Tracking Lost Book Invoices Using Billing Manager



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Back Story

- Our Fiscal Services Department was told by IT that the software they were using to track lost book invoices was going to become obsolete and they would need to find another way to track them.
- Software being were used had nothing to do with ILLiad so it was very hard to keep everything in sync.
- Our Fiscal Services Department asked if I could find a way to track lost book invoices using Billing Manager which they were already using for our regular Lending and Borrowing invoices.

Billing Manager Basics

(from ILLiad 8.5 documentation)

- The ILLiad Billing Manager is a tool for generating and printing invoices, as well as tracking related payments, for Interlibrary Loan and Document Delivery transactions processed through ILLiad.
- ▶ No invoices are generated for IFM requests as OCLC handles the billing of these transactions.

Processing every day lending requests to add billing charges

To Assign Charges • Mark Item as Found

This form will not display for any institutions that you may have designated as Exempt.

If the transaction being billed is from an IFM institution, the Total field will be labeled IFM Total instead of Total.

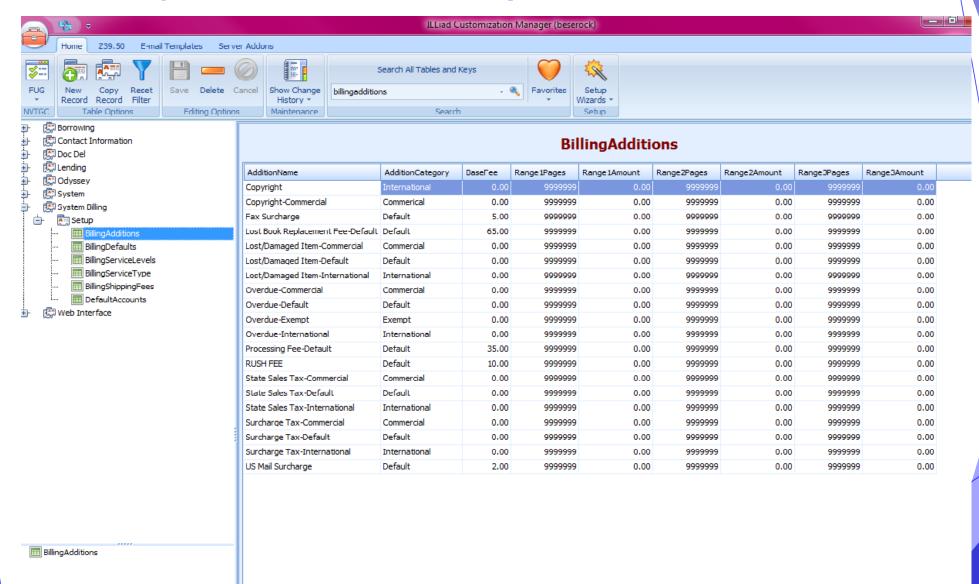
• IFM information, if present, is recorded when the transaction is imported from OCLC and becomes part of the transaction record.

BillingAdditions

Billing Tables

Field Name	Description
AdditionCategory	Which Billing Category to associate this charge with.
AdditionName	Name of the additional charge.
BaseFee	Base fee for this charge.

