

Interloan Billing System (IBS) Frequently Asked Questions

Note: IBS is used to manage billing for both National interloans and Trans Tasman Interloans. There are minor variations in IBS policy and procedures between the two types of interloan. Where this affects the questions and answers below, the differences are clearly stated.

1. *What is IBS?*

The Interloan Billing System (IBS) is effectively a clearinghouse, which was set up to process payments between libraries for Interloan transactions.

2. *Who is responsible for the IBS?*

The National Library of New Zealand on behalf of the Te Puna Strategic Advisory Service (TPSAC) manages the IBS. The money that is handled through IBS is trust money, and is managed separately from National Library funding and financial systems at all times.

3. *How does IBS operate?*

The Interloan Billing System uses a commercial accounting package to manage Interloan billing for libraries that are members of the New Zealand Interloan Scheme.

For ***national interloans*** IBS each month amalgamates charging information it receives from Te Puna Interloan, the University of Auckland's VDX server and manual interloan billing information submitted by supplying libraries. The charging related to supplying items and receiving items is consolidated for each library every month.

When the cost of items supplied by a library within the month exceeds the charges made for the items that library received, it will be credited for the net amount the library is owed. When the charges for items requested by a library within the month exceeds the charges it made for the items that library supplied, it will be invoiced for the net amount.

For ***Trans Tasman Interloans*** IBS receives charging information from Te Puna Interloan only. The charging related to supplying items and receiving items is consolidated for each library every two months. The process otherwise is the same as for national interloans.

It is mandatory for IBS invoices to be paid by direct debit, and for credits to be paid by direct credit.

4. *Will I receive a single invoice covering my Library's National interloans and Trans Tasman Interloans?*

No, IBS will keep national and Trans Tasman Interloan billing separate. ***National interloans*** will be invoiced monthly, whereas ***Trans Tasman Interloans*** will be invoiced every two months.

5. *My organisation is reluctant to enter into direct credit/debit arrangements. What are the advantages of direct credit/debit so I may argue in favour of it?*

Mandatory direct debiting ensures that payments are received promptly. Mandatory direct crediting ensures that supplying libraries receive their money promptly.

Administrative cost for supplying and requesting libraries is minimised when both parties are IBS users. Some libraries are less willing to supply to non-IBS libraries because of the additional costs they incur by having to raise a manual invoice. Other libraries have chosen to charge an increased interloan fee to cover this cost.

Unfortunately, libraries that do not enter into direct credit/debit arrangements cannot be billed or bill through IBS.

Direct Debiting and Crediting is now an accepted part of New Zealand business practice and there are few libraries (or individuals) that do not utilise it regularly.

6. *My organisation considers direct debiting a risk. What assurance can you provide?*

In order for the National Library to provide this service it had to obtain approval of the Secretary of The Treasury to run a Trust Account. The money that is handled through IBS is trust money, and is managed separately from National Library funding and financial systems at all times. There are robust arrangements in place around the handling of monies for IBS. The ability to action direct debits or direct credits in relation to the trust account is restricted to a limited number of signatories and each action requires two separate signatories to signoff on it.

Formal invoices produced monthly for ***national interloans*** and every 2 months for ***Trans Tasman interloans*** support any monies debited from your accounts.

7. *If my organisation still declines to enter into direct credit/debit arrangements, what should I do about payments?*

For ***national interloans***, each supplying library that is not an IBS user needs to take responsibility for data collection relating to Interloans it supplies. To assist supplying libraries the IBS administrator posts each month to the LIANZA website a list of transactions rejected by the IBS.

Transactions rejected by the IBS will cover transactions from non-IBS users where the request was placed through Te Puna Interloan or supplied by the University of Auckland. Supplying libraries must collect the data and make their own billing arrangements for those transactions. Supplying libraries must collect their own transaction data when they supply a library that does not use both Te Puna Interloan and IBS.

Whether requests are placed through Te Puna Interloan or manually, each requesting library that is not an IBS user needs to advise any supplying library that it needs to be invoiced directly.

