



# Billing Overdue and Replacement Fines/Fees in ILLiad

Subtitle : this seems possible, but is it really doable?

Ben Hogben

Ithaca College Library

Sarah Shank

# Disclaimers : YMMV

- We implemented this process a little over a year ago – Unlike computers, my memory stays about the same.
- What we implemented can't be done. So, it required some “creative” modifications/programming – it's not perfect, but it (kinda) works.



# ILLiad at Ithaca College

- Self-hosted
- DBA works in ITS (not the library)
- Running ILLiad 8.4 when implemented

# ILL Overdue Charges

- \$5.00 per day; \$50 maximum – students
- \$10 processing fee for a missing book-strap
- Replacement cost as billed by the lending library



# Using the ILS to Charge Fines/Fees

## Pros:

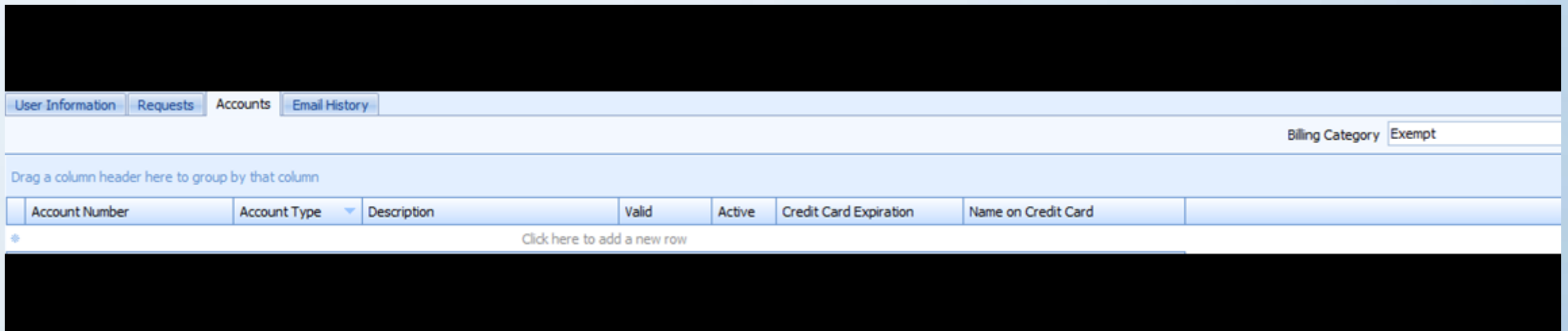
- Once the charges are added, the system will send automated notices every week.
- Overdue fines/fees remain part of the users history until their records are purged.
- One system for staff/student employees to look up fines/fees.

## Cons:

- Adding fines/fees to the ILS is a manual process. ILL items must be checked out through the ILS by creating temp bib records.
- Using two systems to manage ILL and fines/fees.
- Users might not expect ILL fines to be part of the ILS.

# Setting up accounts required two separate actions:

- New users who register need an “automatic” account created
- Patrons with existing accounts need a billing account created
  - This can be done one at a time, or....



The screenshot shows a web application interface with a navigation bar at the top containing tabs for "User Information", "Requests", "Accounts", and "Email History". The "Accounts" tab is currently selected. Below the navigation bar, there is a "Billing Category" dropdown menu set to "Exempt". A message "Drag a column header here to group by that column" is displayed above a table with the following columns: "Account Number", "Account Type" (with a dropdown arrow), "Description", "Valid", "Active", "Credit Card Expiration", and "Name on Credit Card". Below the table, there is a link that says "Click here to add a new row" with a small star icon to its left.

# Scripts, Customization, and (Yawn...)Getting the Process in Place

- Every patron must have an account at the time billing is activated – even if there are no plans to ever bill them
  - The “**account**” can be text, numbers or both

If they don't have an account, and you would like to set one up for all patrons, then....