BillingAdditions example

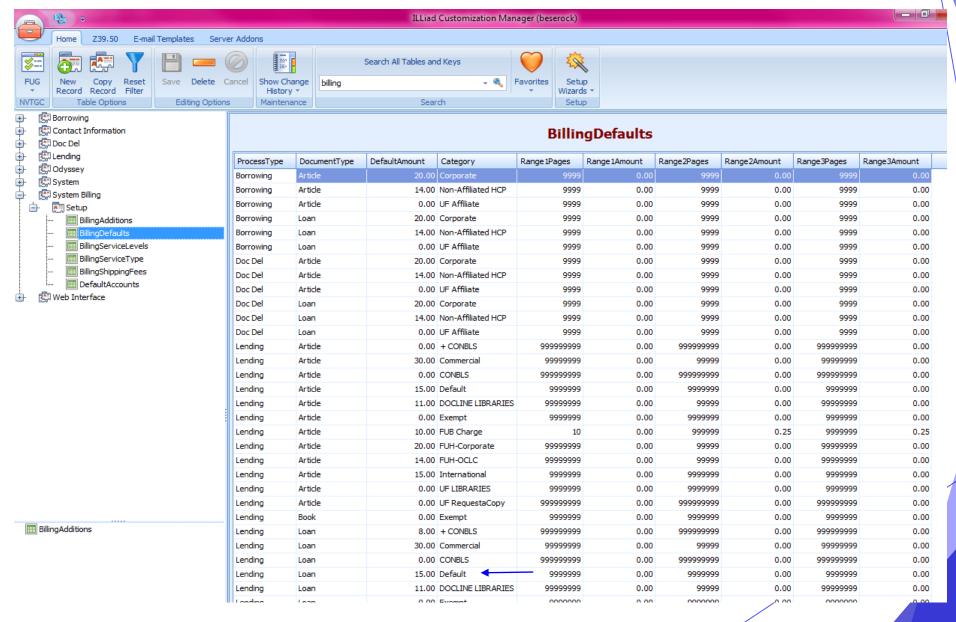


BillingDefaults

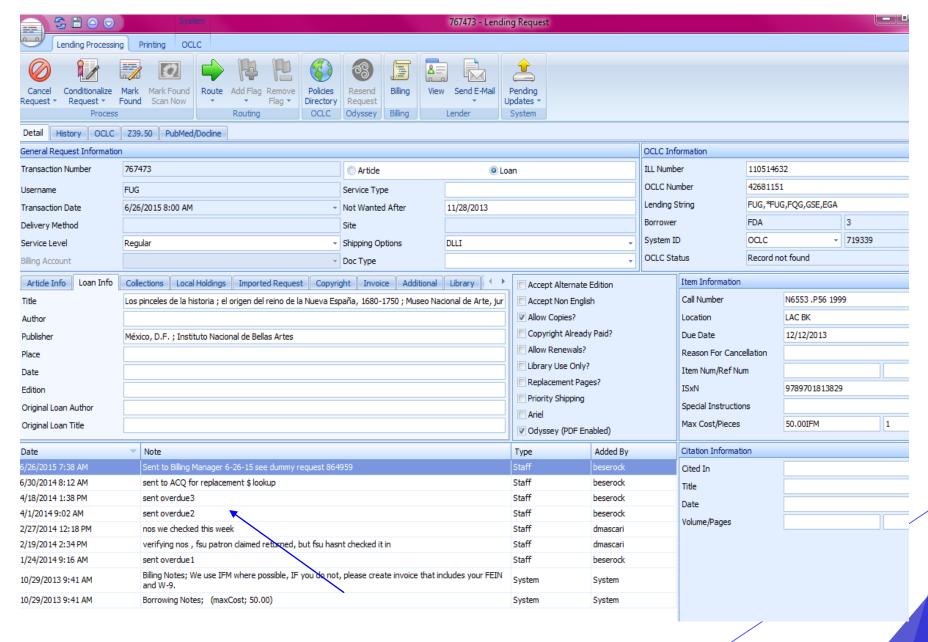
Billing Tables

Field Name	Description
ProcessType	Borrowing, Lending or Doc Del
DocumentType	This is the document type for the charge. Examples: Report, Loan, Article, Thesis. Lending entries only allow Article or Loan as the DocumentType.
DefaultAmount	Base fee for this charge.

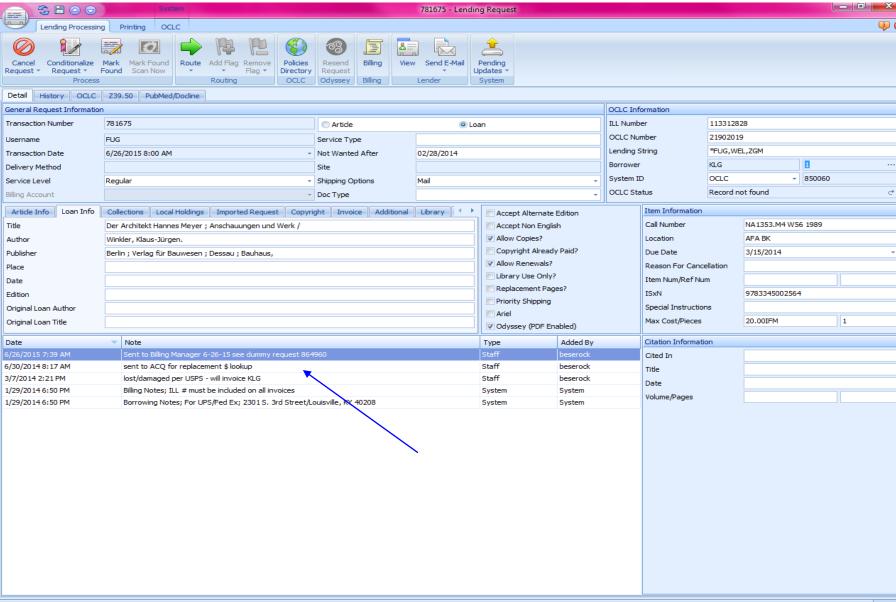
BillingDefaults example



Reason to send invoice for lost book:



Reason to send invoice for lost book:

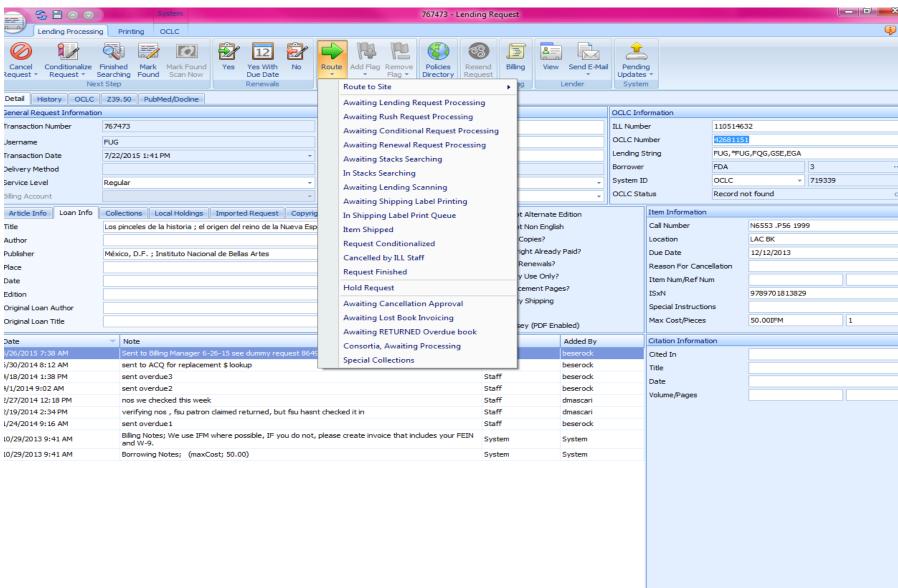


Request Held until lost book invoice pai

Create Custom queues to track request as it goes through the lost book invoice process.

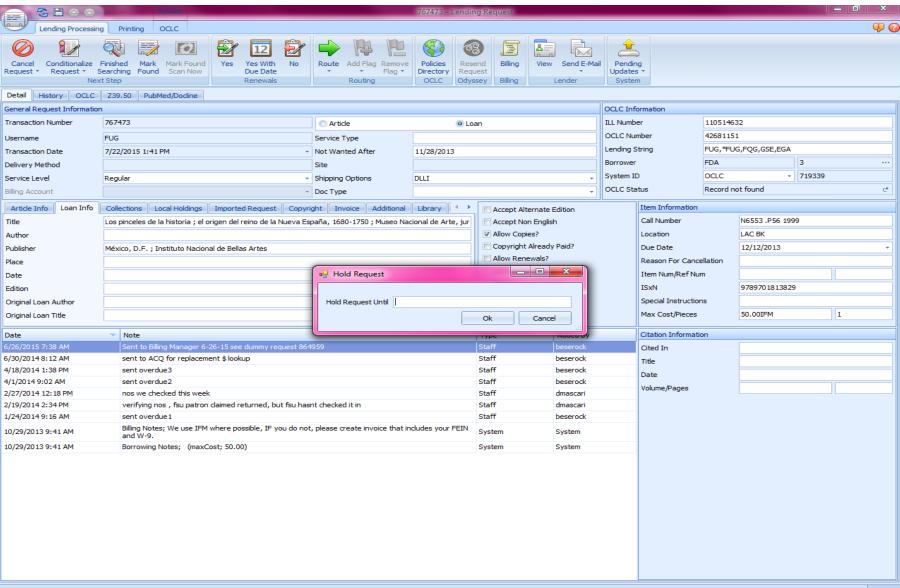
- Create custom queues such as Awaiting Overdue book RETURNED.
- and Awaiting Lost book invoicing.
- Then moved to Hold Until queues. You can also add other hold until queues as the request moves along in the process.
- One example is Hold Until RP Cost lookup from ACQ (limited text amount for Hold Until so I use abbreviations when possible).
- Also Hold Until Invoice Paid.

