

## **Procedure: Receiving Patron Payment for Bills Due to Other Libraries**

Patron bills associated with overdue items, damaged items, lost or missing items are owed to the library that owns the materials. Other libraries may collect payment for these bills, but the following rules should be observed:

**1. Don't forgive fines on another library's materials.**

*Comment:* If you feel like there's a valid reason to forgive a fine (for example, if the fine is due to an error on the part of the software or the library staff), consult first with the library that owns the materials.

**2. Don't accept goods or work for payment on another library's materials.**

**3. Don't grant patron credit, or accept patron credit for payment, except at the patron's home library.**

*Reason:* Unless we can guarantee that the library allowing patrons to pay with credit is the same as the library that originally granted the credit, it will be impossible to track which library has the money that needs to be transferred.

**4. A library should not check out or renew pre-cataloged items that belong to a different library.**

*Reason:* It is impossible to tell which library owns a pre-cataloged item; you can only tell which library did the check-out transaction. In settling fines, we will assume that overdue fines associated with pre-cataloged items belong to the library that did the check-out.

**5. Staff people should never sign in with Judy's all-powerful username 'admin', and if they do, they should not accept patron payments while signed in this way.**

*Reason:* Some payments can be tracked by the workstation where they took place, but some payments can only be tracked by the staff person's home library. The 'admin' user does not have a home library, so if this user receives payments, we can't tell which library took in the payment.