# Users Who Are Already Registered

- DECLARE @username nvarchar(50),  
@internalno float;
- DECLARE user\_cursor CURSOR FOR
- SELECT distinct username from Users
- WHERE username not in (select  
distinct Username from  
UserAccountsLink)
- and username not in  
( 'Unmatched', 'Lending' )
- ORDER BY Username; etc....

*This script only affects new requests  
and not requests already in the  
system.*



# And then, Set Users to Exempt-

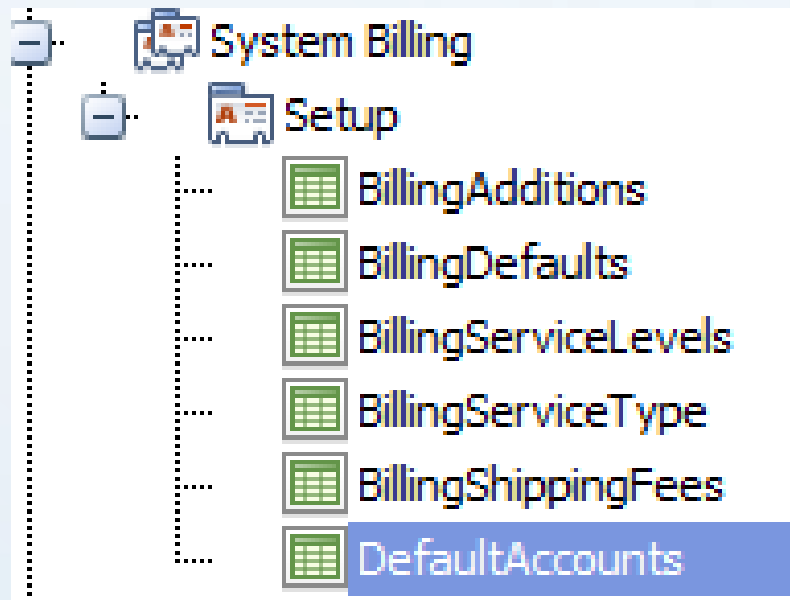
Sets users to "Exempt" so that billing doesn't come up upon check-in

```
use ILLData (database name)
```

```
update Users
```

```
set BillingCategory = 'Exempt'
```

# New Users Registering for the First Time Need a Default Account



<b>DefaultAccounts</b>							
NVTGC	Status	AccountNo	Type	Description	CCEXpirationDate	CCNameOnCard	BillingCategory
ILL	Faculty	Inactive	Inactive	Inactive			Exempt
ILL	Graduate	Inactive	Inactive	Inactive			Exempt
ILL	Staff	Inactive	Inactive	Inactive			Exempt
ILL	Undergraduate	Inactive	Inactive	Inactive			Exempt

# One More Step

When a patron registers, they are automatically taken to the EditAccountInformation screen, which might be confusing.

Instead of seeing their account information, you can hide the account information text, and include a **Thank You For Registering** message.

# Hiding the Account Information

Will you accept an alternate edition of this item?

Yes

Account Number

Inactive - Inactive

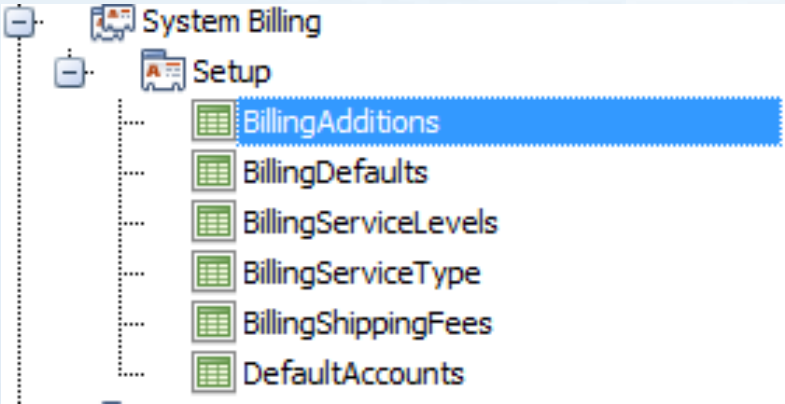
Notes

Put any information here that may help us find the item, as well as any other pertinent information.

```
<!--tr>
```

```
</tr-->
```