Hold Until queue

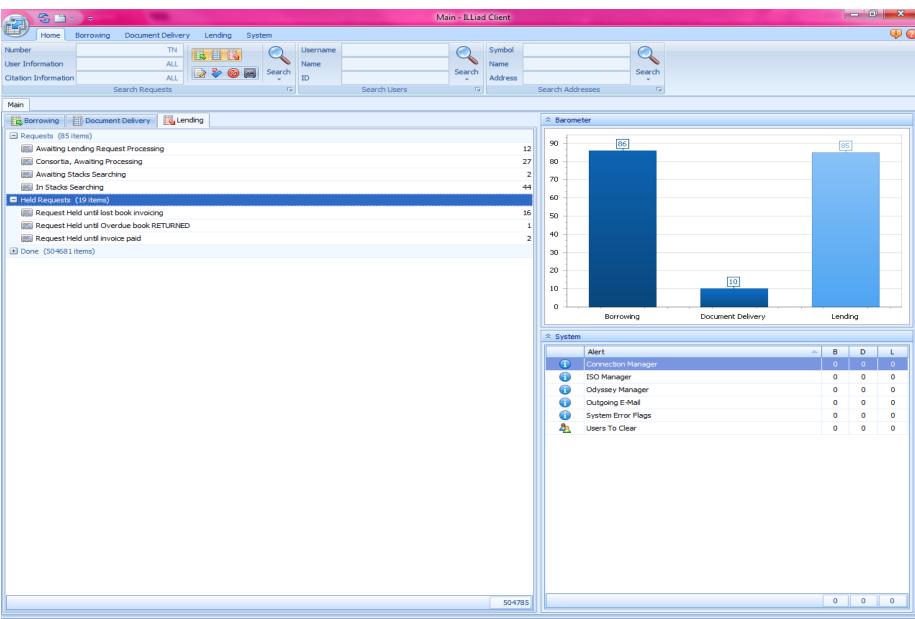


Awaiting Lost Book Invoicing

Hold Until queue



Hold Until queues



Provide Aleph record info for Acquisitions to look up exact item for replacement cost

	Transaction Number: 767473
	Call #: N6553 .P56 1999 Location: LAC BK
an Request	OCLC Information ILL Number: 110514632
FUG - Interlibrary Loan Request	73500
]. [3]	Loan Information Loan Title: Los pinceles de la historia ; el crigen del reino de la Nueva España, 1680-1750 ; Museo Nacional de Arte, junio-octubre, 1999. Loan Author:
	Publisher: México, D.F.; Instituto Nacional de Bellas Artes Place: Date: Imprint:

Borrowing / Doc Del Patron Info Username: FUG FUG User None - None 118 Honors Way Article Delivery Method: Loan Delivery Method: Electronic Delivery? Library Info Library Info Library Info Library Name: Florida State University PH: 850 644.4466 FDA #5 Resend / Check Shelf / Invoice

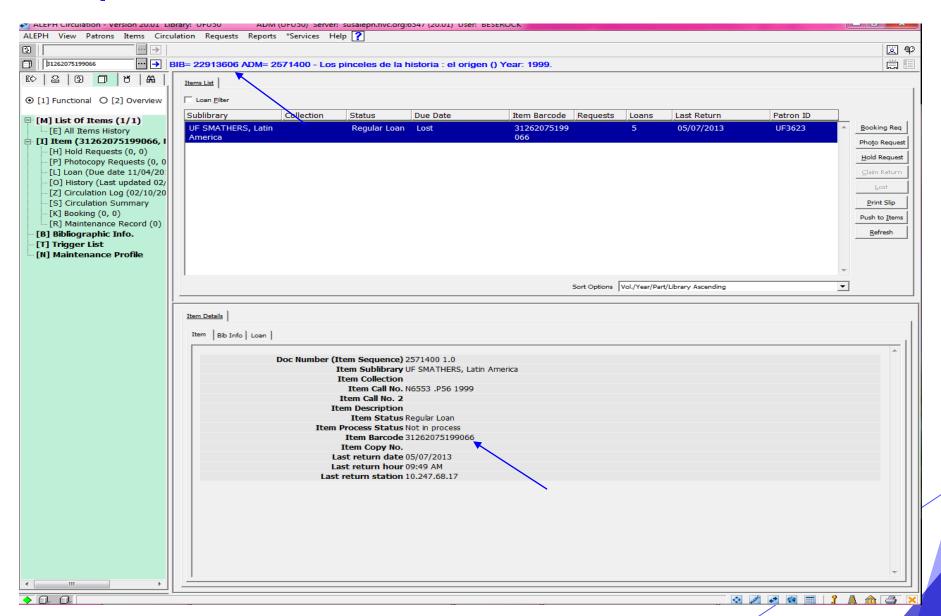
ILLiad Note: sent to ACQ for replacement \$ lookup

22913606

31262075199066

864959

Aleph record



Provide Aleph record info for Acquisitions to look up exact item for replacement cost

	Transaction Number: 781675
	Call #: NA1353.M4 W56 1989 Location: AFA BK
FUG - Interlibrary Loan Request	OCLC Information ILL Number: 113312828 IIII IIII IIIII IIIIIIIIIIIIIIIIII
j j	Loan Author: Winkler, Klaus-Jürgen. Publisher: Berlin : Verlag für Bauwesen : Dessau : Bauhaus. Place: Date: Imprint:

Borrowing / Doc Del	Lending
Patron Info	Library Info
Username: FUG FUG User None - None 2301 South Third Street Article Delivery Method: Loan Delivery Method: Electronic Delivery?	Library Name: University of Louisville PH: 502-852-4525 Resend / Check Shelf / Invoice

ILLIad Note: lost/damaged per USPS - will invoice KLG

20043489 31262046490685 864960

Acquisitions looks up replacement cost



Dear Jami,

Here are the requested replacement costs. Two were unavailable.

