

## Billing at Finger Lakes Library System

- FLLS materials go from Overdue to Lost anywhere between 30-60 days past due depending on lending library's\* policy.
- Every month lost and missing reports are generated by Malia via Polaris.
- When a FLLS item is found to be lost, a billing invoice will be generated to the **lending** library.
- Cost of the item is what FLLS has paid for the item.
- This invoice then goes to the billing office of FLLS—a bill for the item then is generated and sent to the lending library.
- There is a \$5.00 **nonrefundable** processing fee for all items billed for.
- FLLS will give the lending library **6 months from the time of invoice**, to find and return this item.
  - If item is found/returned within the 6 month period, the lending library will receive a refund for the cost of the item.
  - If item is not found within this 6 month period it will be deleted or replaced by FLLS. At this time there will be no refunds.
  - Libraries wishing to replace items **MUST** get pre-approved by the appropriate System Librarian.
- Items contained in kits (storytime, tween, book group kits, etc) will be billed according to the list price of each item.
- All information regarding billing (invoice number, date of billing, date of payment, revisit date, and date of deletion/replacement) will be listed in the non-public note field of each item record.
- The Finger Lakes Library System leaves it to the library's discretion to charge the patron or pay for items from their library budget.
- Any questions regarding billing shall be addressed to Malia: [malia@flls.org](mailto:malia@flls.org) or (607)273-4074 x224

### Procedure for a Claimed Returned Item

When changing an FLLS item from checked out to Claimed Returned, you **MUST** check in with either Malia or Amanda before changing the item status in Polaris. Failure to do so will result in an automatic bill for the item.

\*Lending library refers to the member library loaning FLLS materials to a patron.