Billing for ILL and E-ZBorrow Materials

Timetable of Notices, Bills, and Item & User Statuses

<table>
<thead>
<tr>
<th>When ILL and E-ZBorrow brief records are . . .</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day overdue</td>
<td>ILL Overdue Notice is sent. User is DELINQUENT.</td>
</tr>
<tr>
<td>7 days overdue</td>
<td>ILL Bill for Replacement Notice is sent. User is BARRED and can no longer renew. ILL Lost Item Bill is created in user’s record. Item’s status is changed to LOST-ASSUM.</td>
</tr>
<tr>
<td>Recalled by the lending library</td>
<td>Recall is placed manually by ILL staff with a new 7-day due date, and an ILL Recall Notice is sent to the user.</td>
</tr>
</tbody>
</table>

Text of Notices

***ILL/EZ-BORROW OVERDUE NOTICE***

The following interlibrary loan or E-ZBorrow materials, which were borrowed for you from a library outside of Rutgers University Libraries, are overdue. Please return them as soon as possible. If these materials are eligible for renewal, you may renew them online in IRIS at http://www.iris.rutgers.edu/iris.html. Select MY ACCOUNT and use the "Renew Checkouts" option. E-ZBorrow and many interlibrary loan materials are eligible for one renewal for an additional 28 days from the date of renewal. Some interlibrary loans are not eligible for renewal.

If these materials are not returned or renewed in seven days from the date of this notice, your borrowing privileges will be suspended and you will receive a final notice with a bill for replacement and processing costs of $102.00 per item.

If you have questions about this notice or would like to discuss your interlibrary loans, please contact the Circulation department of any Rutgers library or write to Ask a Librarian at http://www.libraries.rutgers.edu/rul/ask_a_lib/ask_a_lib.shtml.

Thank you for your prompt response to this message.
***ILL/EZ-BORROW BILL FOR REPLACEMENT***

The following interlibrary loan or E-ZBorrow materials, which were borrowed for you from a library outside of Rutgers University Libraries, are overdue and assumed lost. Interlibrary loan and reciprocal borrowing services are based on cooperative agreements with other libraries. Failure to return materials within established time frames jeopardizes the Rutgers University Libraries' ability to continue cooperative arrangements with other libraries in the future.

If you are still in possession of these materials, please return them immediately to any Rutgers library to avoid further penalties and to restore your library privileges. If you cannot return these materials, you owe Rutgers University Libraries a replacement and processing cost of $102.00 per item. Please pay this bill at your earliest convenience:

- by check or cash at the circulation desks of Alexander, Chang, Douglass, Kilmer, Library of Science and Medicine, Camden, and Dana (Newark) libraries,
- by Knight Express card at Alexander Library, or
- by credit card at a cashier's office if you are on academic hold.

The University reserves the right to hold transcripts and diplomas if you do not pay your obligations. As a result of non-payment it will become necessary to forward delinquent accounts to a collection agency, which would incur an additional fee to you.

If you have questions about this bill, please contact the Circulation department of the library listed above or write to Ask a librarian at:
http://www.libraries.rutgers.edu/rul/ask_a_lib/ask_a_lib.shtml

Thank you for your prompt response to this message.

***ILL/E-ZBORROW RECALL NOTICE***

The following interlibrary loan or E-ZBorrow material has been RECALLED for use by a borrower at the lending institution. Please return it by its new due date indicated below. ILL and E-ZBorrow materials are due seven days from the date of recall.

Interlibrary loan and reciprocal borrowing services are based on cooperative agreements with other libraries. Failure to return materials within established time frames jeopardizes the Rutgers University Libraries' ability to continue cooperative arrangements with other libraries in the future.

If you do not return a recalled ILL or E-ZBorrow item by its new due date, you will be fined $5 per day and your borrowing privileges will be suspended. If you have questions about this notice or you would like to discuss your library record, please contact the Circulation department of any Rutgers library or write to Ask a Librarian at
http://wwwlibraries.rutgers.edu/rul/ask_a_lib/ask_a_lib.shtml.

Thank you for your prompt response to this message.

***OVERDUE ILL/E-ZBORROW RECALL NOTICE***

A borrower at the lending institution recalled the following interlibrary loan or E-ZBorrow material from you and it is now overdue. This is your second notice about this recall.

Interlibrary loan and reciprocal borrowing services are based on cooperative agreements with other libraries. Failure to return materials within established time frames jeopardizes the Rutgers University Libraries’ ability to continue cooperative arrangements with other libraries in the future. Thus, your borrowing privileges have been suspended and a $5 per day overdue fine is accruing.

If you do not respond to this message promptly, and you are a student, a hold will be placed on your academic record. There are University-wide consequences to unpaid fees as well, such as withholding diplomas and transcripts.