Best, Elaine

Elaine Needelman Acquisitions George A. Smathers Libraries University of Florida Gainesville, FL 32611-7007 (352)273-2687 Phone (352)392-4788 FAX elaneed@uflib.ufl.edu

Transaction Number: 751806

Loan Title: Early education program for children with multiple disabilities a mechanism to utilize integrated early intervention teams for infants & toddlers with

Price: This microform is now only available online/free download.

Transaction Number: 752043

Loan Title: Cinema, trajetória no subdesenvolvimento

Price: \$22.49

Transaction Number: 755619

Loan Title: Writing with style; APA style made easy

Price: \$10.00 (This is the 1998 out of print edition - the newest edition (2013) is \$39.47 at Amazon)

Transaction Number: 758127

Loan Title: Shokuminchi kokka no kokugo to chiri

Price: \$25.00

Transaction Number: 758661

Loan Title: Nada Price: \$22.50

Transaction Number: 761812



Acquisitions looks up replacement cost

Mon 7/2/2012 4:51 PM
lib-acqhelp
RE: replacement cost look-up

Here is the list requested:

```
LB663605 = $65.00 (Dissertations are bill the default)
LB657515 = $65.00 ($39.99 - Paperback)
LB643993 = $65.00 (Dissertations are bill the default)
LB640732 = $22.00 (out-of-print)
LB635708 = $65.00 (Dissertations are bill the default)
LB631965 = $65.00 (Dissertations are bill the default)
LB630111 = $65.00 x 2 (We don't have an official policy for replacing microfilm; bill default?)
LB618808 = $53.00 (out-of-print)
LB618060 = $100 (We own newer edition; bill default)
LB613221 = $100 (Duplicate copy in Storage; bill default)
LB599505 = $159.95 (v.1) $115.00 (v.2) $195.87 (v.3)
LB596343 = $65.00 x 3 (out-of-print / hard-to-find; bill default)
LB593239 = $65.00 (Dissertations are bill the default
LB592198 = $30.00
LB587837 = $25.93
-Eric
```

From: Beserock,Lara J

Sent: Thursday, June 28, 2012 2:16 PM

To: lib-acqhelp

Subject: replacement cost look-up

Please provide replacement costs for the attached.

Thanks,

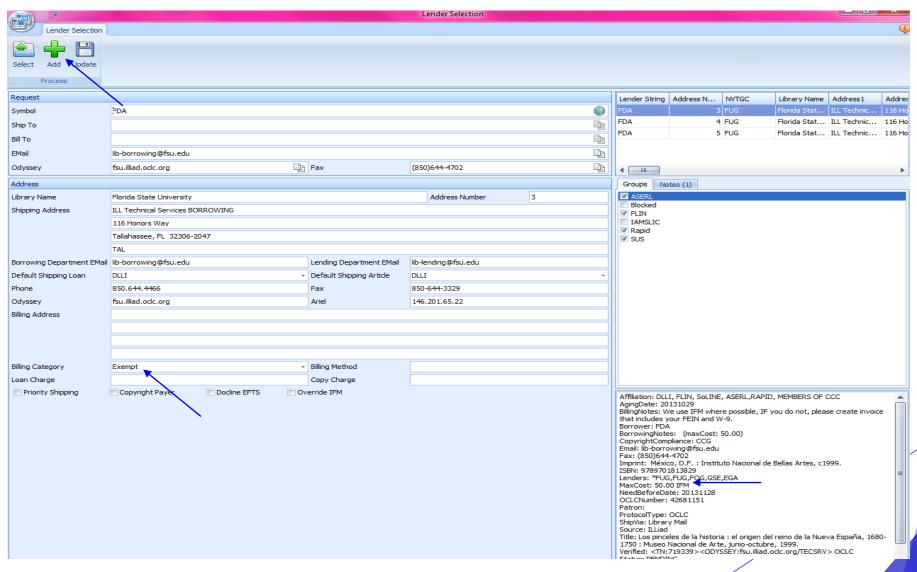
Jami



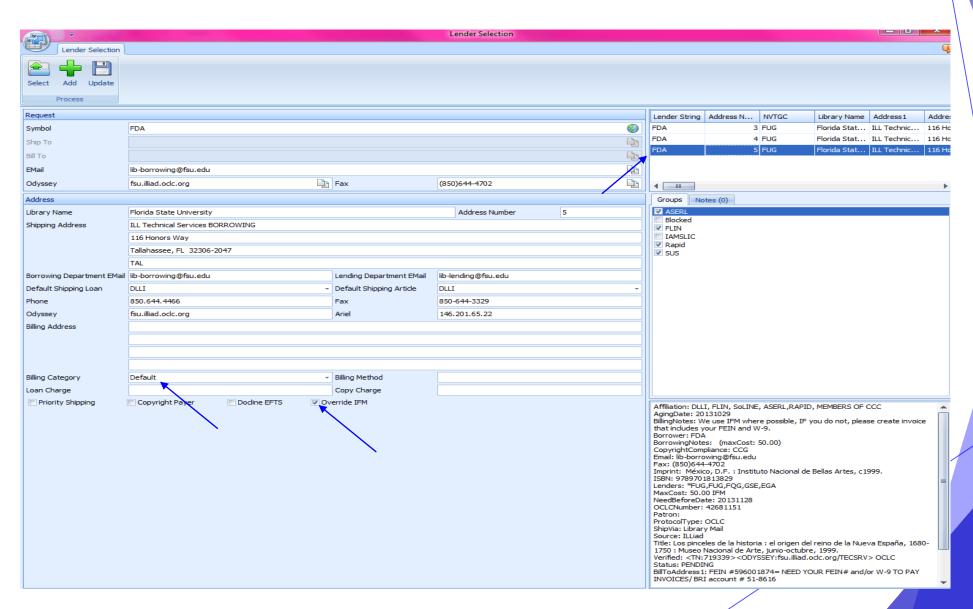
Check one more time before starting the invoice creation process

➤ Check shelves one last time to verify that it was not returned. (Occasionally, books find their way to the stacks without having been checked back in or even coming through ILL at all).

