

Title: <b>Cash Handling Policy</b> Chapter: <b>Budgets and Finance</b> Approved By: <b>Library Board of Trustees</b>	Document Type: <b>Finance</b> Document Number: <b>13.06</b> Original Effective Date: <b>May 5, 2015</b> Date of Last Revision:
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## **CASH HANDLING POLICY:**

### **Circulation Department:**

**Patron Transactions:** Cash register at the Circulation desk is opened daily by the staff member assigned to open the desk for the day. Staff should login into Polaris under their individual logins and passwords, staff should log out of their individual logins and passwords when not working on the Circulation desk. \$100.00 is the starting and ending cash amount in the cash drawer. When ringing sales and transactions in the register select either cash, check, or credit card transaction

Staff assigned to work the Circulation desk throughout the day while the Library is open, is responsible for taking in monetary transactions from patrons for various reasons being fines, fees, photocopies, discarded book revenue, lost books, merchandise sales, and all other transactions. Funds received from the patron should be rung in the cash register under the appropriate expense key. A copy of the types of transactions are marked on the keyboard of the cash register.

Every day at closing time the staff working the circulation desk will close out the cash register for the day. Staff should remove the two cash register tapes, and counts the money taken in for that day, (it is acceptable if time does not allow for an evening count of the funds taken in that day. The funds can be locked up for the evening in the circulation work room, and counted first thing in the morning). When counting the funds received and settling the starting cash the staff member will use the *“Cash Register tapes printed from the cash register to settle the drawer” (example attached)*. The staff member will take the total funds collected, less starting cash, these funds should match the “Register Total”, if the funds do not match the register total then the staff should mark the difference as an *“Over or (Short) on the cash register receipt”*. The money along with the *“cash register receipt”* are then locked up in the circulation workroom until the next day when the deposit is delivered to the Business Manager, or the Administrative Assistant in the absence of the Business Manager in the Libraries Administrative Offices.

**Payments Accepted:** Cash, Check, Debit Card, and Credit Card. The type of payment should be rung in the cash register under the appropriate type of transaction. On Credit Card receipts staff member should sign, or initial the credit card receipt if the transaction was made via phone call.

### **Other Cash Transactions:**

Other cash generated from the circulation area, second and third floor consists of photo copies, jump drives, book bags, and other merchandise & services. Patron transactions received in these categories are collected by the library staff on duty on each floor. Payments made in the self-payment boxes, and the pay phone will be collected by the Administrative Assistant, or by the Business Manager in case of absence of the Administrative Assistant. The cash in those boxes will be counted by the Administrative Assistant via coin machine, and be verified by the Business Manager. The Administrative Assistant empties all the floors self-check fines & fees stations, and the Business Manager pulls the sold/payment reports from “Polaris ESLS Software”, and the self-check software

showing the transactions that were made in the “*Self check fines and fees station*”, to verify & record the transactions. The Administrative Assistant is also responsible for making sure the second, and third floors have sufficient working capital. The second floor has operating cash of \$100.00 (\$50.00 in each workstation), the third floor has \$50.00, self-check fines & fees machine has \$34.00 in working capital in the workstation.

### **Administration:**

Circulation department has an additional \$100.00 in various petty cash denominations in the circulation office in a locked secured drawer for the purpose of making change to the various floors, and cash register tills.

Administration personnel received all monetary transactions. The Business Manager verifies the deposit and enter the deposit on the “*Daily Cash Receipts Journal*” and the “*Deposit Report*”, the deposit report will pull the posting detail from the “*Daily Cash Receipts Journal*” automatically to the deposit report. After the journal entries are made the credit card slips, checks and cash is entered to the top portion of the “*Deposit Slip*”. The posting entries and the deposit slip records of funds received should equal, if not then the error needs to be found and corrected before completing the deposit.

The deposit after being verified then goes to the City of Sheboygan’s finance department. Included in the deposit bag is as follows: (1) copy of the deposit slip, (1) copy of Heartland daily credit card processing statement, and copy of the self-service checkout stations #41 - #45 transactions, and on-line credit card payments. The self-checks #41 - #45 are copied to a multi transaction spreadsheet if more than one payment each day. Once receive confirmation of the deposit from the cities finance department the city deposit document is stapled to the libraries deposit records and filed in records storage.

### **Other Transactions and Procedures:**

**Loss Item Returns** - When taking payment for lost items it should indicate on the payment note field in the Monarch Library Polaris system patron’s account if the payment was made by cash, check, debt card, or credit card. Also, when putting the lost/paid note on the patron’s item record it should also indicate if paid by cash, check, debit card, or credit card.

Any refunds over \$5.00, will need to have a request for a check to be issued to the patron from the Business Manager, unless the fees were paid by credit card, then refund the patron on their credit card used in the initial transaction. If the patron returns the item they lost and then found it should be returned to the desk so the record shows the item was returned and a refund check, or credit card credit transaction is generated. After the item is returned and credited to the patrons account, a patron account printout from Polaris is printed out for the patron reimbursement. The request for reimbursement is then submitted to the Business Manager to be process. The refund check that is issued is then recorded in the patron’s account showing check #, date of check and amount of the check, or credit card if refunded by credit card.

Any refunds under \$5.00, if paid by cash, may be given from the register. If paid by credit card all refunds should be refunded to the customer’s credit card. If paid by check, cash, or debit card a patron refund check should be requested from the Business Manager. The Business Manager after the patron refund check is issued will give the Circulation staff member in charge of patron refunds the “*check number issue, amount of refund, and date check was issued*” which will be recorded in the patron’s financial record in Polaris.

When entering a refund in the cash register print the cash register receipt, and have the patron sign the receipt, and Mead Public Libraries copy in with the daily deposit cash register tapes and record the cash refund in the patrons Polaris account records.

**Payments to other Libraries:**

All payments for fines, fees and lost books will require an accounts payable check no matter what amount is to be refunded. **NO CASH PAYMENTS** to other libraries. Cash payments will not be an acceptable method of payment to other libraries. Print out the patron or other libraries record form from “Polaris” and turn it in to the Business Manager to setup the account payable for the refund payment to the other library. Staff member taking in payment from a patron paying another libraries fee charged should note on the patron accounts that Mead Public Library received the fees assessed in full, and record the accounts payable check number and date of check that was issued to the other library. A copy of the patron records showing the item, or late fees that the patron is paying should be included with the accounts payable check, so that the owing library has a record of what the payment they received is for.