# Additional Billing Categories – in the Customization Manager



<b>BillingAdditions</b>				
AdditionName	AdditionCategory	BaseFee	Range1Pages	Range1Amount
Bookstrap fee	Default	10.00	99999999	0.00
Damage	Default	10.00	99999999	0.00
Overdue fine	Default	5.00	99999999	0.00
Replacement fee	Default	65.00	99999999	0.00

# The additional charges now appear in the client



Update Billing Charges - Transaction 172708

Update Recalculate Close

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$0.00	\$0.00	1	\$0.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
				\$0.00
				\$0.00
Overdue fine	\$50.00	\$0.00	1	\$50.00
No Additional Charges (1)				\$0.00
Bookstrap fee				\$0.00
Damage				\$0.00
Overdue fine				\$0.00
Replacement fee	0; HNBR 5/22/2014			Total
Billing Account (6416) Inactive - Inactive				\$50.00

Invoice Status: [430] Paid

A fine/fee of \$5 has been added to your interlibrary loan account for an overdue item:

**Loan Title:** How to Charge Overdue Fines in ILLiad/

**Loan Author:** Hogben, Ben

**TN:** 18475

**Was due:** 5/15/2014 and returned: 5/16/2014.

Overdue fines for students are \$5 a day with a maximum fine of \$50. There is a \$10 processing fee if the book strap is not returned with the book.

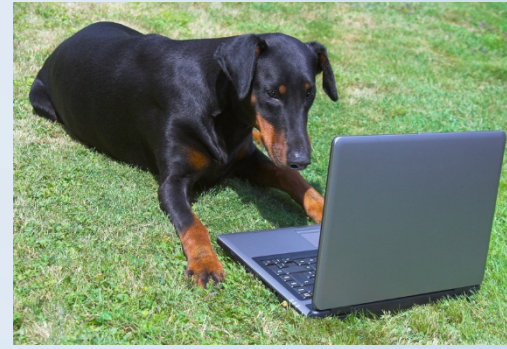
Book straps contain important documentation that is needed to process and return ILL materials to the lending libraries.

After an item is 14 days overdue, it will be updated as "lost" in the library system. Patrons will be charged for the replacement cost of their items(s) as determined by the lending library and their ILL privileges will be blocked until the item has been returned, or the replacement cost paid.

Fines/fees may be paid by check, money order, or ID Express at the Circulation Desk, or in cash at the Cashiering window located at 328 Campus Center.

All charges not paid within 30 days of the date accrued will be forwarded to other Ithaca College offices for collection. Student accounts will be sent to the Office of Student Financial Services for collection.

# In Summary



Run a script on the server to create an account for all users



Run another script so that all users are set to "Exempt"



New users need to have an account automatically created upon registration - Customization Manager



Edit the EditAccountInformation page, so they don't see account information



Hide their account information on the book/article pages



Add additional billing categories in the Customization Manager



Create a custom e-mail template



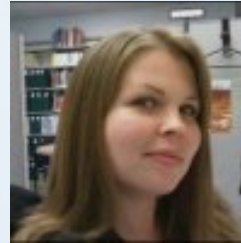
# Wish List for Future Releases



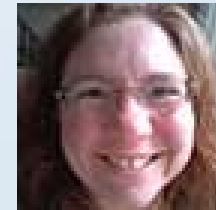
- Billing by patron type, i.e. student and not faculty – One click functionality
- Integrate the billing module with the client; not two separate programs
- Provide a billing history for the patron within the user's account

# A Special Thank You To:

Anne Marie Lyons, MLIS – Atlas



Sarah Shank – Borrowing Coordinator, Ithaca College



Thank you for listening – Now, the staff perspective

[bhogben@Ithaca.edu](mailto:bhogben@Ithaca.edu)