Check Borrowing institution's status and payment method



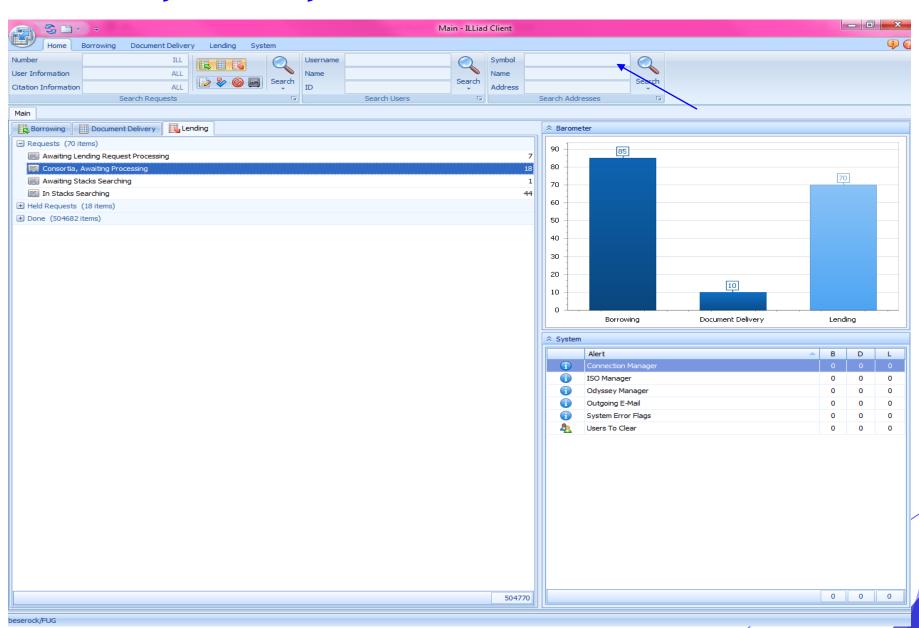
Add new lender address form, change status to Default and check the box marked Override IFM



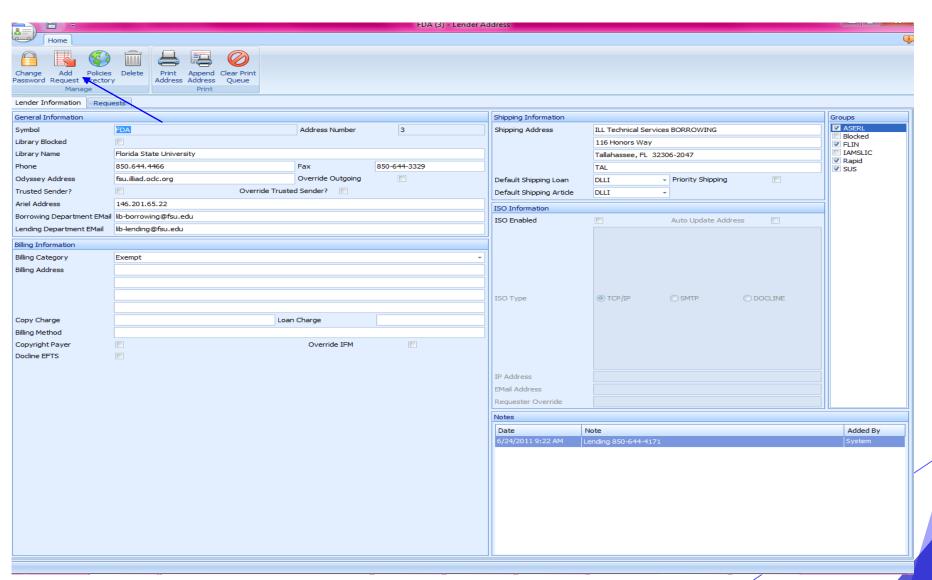
Add a Dummy Request

- You can add Lending requests manually for any borrowing library by opening their address record and clicking Add Request.
- From the ILLiad main screen, search for the address you want to add a request for using the Search Addresses group.
- On the Address form, click Add Request.
- A new blank request form (an Article request by default) will open and assign a transaction number. Until saved, the request will be at the status of Request Added through Client.
- Fill in citation information for the request. Make sure to select the correct Request Type (Article or Loan).
- Click Save and the request will be automatically routed to Awaiting Lending Request Processing.

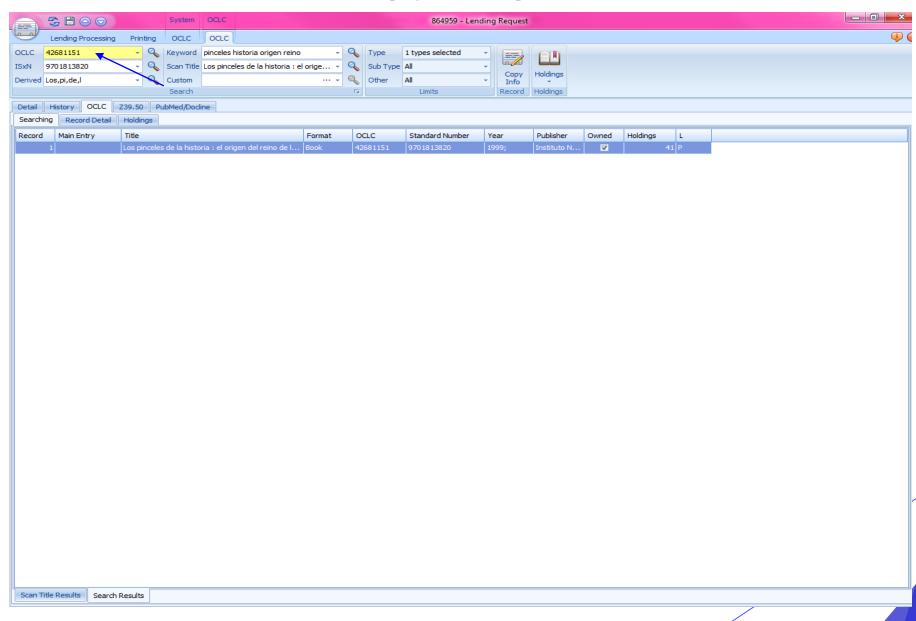
Search by OCLC symbol from ILLiad main screen