For ***Trans Tasman Interloans*** your library will not be able to use Te Puna Interloan for Trans Tasman interloans as libraries that do not enter into direct credit/debit arrangements cannot be billed or bill through IBS.

The only options would be to enter into a private arrangement between yourselves and individual libraries in Australia. Alternatively you could go to a commercial document supply organisation that may be able to locate the material you require.

All requesting and billing activities would be a private matter and outside the involvement of the National Library of NZ.

8. *Can my organisation participate in New Zealand Interloan Billing but not Trans-Tasman/International Interloan Billing ?*

Yes. We would recommend completing all the International Interloan Billing forms so that the facility is available for you to use anytime in the future however this is entirely up to yourselves.

9. *Is there a differential charge for manual IBS transactions for national interloans?*

Yes there is a differential charge, as each manual-billing file that is received has to be processed separately, increasing administration costs

Transactions on electronic files supplied from VDX Interloan systems (e.g. Te Puna Interloan and the University of Auckland) have the electronic transaction fee applied.

Transactions on any other files submitted to the National Library will have the manual transaction fee applied, as each file needs to be manually received and processed.

10. Will there be a transaction fee for International Interloans ?

Yes. In line with the domestic part of IBS, International Interloans will attract a fee of \$0.80 per transaction, which is charged to the receiving library.

Transactions are captured electronically via the VDX Interloan systems - there is nothing more you need to do.

11. Can I request international interloans from Australian libraries without using the Trans Tasman Gateway, and have the billing actioned by IBS?

No, IBS only supports billing for transactions undertaken through the Trans Tasman Gateway on Te Puna Interloan. The only options would be to enter into a private arrangement between Library and individual libraries in Australia or to approach a commercial document supply organisation.

12. Is 'netting-off' a feature of IBS under the National Library's administration?

For *national interloans*, IBS continues to manage the offset of your debits against your credits within the month. All transactions will be settled in the following month.

Netting off has been introduced for *Trans Tasman Interloans*, and IBS will manage the offset of your debits against your credits within the each two-month period. All transactions will be settled in the month following the end of the two-month period.

13. My library has a central library (parent) and branch (child) libraries. Is netting off done at the 'parent' or child level within an organisation?

Netting off is actioned at the child level. IBS can also net off at the parent level if this is required. If you want this to occur please complete only one IBS Terms and Conditions form, one Direct Debit Authority and one Direct Credit Authority for your organization.

14. Can I receive my invoices, credit notes and statements electronically via email?

Yes, you have the option to receive your invoices either by email or through standard post.

15. If I think my invoice is incorrect what should I do?

If you think that there is a problem with an invoice you have received please contact ibs@natlib.govt.nz so steps can be taken to resolve the issue promptly.

16. My library is requesting a credit from a supplying library. In the meantime will the direct debit be deducted in full?

Yes. For *national interloans* your Library will receive a credit on a future IBS invoice. There is no manual correction facility to make corrections to incorrect charges for *Trans Tasman Interloans*, so any request for a credit is a matter between your Library and the supplying library and must take place outside IBS.

17. When I get the my monthly national interloan invoice or my 2-monthly Trans Tasman Invoice, do you want my finance department to direct credit the National Library for that amount?

No. Once you receive your invoice you have a period in which to review the account and after that period the National Library will direct debit or direct credit your organisation's bank account for the amount on the invoice.

18. When will the financial transactions occur?

Invoices are created on the 3rd business day of the month for **national interloans** and on the 5th business day of every second month for **Trans Tasman interloans**. Direct debits are paid from your account on the 15th of the month (or the first business day thereafter) and direct credits are paid into your account on the 20th of the month.

19. My Library uses Te Puna Interloan, how do I charge for interloans supplied?

Contact the National Library on 0508 Te Puna (0508 83 7862) or email tepuna@natlib.govt.nz for information about how to charge a library you have supplied with interloans through Te Puna Interloan.

The National Library provides a file of interloan transactions that supplying libraries require payment for. Provided your library indicated that a charge was to be made, you need take no further action, as IBS will bill the library you supplied.

Charging for Trans Tasman supply is the same as charging for domestic interloan supply.

