



2557 STATE ROUTE 21
CANANDAIGUA, NY 14424
(585) 394-8260
FAX: (585) 394-1935
WWW.OWWL.ORG

January 3, 2023

TO: Member Library Directors
FROM: Ron Kirsop, OWWL Library System
SUBJECT: Invoicing for Payments of Lost Materials and Transferring Money Through Delivery

Dear Member Library Directors,

During the December 20, 2022 Evergreen Advisory Committee meeting, the group discussed the process of libraries collecting and distributing payments for lost/damaged items owned by other libraries.

The described process was that if an item is lost/damaged, the circulating library would collect a payment, clear the fee in Evergreen, and send the payment (cash or check) directly in delivery to the owning library without receiving or processing the payment locally.

There are two significant issues with this process. The first is not issuing invoices for payments between libraries. The second is the use of delivery to transfer money between libraries.

Issue One: Invoicing for Payments

Two of the Office of the State Comptroller's top findings in library audits since 2015 have been 1) the lack of adequate cash handling procedures and 2) having every claim adequately documented and supported by a voucher, purchase order, or invoice. Passing payment without documentation or an invoice would be considered an inappropriate cash-handling process.

To correct this, the System recommends the following procedure:

1. Libraries receipt in lost/damaged materials money regardless of owning library. This should follow all local cash-handling procedures currently in place (processing the payment through the library's cash register, issuing a receipt, bank deposits, etc.).
2. The owning library issues an invoice to the library that received payment for the lost/damaged item.
3. The library that collected payment will then cut a check and mail it to the owning library.

The goal is to make sure that all payments, including those between libraries, are documented. These should be processed like all other payments that the library does.

To help streamline the invoicing process, the System will develop a report in Evergreen to show which lost/damaged items have been processed at different libraries. The owning library will then be able to issue an invoice at their convenience (per instance, monthly, quarterly, or annually).

Issue Two: Money Sent in Delivery

The System's delivery service is meant for materials. We do not have the infrastructure to protect or guarantee the safe delivery of payments between libraries, especially if it lacks appropriate documentation.

To correct this, effective immediately, **no money (cash or checks) is allowed to be sent through delivery.**

I understand this is a long-standing practice. However, the risk that comes along with handling money is beyond what we can process in the System. Sending payments through the mail will also decrease the liability of front-line staff, and delivery drivers should this come up in an audit or if money ends up missing.

I appreciate your understanding of this issue and your efforts to make sure libraries are collecting and distributing payments appropriately.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald Kirsop". The signature is written in a cursive, flowing style.

Ronald Kirsop
Executive Director
OWWL Library System