Billing Overdue and Replacement Fines/Fees in ILLiad

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

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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….
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

<table>
<thead>
<tr>
<th>NVTGC</th>
<th>Status</th>
<th>AccountNo</th>
<th>Type</th>
<th>Description</th>
<th>CCExpirationDate</th>
<th>CCNameOnCard</th>
<th>BillingCategory</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILL</td>
<td>Faculty</td>
<td>Inactive</td>
<td>Inactive</td>
<td>Inactive</td>
<td></td>
<td></td>
<td>Exempt</td>
</tr>
<tr>
<td>ILL</td>
<td>Graduate</td>
<td>Inactive</td>
<td>Inactive</td>
<td>Inactive</td>
<td></td>
<td></td>
<td>Exempt</td>
</tr>
<tr>
<td>ILL</td>
<td>Staff</td>
<td>Inactive</td>
<td>Inactive</td>
<td>Inactive</td>
<td></td>
<td></td>
<td>Exempt</td>
</tr>
<tr>
<td>ILL</td>
<td>Undergraduate</td>
<td>Inactive</td>
<td>Inactive</td>
<td>Inactive</td>
<td></td>
<td></td>
<td>Exempt</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>Account Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inactive - Inactive</td>
</tr>
</tbody>
</table>

Will you accept an alternate edition of this item?  
Yes

Notes
Put any information here that may help us find the item, as well as any other pertinent information.
Additional Billing Categories – in the Customization Manager
The additional charges now appear in the client.
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 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.
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

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(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
Error—Account Missing?

Kind of a BIG DEAL...

The billing module for borrowing impacts all borrowing processes...ordering, Receiving, Electronic Delivery.
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.
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!!
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
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 Illiad 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
Billing Workflow Continued...

In Illiad...

- Open request
- Click billing
- Choose type of fee
- Add Amount
- Add Billing Notes
- Recalculate/Charge

Image of the Add Billing Charges interface with the following details:
- Standard Charges: $0.00, Copyright Fees: $0.00
- Overdue fine: $5.00
- Billing Notes: Overdue: Due 6/20; Returned 6/21
- Billing Account: (489) Inactive - Inactive
- Total: $5.00
Email template: Tells what the fine/fee is for, how much, and how to pay it. It also explains our policy.
Billing Workflow Continued...

Now... in Billing Manager...

- Log in to Billing Manager
- Click: Borrowing
- Click: Generate Invoices
Billing Workflow Continued...

Within Billing Manager...

- Payment Received
- Search for Invoice
- Mark Item Paid
- Route: Request Finished!
Billing Workflow Continued... Within Billing Manager...

- Search Invoices by end date
- Click Print Invoices
- Access Excel File
- Modify File/Send on

Within the Billing Manager interface:
- Start Date: [Field]
- End Date: [Field]
- Transaction Type: [Field]
- Last Name: [Field]
- Only Unpaid: [Checkbox]
- Include Cancelled: [Checkbox]

Actions:
- Click Search
- Click Print
- Access Excel File
- Modify File/Send on
Billing Workflow Continued...

Marking Items as paid

Open invoice
Enter Payment Amount
Select Payment Method
Enter Payment notes
Click “Add Payment”

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 idea 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!

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