If you have questions about this notice or you would like to discuss your library record, please contact the Circulation department of any Rutgers library or write to Ask a Librarian at http://wwwlibraries.rutgers.edu/rul/ask_a_lib/ask_a_lib.shtml.

Thank you for your prompt response to this message.

**Guidelines and Procedures**

**Bills and Payments**

Users are charged RUL’s average replacement and processing fee, currently $102, for all lost ILL and E-ZBorrow books. Staff will not price in-print items, or accept replacement copies for ILL and EZ-Borrow books. Libraries outside of Rutgers will not accept replacement copies, and the bills they send us are for a comparable average replacement fee, not in-print prices. Additionally, ILL and E-ZBorrow items are not eligible for refunds.

ILL staff will answer all questions about ILL/EZ-Borrow overdue and bill notices that appear in Ask a Librarian, as well as general AAL inquiries about ILL fees and fines. ILL staff will add PUB-NOTES to users’ WorkFlows records if billing and payment are discussed with users in email communications so as to alert staff at circulation desks.

Access Services Billing staff will collect all ILL and E-ZBorrow replacement fees and recall fines at circulation desks, charge the item to LOST-PAID, and deposit money in
the general book replacement fund, 2-02430-8880. ILL staff does not collect money for replacement fees and recall fines. However, if local billing staff are unable to collect payment and the user challenges their ILL record, billing staff will refer users to:

Camden: Mary Anne Nesbit, 856/225-2844, mnesbit@camden.rutgers.edu
NB/P: Glenn Sandberg, 732/932-8345(x349) sandberg@rci.rutgers.edu
Newark: Dorothy Grauer, 973/353-5902 dgrauer@andromeda.rutgers.edu

Payment to Lending Libraries

When invoices are received from lending libraries for lost ILL and E-ZBorrow materials, ILL staff immediately arrange for payment from the general book replacement fund, 2-02430-8880. Dana and Camden ILL staff forward all invoices from ILL and PALCI libraries to Glenn Sandberg in NB/P who will arrange for payment through the Budget Office.

There may be instances when ILL staff needs to request an invoice from the lending library, for example, when the user pays for a lost ILL/E-ZBorrow item before we are contacted by the lending library.

If a $102 ILL replacement bill is already in the user’s record, ILL staff will not adjust the bill up or down based on the amount of the invoice received from the lending library.

If a $102 ILL replacement bill is in the user’s record and the user returns the ILL material, the bill goes away in WorkFlows. In rare cases when we have already paid the lending library, we will simply send the returned item back to the lending library and not bill the user.

If an ILL/E-ZBorrow bill has been paid and the book is subsequently returned, the item’s brief record will have been removed and the message upon discharge will be item not found. Send these items to the Interlibrary Loan office where they will be returned to the lending library.

LOST-PAID Reports for ILL/E-ZBorrow items

Systems will run monthly reports of ILL and E-ZBorrow items charged to LOST-PAID. The reports will be specific to each campus based on the library where the ILL item was charged to the LOST-PAID user. Reports will be emailed to

Camden: Mary Anne Nesbit, 856/225-2844, mnesbit@camden.rutgers.edu
NB/P: Glenn Sandberg, 732/932-8345(x349) sandberg@rci.rutgers.edu
Newark: Dorothy Grauer, 973/353-5902 dgrauer@andromeda.rutgers.edu
ILL staff will then update the ILL request record in their local ILL management system(s), notify the lending library and ask for an invoice if one has not already been received. Staff will delete the LOST-PAID brief item record from IRIS.

**ILL/ E-ZBorrow Claims Returned Procedures**

When users claim to have returned an ILL or E-ZBorrow item at a circulation desk, access services staff will add a “CR” PUB-NOTE in the user’s record, and email their campus ILL staff the particulars:

- Camden: Mary Anne Nesbit, 856/225-2844, mnesbit@camden.rutgers.edu
- NB/P: Glenn Sandberg, 732/932-8345(x349) sandberg@rci.rutgers.edu
- Newark: Dorothy Grauer, 973/353-5902 dgrauer@andromeda.rutgers.edu

When ILL staff receive notification of a Claims Return from a patron either via Ask a Librarian or email from access services staff, they will:

- Check the status of the request in local ILL management system(s), and in the PALCI system.
- If the request has a returned status, discharge the item from the patron’s record in WorkFlows. Email the patron that their record is clear.
- If the item is not yet returned in the ILL Management system, check to see if the item is in the process of being shipped out.
- Next, request an ILL/ E-ZBorrow stacks check at RUL, including hold shelves, via circ_sub.
- Finally, contact the lending library and request a stacks check at the lending library.
- Add a PUB-NOTE to the user’s record

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