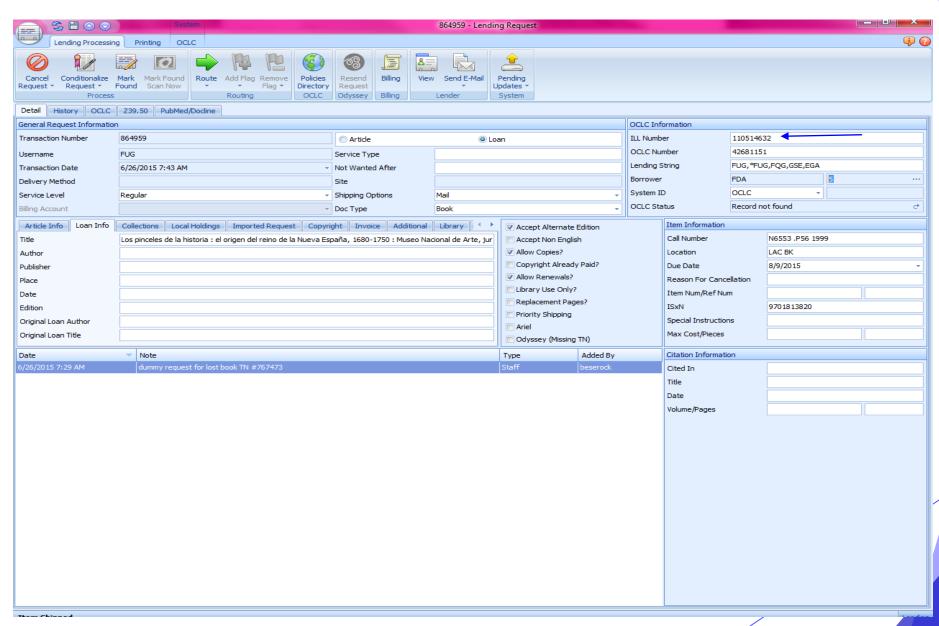
Add Request from Borrowing Institution's main Lender Address form



