

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, Missing and Claimed reports are generated by the Collection Associate 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 or (607)273-4074 x224 or Amanda: aschiavulli@flls.org x227

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.

Procedure for an item with Claimed Missing Parts

Items with missing pieces should be checked in using the Claimed Missing Parts feature in Polaris. These items will stay at your library until you check the item in with all its parts or mark the entire item as Lost.

- Libraries must reconcile the item within 30 days of using this feature.
- After 30 days, a bill will be generated from FLLS for the price of the entire item.
- Member libraries **MUST** check in with the Collections Department **before this bill is generated** to avoid being billed for the entire item or be responsible for the processing fee.

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