SWAN
Quarterly Billing

In-brief
What is included in QB?

- Transactions that occur within the SWAN ILS where:
  - the **item**, the **item status**, and the **user** are available.

<table>
<thead>
<tr>
<th>Item Information</th>
<th>Item Status</th>
<th>User Information</th>
<th>Processed via QB?</th>
</tr>
</thead>
<tbody>
<tr>
<td>SWAN items borrowed by SWAN Users</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SWAN items borrowed by Non-SWAN Users</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SWAN items on direct-loan to SHARE Libraries</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SWAN items lent via OCLC</td>
<td>Unknown</td>
<td>Yes</td>
<td>No¹</td>
</tr>
<tr>
<td>Non-SWAN items borrowed by SWAN Libraries</td>
<td>Unknown</td>
<td>Unknown</td>
<td>No²</td>
</tr>
<tr>
<td>Non-SWAN items borrowed by SWAN Users</td>
<td>Unknown</td>
<td>Unknown</td>
<td>No²</td>
</tr>
</tbody>
</table>

¹ Remit payment using Institution information/ instructions in WorldShare
² Remit payment upon receipt of invoice from Non-SWAN library.

On a quarterly basis, your library will receive either an invoice or a check for reciprocal material losses. Three pieces of information must exist in the system for the reports to work.

Examples:
1. e.g. Melrose Park item, Downers Grove user, status= Lost
2. e.g. Eisenhower item, Chicago_P User, status = Lost
3. e.g. Indian Prairie Item, DeKalb Public Library #21140..., Status= Lost
4. e.g. Woodridge Item, Checked out to an **In-House OCLC User**, Status= Lost
5. e.g. Gail Borden Item (Brief record), Direct loan to River Forest SHARE User, Status= Lost
6. e.g. **Naperville Item**, Westmont User **borrows at Naperville**, Status is **unknown**
A closer look at what SWAN Quarterly Billing doesn’t include:

1. Transactions that take place at Non-SWAN Libraries
   Why? SWAN can’t “see” it.
   These transactions are brought to your attention via invoice sent to the sponsoring (patron) library.

2. Interlibrary loaned material
   Why?
   ILLs brought into SWAN have brief records with no item price. They appear to be local transactions.
   ILLs sent out of system charged to in-house cards appear to be local transactions.

There’s no feasible way to process external invoices centrally for a consortium of this size. When you receive an invoice from another library, you should pay it and pass the cost along to your user utilizing NS_RBILLX and PROCESFEEX if applicable. You may consider asking the other library to Bar your user until they have settled the bill with you. By creating the bills at your library, they are owned by your library and will be reconciled to you if they are paid elsewhere.

Material lent via ILL should be billed via WorldShare where your item is checked out to a generic OCLC user.
Payments

Payments accepted for certain bill reasons are captured or ignored depending on location vs. who “owns” the bill.
- LOST bills are owned by the item library
- Damaged and X-bills are owned by the billing library
- Referral Fees are owned by the Patron library

So any payments accepted for these bill reasons at a library other than the bill-owning library will be captured.

All payment type reasons are included in the reports. If bills have been applied in-error, they should be removed by the bill owner.
Payment accepted where:

- **Bill Owner = Payment Library** (Ignored in QB)
- **Bill Owner ≠ Payment Library** (Captured in QB)

Report filters have been designed and rigorously tested to ensure Item Payment reasons are captured where the money needs reconciliation. Returned items are excluded, affording patron refunds within a Bill Quarter. 1/1-3/31, 4/1-6/30, 7/1-9/30, 10/1-12/31
Report 1 captures payments made for Item bills associated with an item (not X-bills) where the credit library should be the Item-Owning library and where the status is still LOST. Payments will be ignored by the report if the item is returned or discarded. Credits derived from this report are found in Report 7.
Report 2 is an aggregated report derived from the Custom Long Overdue Report weekly output. These items have been discarded after carrying a LOST status of 365 days with no payment. Credits derived from this report are found in Report 8.
Bill reasons captured by Report 1: REFERRAL

Payment is reconciled to the Bill-Owning Library

Report 3 captures payments made for ReferralFees where the payment library and Bill-Owning Library don’t match.

Credits derived from this report are found in Report 9.
Report 4 is a list of checkouts to the RB_ILL_LOSS during the previous Bill Quarter. If you’re billing your user for an item and a bill reason of anything but LOST; where Report 1 won’t grab it, you’ll need to charge it to RB_ILL_LOSS to trigger the reimbursement to the item library. These items should be DISCARDED following reimbursement. Credits derived from this report are found in Report 10.
• Flips for previously billed items
• Partial bills (an amount other than the Item Price. E.g. replacement disk)
• Damaged bills incurred by Internet Access Libraries
• Manual corrections to past billing (e.g. voided invoices)

Report 5 is derived from reported bill flips and the manual list I maintain. In a perfect world, this report is empty, because the bills are all being processed in the ILS and non-SWAN libraries are not being billed for items that were returned but not checked in. Credits derived from this report are found in Report 11.
Report 6 captures payments made for Item bills NOT associated with an item where the credit library should be the Bill-Owning library. Which bill reason you choose to use is up to you; any of these will behave the same way. The only differences are in how they relay information to staff.

Credits derived from this report are found in Report 12.
What-if:

• My patron has been billed for a lost item. We wish to accept responsibility for it without making our patron pay for it.
  • Pay the bill in the user record with BILL_LIB as the payment type.

• What if it's already checked in?
  • Check the item out to RB_ILL_LOSS.

• What if my patron pays for an item we were debited for?
  • Debited Assumed-Lost item bills are converted to X-bills that are owned by the patron library. Any payments accepted are yours to keep and will be excluded from the reports.

• What if my item is returned with a home location of RB_ILL and a billing CircNote?
  • If the item is in good condition, you may request a bill reversal via Support Ticket. After the request is processed, you'll be advised to reset the home location and remove the note. Your library will be debited for it in the following quarter.

The multitude of reports affords us flexibility in our customer service while still ensuring proper reimbursements to item-libraries.
What about damaged material?

Two flow charts are available to guide staff through the most common RB Damaged Item scenarios to ensure items are subsequently processed correctly via Quarterly Billing.

Damaged Item Returned by Patron Flowchart

Damaged Item Received in Bins Flowchart

If you intend to bill a previous User for an item checked out to the DAMAGED User, be sure to note the Previous User ID before checking it out to the LOSS user.
Still have questions?

No worries!
You can open a support ticket help@swanlibraries.net
or reach out directly at Helen@swanlibraries.net