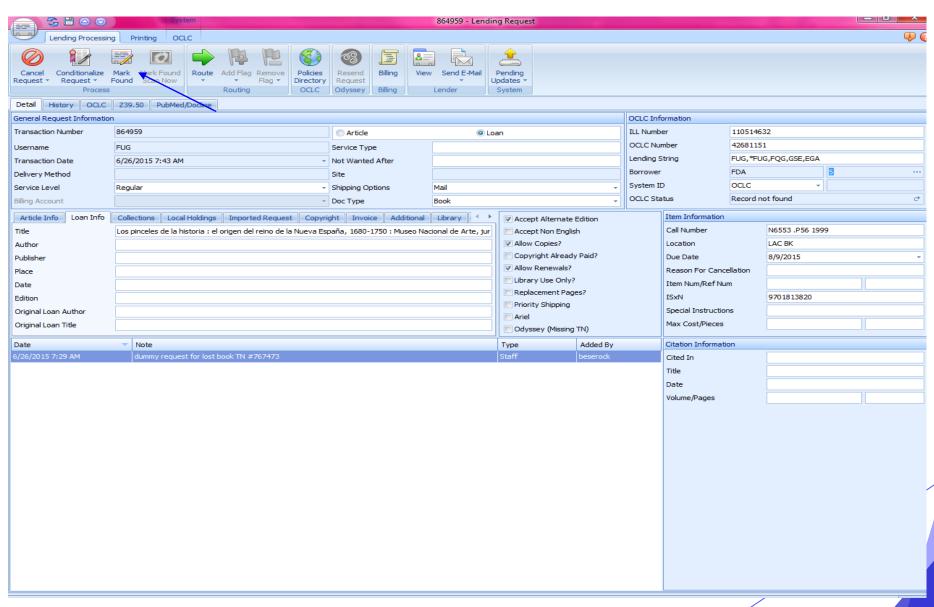
Use OCLC # to copy request info



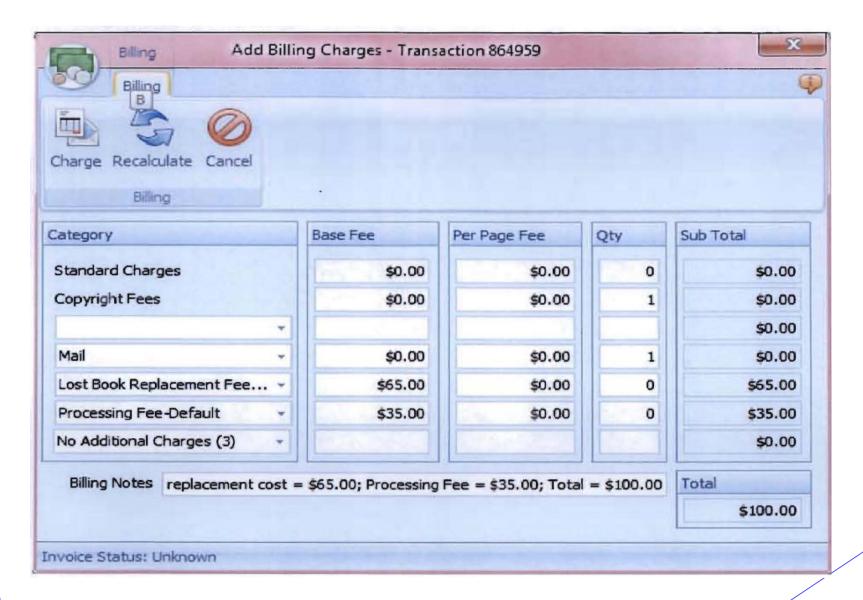
Use the same ILL#



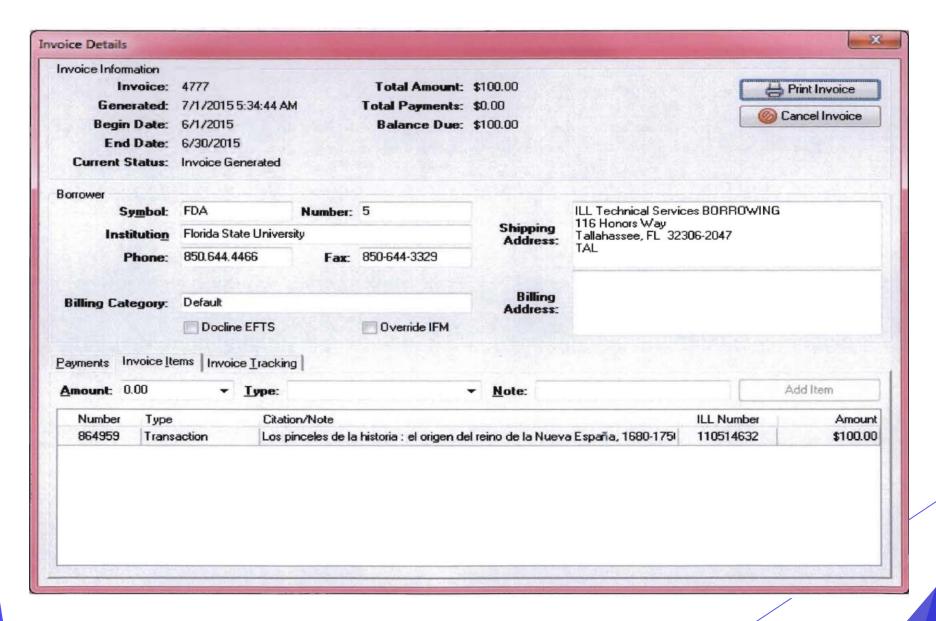
Mark Found to add billing charges



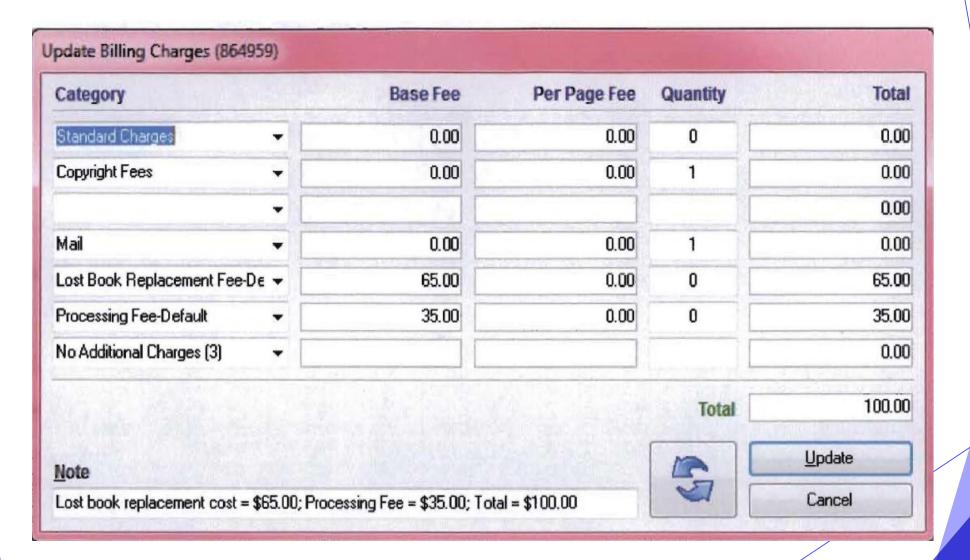
Billing Charges



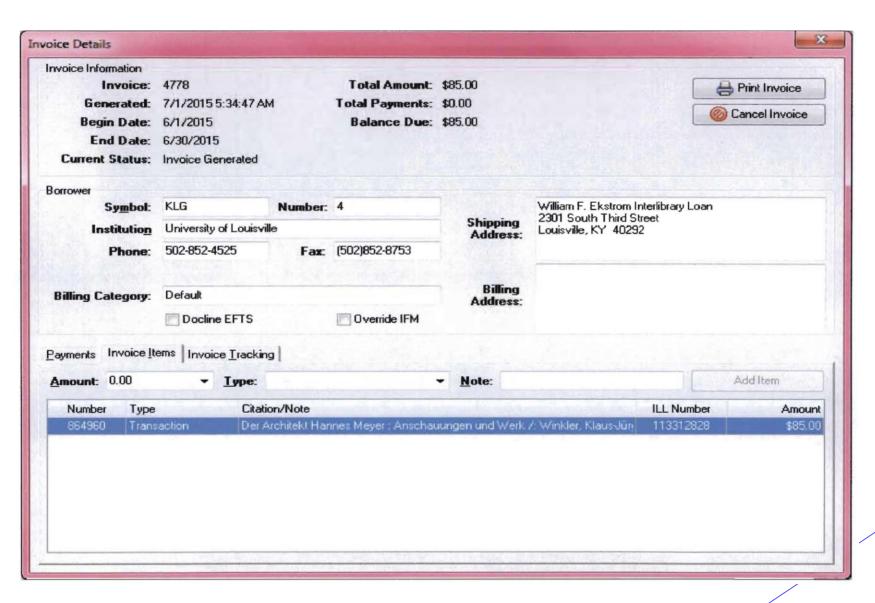
Invoice in Billing Manager



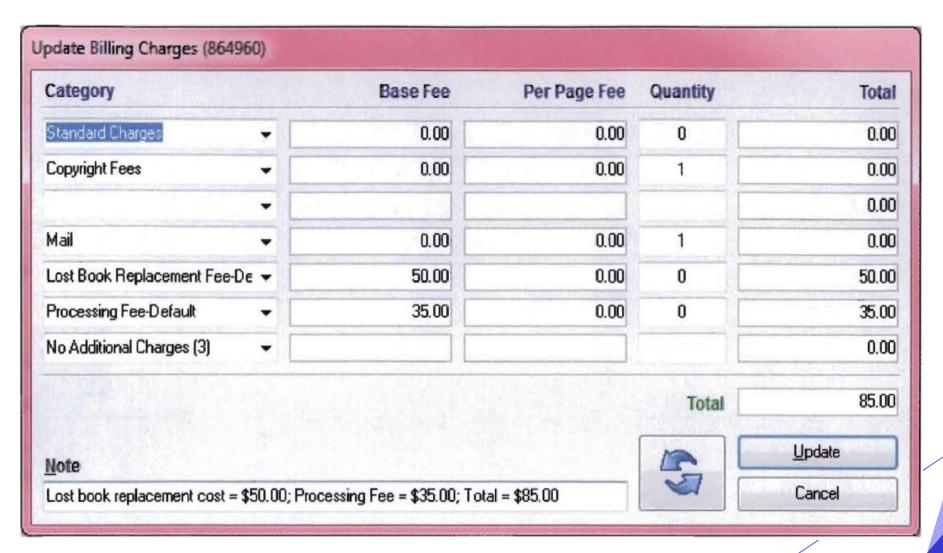
Check the charges and notes - add more info if needed.



Invoice in Billing Manager



Check the charges and notes - add more info if needed.



Invoice before editing

University of Florida

Invoice

Fiscal Services PO Box 117021; 407 Library West Gainesville, FL 32611-7021 352-273-2555

Invoice No. 4777

Customer Information

FDA

Florida State University

ILL Technical Services BORROWING

116 Honors Way

Tallahassee, FL 32306-2047

Phone: 850.644.4466 Fax: 850-644-3329

Date	July 7, 2015
Billing Category	Default
Invoice Start	June 1, 2015
Invoice End	June 30, 2015

Invoice Total	\$100.00	
Balance Due	\$100.00	

Make Checks Payable to: University of Florida

George A. Smathers Libraries

PO Box 117021	
Gainesville, FL 32611-7021	
Phone: 352-273-2555 Fax: 352-846-0335	
From FUG (Please include "FUG" on payment)	
Description	Charges and Payments
Los pinceles de la historia : el origen del reino de la Nueva España. 1680-	A.V

Description	Charges and Payments
Los pinceles de la historia : el origen del reino de la Nueva España, 1680- 1750 : Museo Nacional de Arte, junio-octubre, 1999. 110514632 864959	\$100.00

Invoice before editing

University of Florida

Invoice

Fiscal Services PO Box 117021; 407 Library West Gainesville, FL 32611-7021 352-273-2555

Invoice No. 4778

Customer Information KLG

University of Louisville William F. Ekstrom Interlibrary Loan 2301 South Third Street

Louisville, KY 40292

Phone: 502-852-4525 Fax: (502)852-8753

Date	July 7, 2015	
Billing Category	Default	
Invoice Start	June 1, 2015	
Invoice End	June 30, 2015	

Invoice Total	\$85.00
Balance Due	\$85.00

Make Checks Payable to: University of Florida

George A. Smathers Libraries

PO Box 117021

Gainesville, FL 32611-7021

Phone: 352-273-2555 Fax: 352-846-0335

From FUG (Please include "FUG" on payment)

Description	Charges and Payments
Der Architekt Hannes Meyer : Anschauungen und Werk / 113312828 864960	\$85.00

Invoice after editing

University of Florida

Lost Book Invoice

Fiscal Services PO Box 117021; 407 Library West Gainesville, FL 32611-7021 352-273-2555