(You can also find me at twitter, Facebook, LinkedIn, and occasionally, Dunkin Donuts)



Illiad Billing for Borrowing  
Staff Perspective



# Beginning Thoughts:

- Patrons would finally be able to see what ILL item they were being charged for!
- Will be easier to track ILL fines/fees
- Still a manual process, but with fewer system crossovers; No more typing long titles into Voyager

# The Implementation...

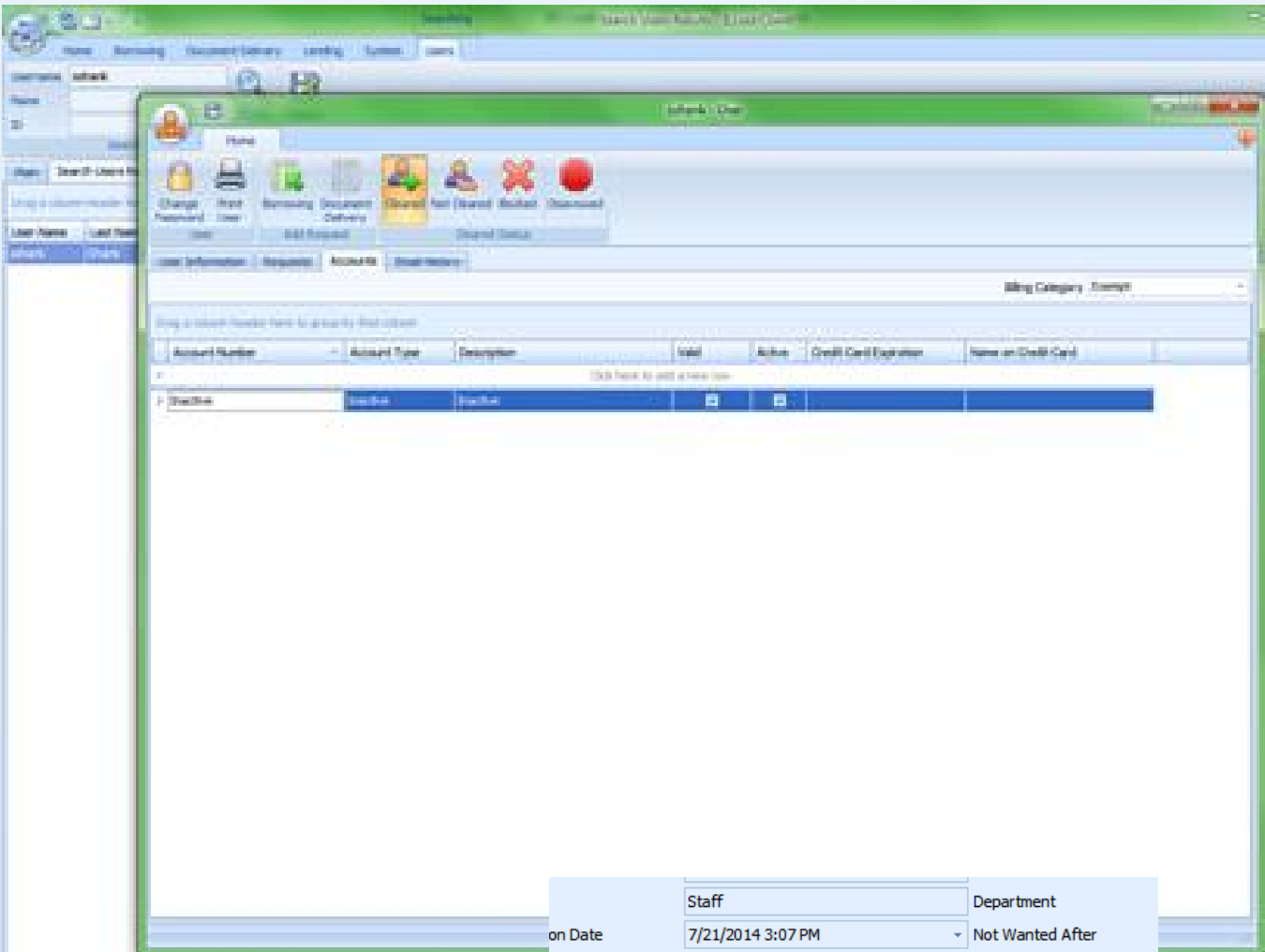
The screenshot shows a library system interface with several fields and tabs. The 'Billing Account' dropdown menu is highlighted with a red circle and contains the text 'ERROR - ACCOUNT MISSING'. Other visible fields include 'Delivery Method' (Hold for Pickup), 'Service Level' (Regular), 'Article' (Article), 'System ID' (OCLC), and 'OCLC Status' (Record not found). The 'Article Info' tab is active, showing 'Journal Title' (Nutrition today) and 'Volume/Issue' (48, 1). The 'Item Information' tab is also visible, showing 'Call Number' and 'Location' fields.

