and a 'Customer Information' section. A navigation bar at the top contains tabs for 'Customer', 'Lookup', 'Transactions', 'Inventory', 'Prepaid', 'Reserves', and 'ILL'. Below this, a 'Financial' tab is selected, leading to a 'Payments' section. The 'Payments' section has sub-tabs for 'Pay Fine', 'Pay Partial', 'Pay Lost', 'Pay Damaged', 'Pay Rebind', 'Pay Annual Fee', 'Pay Prepaid', 'Pay Other - Cash', and 'Pay Other - Credit Card'. The 'Pay Other - Cash' sub-tab is active, displaying an 'Explanation' box with the text 'Missing CD # 3 - Item # 12344321 - LC# 98766789'. Below the explanation box are fields for 'Amount Paid' (set to 7.00), 'Cash Received' (set to 7.00), and 'Change Due' (set to .00). An 'Apply' button is located at the bottom right of the payment section. The bottom of the screen shows a Windows taskbar with the system clock at 3:16 PM and temperature at 71°F.

## **When audiovisual materials come in with missing parts and customer is no longer in the library when staff notice the missing part .**

1. Put in the customer's library card number
2. Click on the red "Prepaid" tab.
3. Click on the purple "Post Charge" tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials"
5. An Explanation box will appear. In the "Explanation" box put in the disk #, or state what part is missing and the item number of the material that the item is missing from.
6. In the "Charge Amount" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00)
7. Hit Enter on your key board.
8. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

The screenshot shows the 'Metropolitan Library System Circulation Desk Menu' window. At the top, there's a 'File' menu and a 'Next Cust' button. Below this is a 'Card Number' field and a 'Customer Information' section with fields for date (09/30/10), CH/DN, Certified: A, Age?, Primary (05/15/75), 06/09/99, Unknown, Employee, and ENotify (0). A grid of tabs is visible: Customer, Lookup, Transactions, Inventory, Checkout, Checkin, Financial, **Prepaid**, Reserves, and ILL. Under the 'Prepaid' tab, there are sub-tabs: Prepaid Fine, Prepaid Partial, Prepaid Lost, Prepaid Damaged, Prepaid Rebind, Prepaid Annual Fee, View Account, **Post Charge**, Remove Charge, and Prepaid Lost Found. The 'Post Charge' sub-tab is active. It contains a 'Choose Account' list with '805 Gifts and Lost Book Account' selected, a 'Choose Type' list with 'Lost Material' selected, an 'Explanation' text box containing 'missing CD disk # 3 - item # 12344321', a 'Prepaid Balance' field with '.00', and a 'Charge Amount' field with '7.00'. The bottom of the window shows a Windows taskbar with the date 09/30/10, time 2:20 PM, and temperature 69°F.

Now that it has been posted to the customer's prepaid account any staff at any library can tell the customer what is missing by going into the customer's "View Account" located under the red "Prepaid" tab. The customer has 60 days from the time it is charged to their Prepaid account to pay for the missing part, or they will lose their library privileges.

### **Alert!!!**

Refunds will not be issued automatically as with an L/P found. The customer will have to request the refund when they are returning the missing part. Library staff need to give the customer the refund if it is within the six months from the date they paid for the missing part. **Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.**

3 of 3

white book

(currently keeping 6.748 mo 2013)

Metropolitan Library System -- BI  
BIXPRESS1XP Coins Needed Report  
Friday, August 2, 2013 07:30 am

Total in Tubes: 176.35  
Total Needed: .00

*Pat Whisler*

.00 (0 Dollar Coins Needed)  
.00 (0 Quarter Coins Needed)  
.00 (0 Dime Coins Needed)  
.00 (0 Nickel Coins Needed)

Metropolitan Library System -- BI  
BIXPRESS1XP Daily Deposit  
Thursday, August 1, 2013

Total Deposit: 13.50

Entry time: August 2, 2013 07:30 am

*Pat Whisler*

BI  
8-2-19  
*Pat Whisler*

original in  
ECF bag → 19.00 +  
19.00 \*

excess  
Refill from  
express checkout  
machine 5.50 +  
1.60 +  
3.00 +  
4.90 \*

Total in  
ECF bag 4.90 +  
19.00 +  
23.90 \*

0.00 \*

0.00 \*





# Express Checkout Funds -- Weekly Record

FY2012 2013

Library			Unit 1	Unit 2	Unit 3	Unit 4	Change Fund Balance**	Total Agency Funds##	
Month	Day	Deposit Notes	Total in Tubes	Total in Tubes	Total in Tubes	Total in Tubes			
		Beginning Balance							
May	31		176.15				25.00	201.15	JW
JUN	7		176.70	Pending in #13 for gold dollar			12.00	188.70	RW
"	14		176.00				23.30	199.30	CP
JUN	21		176.35				25.00	201.35	RW
Jun	28		176.25				25.00	201.25	JW
July	12		176.15				24.00	200.15	SW
JUL	19		176.45				23.90	200.35	RW
July	26		175.35				19.00	194.35	CP
Aug	2		176.35	(added #4.90 from E machine)			23.90	200.25	PW
	9								
	16								
	23								

\*\* Set Up Balance is \$25.00 x Number of units

## Set Up Balance is \$201.35 x Number of units

[illegible][illegible]

[illegible]

[illegible]



DEPOSIT	
Date:	
Checks	
Dollars	
\$100	
\$50	
\$20	
\$10	
\$5	
\$1	
Coins	
1.00	
0.50	
0.25	
0.10	
0.05	
0.01	
Total	
Initials:	

DEPOSIT	
Date:	
Checks	
Dollars	
\$100	
\$50	
\$20	
\$10	
\$5	
\$1	
Coins	
1.00	
0.50	
0.25	
0.10	
0.05	
0.01	
Total	
Initials:	

DEPOSIT	
Date:	
Checks	
Dollars	
\$100	
\$50	
\$20	
\$10	
\$5	
\$1	
Coins	
1.00	
0.50	
0.25	
0.10	
0.05	
0.01	
Total	
Initials:	

DRAWER	
Date:	
Dollars	
\$20	
\$10	
\$5	
\$1	
Coins	
0.25	
0.10	
0.05	
Total	
Initials:	

DRAWER	
Date:	
Dollars	
\$20	
\$10	
\$5	
\$1	
Coins	
0.25	
0.10	
0.05	
Total	
Initials:	

DRAWER	
Date:	
Dollars	
\$20	
\$10	
\$5	
\$1	
Coins	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

EXPRESS FUND	
Date:	
Dollars	
\$5	
\$1	
Coins	
1.00	
0.25	
0.10	
0.05	
Total	
Initials:	

# MONEY LOG

[illegible]