Invoice No. 4777

Customer Information

FDA

Florida State University

ILL Technical Services BORROWING

116 Honors Way

Tallahassee, FL 32306-2047

TAL

Phone: 850.644.4466 Fax: 850-644-3329

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Make Checks Payable to: University of Florida

George A. Smathers Libraries

PO Box 117021

Gainesville, FL 32611-7021

Phone: 352-273-2555 Fax: 352-846-0335

From FUG (Please include "FUG" on payment)

Replacement cost - \$65.00
Processing Fee - \$35.00
Total - \$100.00

Invoice after editing

University of Florida

Lost Book Invoice

Fiscal Services PO Box 117021; 407 Library West Gainesville, FL 32611-7021 352-273-2555

Invoice No. 4778

Customer Information

KLG

University of Louisville

William F. Ekstrom Interlibrary Loan

2301 South Third Street Louisville, KY 40292

Phone: 502-852-4525 Fax: (502)852-8753

Date	July 7, 2015	
Billing Category	Default	
Invoice Start	June 1, 2015	
Invoice End	June 30, 2015	

Invoice Total	\$85.00	
Balance Due	\$85.00	

Make Checks Payable to: University of Florida

George A. Smathers Libraries

PO Box 117021

Gainesville, FL 32611-7021

Phone: 352-273-2555 Fax: 352-846-0335

From FUG (Please include "FUG" on payment)

Description	Charges and Payments
Der Architekt Hannes Meyer : Anschauungen und Werk / 113312828	Replacement cost - \$50.00
864960	Processing Fee - \$35.00
	Total - \$85.00

Search for the invoice after creation

- ➤ After invoice is created, move dummy request to a new queue to hold until invoice is paid (I use Hold Until Invoice Paid).
- Search for the lost book invoice by ILL# in Billing Manager after creation periodically to check for payment.
- Change status to Request Finished after invoice is paid and make note in Borrowing Notes if needed.

Review

- Try to get an exact replacement cost or use default if none is found.
- Create a new record in the BillingAdditions in Customization Manager.
- Create new Lender Address form to disable the Exempt status and IFM payment.
- Create a dummy request using the same ILL number.
- Mark Found and add billing charges.
- ▶ Edit invoice in Billing Manager to reflect that it is for a Lost Book.
- Search for invoice to check when the invoice has been paid.
- Close the request after invoice is paid.

Questions?

My Contact Info:
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beserock@ufl.edu
(352) 273-2539