Error—Account Missing?

**No Big Deal...**

Kind of a BIG DEAL...

The billing module for borrowing impacts all borrowing processes...ordering, Receiving, Electronic Delivery



# Error account Missing— First work-around

- Step one:** Close request and open patron's account
- Step two:** create an account for the patron
- Step three:** Change their billing category to Exempt.
- Step Four:** REFRESH
- Step Five:** Open request choose account information. Process as normal.

Staff	Department
7/21/2014 3:07 PM	Not Wanted After
Hold for Pickup	Site
Regular	Shipping Options
ERROR - ACCOUNT MISSING	Doc Type
(8700) Inactive - Inactive	
Loan Info	Concurrences
The bottom line managing library finances. Vol. 15, No. 4, The financ	Imported Reqs
13	4
2000	173-182
Wood, Patricia	
Future of Academic Libraries: Changing formats and changing delive	

# Final SOLUTION:

Scripts were run to create accounts for every patron & set them all to exempt. We were even able to have Illiad choose the correct account from request creation to avoid some of the tedium.

**YES!!**





# ILL Fine/Fees @ Ithaca College Library

## **Students/Graduates:** Fines/Replacements/Damage Costs

- \$5/day for overdue fines (Max \$50)
  - Maximum fine is added when book is 10 days overdue
- \$10 missing bookstrap fee
- Replacement/Damage Charges determined by lending library
- After 30 days of non-payment fines are sent to student accounts.

## **Faculty/Staff:** Replacement/Damage Costs only

- Determined by Lending institution
- After 30 days of non-payment fees are sent to collections

# Billing Workflow...

Patron  
Requests/  
Receives  
Books...

Patron  
Renews

Library Sends  
Courtesy  
Notice

Patron  
Keeps book  
beyond  
due date

But, I need this until  
the end of the  
semester!?!