When a responding library ships an item a 'shipped cost' automatically populates the screen. This can be modified by entering a different value and pressing the 'recalc' button. This dollar value is extracted into the billing report from which the invoicing is run.

20. How do I bill through IBS when my library is not a Te Puna Interloan user?

For **national interloans** complete the debit sheet on the IBS Input Form. Submit the spreadsheet to ibs@natlib.govt.nz. International interloans between New Zealand and Australian libraries undertaken outside of Te Puna Interloan cannot be billed through IBS.

21. Where can I locate the IBS Input Form?

A copy is available on the LIANZA website at http://www.lianza.org.nz/about/profile/interloan/interloan_ibs.html

22. Why was my manual input form rejected?

This is usually caused by insufficient or incorrect information being supplied. Before contacting ibs@natlib.govt.nz check that all boxes were completed, that your Library Symbol is correct and that the layout used was correct. Correct the information on the form supplied to you and return it to ibs@natlib.govt.nz Do not re-write the form.

23. How can I get a credit for an item my library should not have been billed for?

As the library billed you should contact the supplying library and arrange a credit. The National Library, LIANZA, or TPSAC cannot do this for you.

24. When do I credit a library?

For *national interloans*, the supplying library should credit the receiving library if the receiving library was charged when the item should have been provided for free, when the receiving library is accidentally charged twice for the same item, when the charged library was not the receiving library.

A credit in relation to a *Trans Tasman Interloan* is a matter between the supplying library and the requesting library and must be handled outside IBS.

25. How do I credit a library?

For *national interloans* only, complete the credit worksheet on the IBS Input Form. Submit the spreadsheet to ibs@natlib.govt.nz

26. How do I update the name and address details IBS use for my library?

Include the updated name and address details in the IBS direct credit form.

If you have already completed and returned an IBS direct credit form, contact the National Library on 0508 Te Puna (0508 83 7862) or email tepuna@natlib.govt.nz and advise them of the changes that are required. Digital Solutions will update the information in Directory of New Zealand Libraries <http://directory.natlib.govt.nz/library-symbols-web/> and also advise IBS and the library community.

27. Is it true that if I respond to an national interloan request from a non-IBS library, I am obliged to raise an invoice to charge the non-IBS library?

Yes, if you wish to charge the requesting library your finance department would need to raise an invoice for all materials requested by any New Zealand library that is not an IBS user, or enter into some other mutually acceptable payment arrangement with the other New Zealand library.

28. Is my library obliged to supply items requested by New Zealand non-IBS libraries?

The Interloan Handbook states that supplying libraries should supply/lend collection materials wherever possible. It also notes that supplying libraries may refuse to supply items to libraries that fail to make payments on time.

29. My library does not belong to Te Puna Interloan so how does IBS affect me?

For *national interloans*, IBS includes the facility to bill requesting libraries even if you are not a member of Te Puna Interloan. If you do not use IBS to bill your customers, as a requesting library you will need to advise any supplying library that you cannot be billed through IBS.

30. Should my library consider joining Te Puna Interloan?

There are considerable advantages in doing so. Users are no longer charged for Te Puna Interloan and best practice recommends use of interloan software as the most efficient method for libraries to carry out this aspect of their business.

Te Puna Interloan users that are also IBS users will automatically have billing data transferred from Te Puna Interloan to IBS, streamlining the charging process.

31. How does my Library get a library symbol?

Firstly check the *Directory of New Zealand Libraries* <http://directory.natlib.govt.nz/library-symbols-web/> to see whether your Library is listed. If it is listed a symbol will have been assigned. You will find it at the top left hand side of your library's entry.

If your library is not listed in *Directory of New Zealand Libraries* contact the National Library on 0508 Te Puna (0508 83 7862) or email tepuna@natlib.govt.nz for a library symbol.

32. What do I do when my Library is experiencing problems with Te Puna Interloan?

Contact the National Library on 0508 Te Puna (0508 83 7862) or email tepuna@natlib.govt.nz for information about Te Puna Interloan.

National Library of New Zealand
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