



## WHAT TO DO WITH QUARTERLY BILLING REPORTS

### REGULAR DEBITS:

The 2 regular debit reports are titled:

- ***MLS RECIPROCAL BORROWING LOSS INVOICE***
- ***MLS ILL LOSS INVOICE***

These reports are generated when YOUR PATRON loses ANOTHER LIBRARY'S ITEM. Look at the ITEMS on this report to be sure they have not been returned. If they have been returned, you are due a SPECIAL CREDIT in the next billing.

### REGULAR CREDITS:

The 2 regular credit reports are titled:

- ***MLS CREDIT FOR RECIPROCAL BORROWING LOSSES***
- ***MLS CREDIT FOR ILL LOSSES***

These reports are generated when YOUR ITEMS are lost by ANOTHER LIBRARY'S PATRON. You need to mark these items *i* (ill delete) or *r* (rb delete) in the ***ic2supp*** field in the item record. If the item shows on shelf, the patron's home library is due a **special credit**, and your library will get a **special debit** in the next billing. If these items are not returned within 13 months, a report generated by the SWAN computer room titled "rb/ill delete" will come. At this time, you may use the "mark as lost" process on these items—yes, even though they are attached to people's records who are not your patrons—and delete the items.

### SPECIAL DEBITS:

The 2 special debit reports are titled:

- ***MLS RECIPROCAL BORROWING DEBIT***
- ***MLS ILL DEBIT***

These reports are generated when something your library has previously been credited for gets returned or paid for by the patron, not at the patron's home library.



## **SPECIAL CREDITS:**

The 2 special credit reports are titled:

- ***MLS RECIPROCAL BORROWING LOSS CREDIT***
- ***MLS ILL LOSS CREDIT***

These reports are generated when something your library has previously been debited for gets returned or paid for by the patron, not at the patron's home library.

### **COLLECTION AGENCY FEES:**

Collection agency fees can be paid at any SWAN library, regardless of the patron's home library affiliation. There are 2 reports that deal with this payment:

CA fees—debit

- ***MLS DEBIT FOR COLLECTION AGENCY FEES COLLECTED***

And CA fees—credit

- ***MLS CREDIT FOR COLLECTION AGENCY FEES COLLECTED***

The debit is issued to a library when a patron ***who is not theirs*** pays a collection fee at that library.

The credit is issued to a library when their patron pays a collection fee at a library that is ***not their home library***.

An example of this would be an Elmwood Park patron who has been sent to collection goes to Eisenhower PLD and clears up all the charges on her card. Because Elmwood Park has been charged money to send the patron to collection, they will get credited the CA fee and Eisenhower will be debited the CA fee.

This leads to the last type of debit generated by the RS department—CA Charges. It is titled:

- ***MLS RECIPROCAL BORROWING COLLECTION AGENCY INVOICE***

This debit is generated when libraries that have chosen to send their patrons to collection as Reciprocal Borrowers are being billed for that charge.