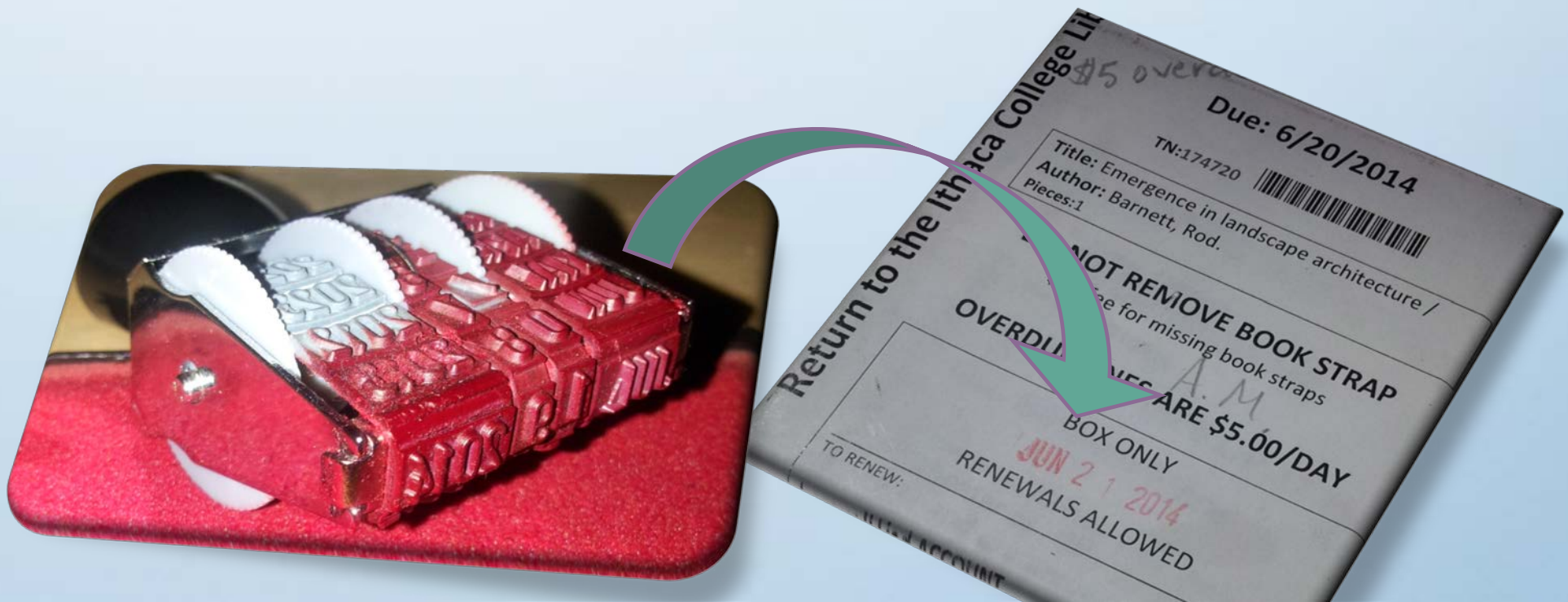
# Billing Workflow Continued...

Patron  
**finally**  
returns  
book

Item  
checked in  
using Iliad  
Web Circ

Strap is  
Stamped  
with return  
date

Item is  
placed on  
return cart



# Billing Workflow Continued...

Retrieve returned books

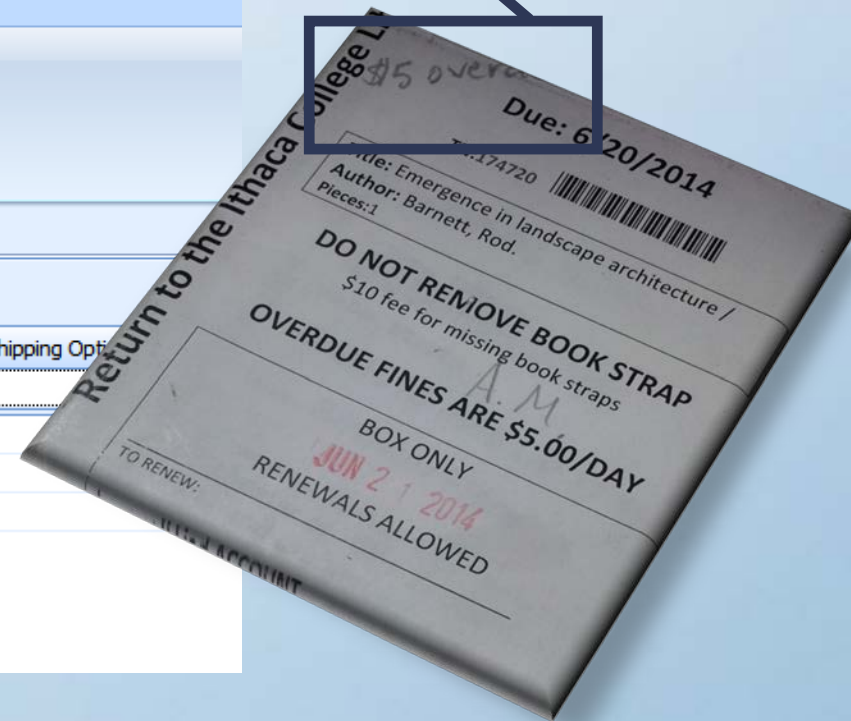
Compare with Return Queue

Mark fines on straps

Prep books for return

The screenshot shows the ILLiad Client interface with a table of borrowing records. The 'Due' column is circled in red. The table has the following data:

Status	Due ...	Loan Title	Lending Lib...	Transactio...	ILL Number	ESP Number	Renewals ...	Shipping Opt
Faculty	7/12/2014	Dur -Europos : crossroads of antiquity /	YBM	175539	126858398	670480460	Yes	
Undergraduate	7/30/2014	Pieśni księżniczki z baśni = Six chants de la p...	PAI	175991	127235284	11929852	Yes	
Undergraduate	8/8/2014	3 [i.e. Trzy] pieśni księżniczki z baśni op. 31...	HRM	175995	127236510	3098439	No	



# Billing Workflow Continued...

In Iliad...

Open request

Click billing



Recalculate/Charge

Billing Add Billing Charges - Transaction 174715

Charge Recalculate Cancel

Charge	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$0.00	\$0.00	1	\$0.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
				\$0.00
				\$0.00
Overdue fine	\$5.00	\$0.00	1	\$5.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Billing Notes: Overdue: Due 6/20; Returned 6/21				Total
Billing Account: (489) Inactive - Inactive				\$5.00

Choose type of fee

Add Amount

Add Billing Notes

# Billing Workflow Continued...

Send  
E-mail

Email template: Tells what the fine/fee is for, how much, and how to pay it. It also explains our policy.

A fine/fee of \$\_\_ has been added to your interlibrary loan account for an overdue item:

Loan Title: Morpho-ecologies /  
Loan Author:  
TN: 174715

Was due: 6/20/2014 and returned: [insert returned date].

Overdue fines for students are \$5 a day with a maximum fine of \$50. There is a \$10 processing fee if the book strap is not returned with the book. Book straps contain important documentation that is needed to process and return ILL materials to the lending libraries. After an item is 14 days overdue, it will be updated as "lost" in the library system. Patrons will be charged for the replacement cost of their item(s) as determined by the lending library and their ILL privileges will be blocked until the item has been returned, or the replacement cost paid.

Fines/fees may be paid by check, money order, or ID Express at the Circulation Desk, or in cash at the Cashiering window located at 328 Campus Center. All charges not paid within 30 days of the date accrued will be forwarded to other Ithaca College offices for collection. Student accounts will be sent to the Office of Student Financial Services for collection.

If you have a question about this fine/fee, please contact the interlibrary loan office at [borrowing@ithaca.edu](mailto:borrowing@ithaca.edu) or (607) 274-3891 with the Transaction Number 174715.

Thank you for using interlibrary loan and Ithaca College ILLiad.

Questions and comments regarding interlibrary loan policies and procedures may be directed to [borrowing@ithaca.edu](mailto:borrowing@ithaca.edu).

# Billing Workflow Continued...

Now... in Billing Manager...

Log in to  
Billing  
Manager

Click:  
Borrowing

Click:  
Generate  
Invoices

The screenshot displays the ILLiad Billing Manager interface for a user named 'sshank'. The window title is 'ILLiad Billing Manager - Borrowing (sshank)'. The main content area is titled 'Borrowing' and features a navigation menu on the left with options: 'Borrowing' (highlighted with a blue box), 'Document Delivery', and 'Lending'. The 'Borrowing' menu item is represented by a database icon with a green plus sign. The main area contains a calendar for July 2014, a 'Current' section with 'Begin Date: 7/9/2014' and 'End Date: 7/22/2014', and summary statistics: 'Pending Invoices: 0' and 'Pending Balance Due: \$0.00'. At the top right, there are buttons for 'Search Invoices' and 'Printer Setup'. At the bottom right, a 'Generate Invoices' button is highlighted with a blue box. A blue oval callout points to the 'Borrowing' menu item, and another blue oval callout points to the 'Generate Invoices' button.

# Billing Workflow Continued...

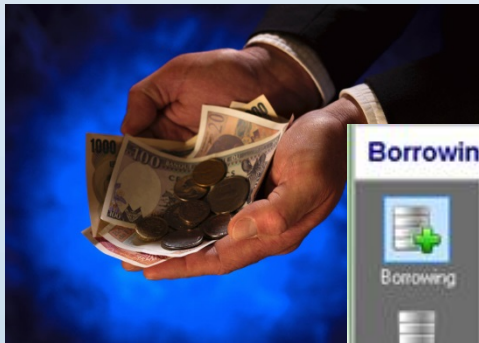
Within Billing Manager...

Payment Received

Search for Invoice

Mark Item Paid

Route:  
Request Finished!



The screenshot shows the 'Borrowing' software interface. The 'Search Invoices' button is highlighted with a black box. The interface includes a sidebar with 'Borrowing', 'Document Delivery', and 'Lending' options. The main area displays a calendar for June 2014, a 'Current' section with 'Begin Date: 6/12/2014' and 'End Date: 7/6/2014', and 'Pending Invoices: 0' and 'Pending Balance Due: \$0.00'. A 'Generate Invoices' button is also visible.

The screenshot shows a dropdown menu for the 'Route' button. The menu items are: Awaiting Copyright Clearance, Awaiting Doc Provider Processing, Awaiting Request Processing, Awaiting ALA Request Processing, Request Sent, Received Partial/Incorrect Item, Awaiting Odyssey Processing, Awaiting Post Receipt Processing, In Transit to Pickup Location, Awaiting Customer Contact, Customer Notified via E-Mail, Awaiting Return Label Printing, In Print Queue, In Return Address Print Queue, Checked Out to Customer, Delivered to Web, Cancelled by ILL Staff, Request Finished (highlighted), Account blocked, and Articles Not sure if owned?



# Billing Workflow Continued...

Within Billing Manager...

Search  
Invoices by  
end date

Click Print  
Invoices

Access  
Excel File

Modify File/  
Send on

The image illustrates a three-step billing workflow. The first step shows a search interface where the 'End Date' is set to 7/24/2014 and the 'Only Unpaid' checkbox is selected. The second step shows the 'Print Invoices' button being clicked. The third step shows a file explorer window where the 'C:\Inl\ad\Print' folder is selected, and a list of files is displayed, including 'InvoicesBorrowing' and 'InvoicesLending'.

# Billing Workflow Continued...

Marking Items as paid

Open invoice

Enter Payment Amount

Select Payment Method

Enter Payment notes

Click "Add Payment"

Payments | Invoice Items | Invoice Tracking

Payment Amount: 150    Check/Reference:    Payment Method: Bursar

Payment Note: Sent to Circulation Coordinator for Transfer to Bursar 7/7/2014

Add Payment

Payment Number	Payment Amount	Payment Date	Payment Method	Reference Number	Payment Notes	Staff
<No data to display>						

**TIP:**  
Type in payment method to add to list permanently

# Finishing Thoughts...

## **Is this process do-able?**

- Yes, but not without persistence

## **Worth the time energy and initial frustration?**

- Yes, Useful for maintaining better ILL fee records
- Yes, Provides Patrons with a clearer ideas of ILL fines
- Yes, once implemented, process is not time consuming

## **Suggestions for areas of improvement**

- Module needs to be more variable
- Automation of the Fines/Fees application process
- Ability to SAVE request changes even if there is an account missing

# Questions?

## Thank You!

**Sarah Shank**

ILL Borrowing Coordinator

Ithaca College

[sshank@ithaca.edu](mailto:sshank@ithaca.edu)

607-274-3891

