

Webster Public Library

Policies and Procedures Manual

Cash Handling

Effective Date:

Last Updated:

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I. Policy Statement:

This policy defines the responsibilities for any Webster Public Library (WPL) employee who handles currency, cash equivalents, charge card transactions, or checks (“Cash”). Departments that receive, handle, transport or deposit cash must have appropriate internal controls and follow documented procedures to prevent financial loss, prevent and detect errors, promote security and accurate financial reporting. Appropriate internal controls include the segregation of duties, safekeeping of cash, prompt deposit of all Cash receipts, and accurate reconciliation of collections, and appropriate record keeping.

II. Procedures

Cash Handling Procedures:

Procedures for the handling of cash receipts are designed to provide accountability for monies received in accordance with accepted standards of internal controls. All WPL employees are responsible for complying with the policies and procedures described herein. Non-compliance with these policies and procedures could lead to disciplinary action.

Use of WPL funds or receipts for cashing checks is prohibited. Retention of cash from outside sources for use as petty cash or making change is prohibited.

Cash should never be left unattended, for any period of time.

When a WPL employee receives cash, it is to be deposited immediately into the cash register under the correct Accounting Category Key. All cash receipts are then identified by category with a detailed print out from the cash machine reports. All original charge card transaction receipts are attached to the original register receipt showing the correct Accounting Category Key.

If cash payments of larger than a \$20 bill are collected, the authorized person collecting the funds will use a counterfeit detection pen to detect counterfeit bills.

If a patron wishes to pay using a charge card, the charge will be processed through our secure charge card machine. No copies of the patron's account number, expiration date, or CVV security code will be kept in the Circulation Department. The only exception to this will be when a patron is checking out a Kindle Fire from the library. At the time of check out of the Kindle, a patron's charge card information is taken as security in case of theft or loss of the item. At all times, the patron's charge card information is kept in a secure, locked cash register, safe or filing cabinet. The charge card information is shredded upon the return of the Kindle.

A receipt is given to patrons for every charge card transaction showing the date of the transaction and the amount charged to the patron's charge card.

WPL does not accept credit card charges by phone or by mail.

WPL does not accept personal or corporate checks for daily business transactions.

Refunds for Billed for Replacement Materials (BFR's) items found that were previously paid for are refundable only through a Claim Voucher submitted to the Town of Webster with the original receipts attached. BFR refunds are not given from the WPL cash collection.

Cash Register Operation

Limitation of cash register operation: Only WPL employees with appropriate training and an assigned cash register code are authorized to use the cash register during their assigned work shifts only.

WPL employees will enter their personal cash register code prior to entering any transaction in to the cash register. The list of assigned cash register codes is kept and updated by the Circulation Supervisor.

The cash register keys will never be left in the machine unattended. When not in immediate use the cash register key will be secured in the safe.

Cash Register Correction Log

All cash register mis-rings and errors will be entered on the Cash Register Correction Log, including the date, time and clerk responsible, the error and correction made, and the initials of the Circulation Supervisor. The cash register receipts for each occurrence will be placed in an envelope under the Log sheet. All "No-Sale" opening of the register will also be logged on the same Log, and be initialed by the Circulation Supervisor, Sr. Library Clerk or witnessing Co-Worker at the time of the No-Sale transaction. At the end of the day if there were any errors recorded circulation staff will make a copy of the Log Sheet and place it in the end of day pouch. When the Log sheet is completed, the Log Sheet will be given to the Circulation Supervisor for review, signature and retention.

Circulation Staff Shift Documentation:

The tracking of the Circulation Department personnel assigned to particular shifts is recorded on the Master Circulation Schedule, and is updated to reflect any changes by the Senior Library Clerk, the Circulation Supervisor, and the Financial Services Clerk. The shift records are located in the Circulation Office and are retained for 6 years plus the current year.

Cash Register Manuals:

The manual for the Sharp Cash Register Model # ER-A45OT is located in the top drawer in the credenza cabinet in the Circulation office. Repair and Technical Service for the cash register is performed by Monroe Sales, Rochester, NY (585)381-3922.

Safeguarding Funds:

All funds collected during open operations are stored in a locked cash register. After hours, all funds are kept in a locked safe. Only circulation staff and supervisory personnel will have access to these funds during the hours the library is open. At the end of the last shift of the day, all funds and register tapes are transferred from the cash register to a lockable safe in the Circulation Storage Room.

Distribution/Safeguarding of Keys & Pass Codes

The keys to the Circulation Area safe are located within a secure, locked key cabinet. Only Circulation, Tech Services and Management Personnel can access the key cabinet to retrieve the safe keys. The Tech Services area safe is able to be accessed only by Management and the Technical Services personnel responsible for reconciling and depositing cash.

Pass codes to staff areas will be changed yearly. The pass code to the locked key cabinet will be changed yearly, or when a staff employee with access to the pass code leaves employment with WPL.

Envisionware Print/Fax System Procedures

The automated printing and fax station has a Coin/Bill Acceptor unit attached to it.

At the beginning of each weekday before the library is open, two Circulation Staff Employees take the EnvisionWare System key from the key cabinet and open the back of the vending unit. Any bills and overflow coins are taken out of the vending unit, counted and entered into the cash register under the Printing key. A reading is taken off of the machine meter and put on the EnvisionWare Meter Log along with the amount taken from the machine. The log is kept by the Circulation Supervisor.

Patron Fine Waivers

WPL materials are checked out for a specific amount of time. When patrons keep materials past the due date, a daily fine is charged. Fines accrue on overdue items up to a pre-set maximum dollar amount that varies by materials type. Fines may also be assessed to a patron account for lost or damaged items. The library's policy is that fines and fees are not waived unless the fines and fees are the result of an error, or if there are extenuating circumstances. These practices apply to Patron Fine Waivers:

- All fines that are removed from a patron account must be done in CARL as a Waive function rather than a Cancel function.
- Each waived fine must have a recorded reason for the fine entered into CARL. A list of the appropriate Fine Waiver Codes is included in the Documents Section.
- All Patron fines waived will be tracked by a monthly review of the Report 55 – Audit Trail Report, a CARL.X report. The report will show the Patron Name and computer ID, the amount of the fine waived, the fine waive reason with user initials, the time and date of the action, and the computer station it was waived from.
- The Report 55 Audit Trail Report will be generated by the Circulation Supervisor and will be reviewed monthly by the Director to monitor proper implementation of this policy.
- The Fine Waiver Logs will be kept according to the New York State Record Retention Schedule.
- Library Staff waiving fines not following these guidelines may be subject to disciplinary action.

Staff Fine Waivers

The waiving of for WPL staff employees does not include lost or damaged items. Lost or damaged items are the responsibility of the staff employee to take care of.

The waiving of staff fines is a benefit for the staff employee only and does not include fine forgiveness for family members, friends or acquaintances.

Staff fines may be waived by the following WPL employees: Director, Assistant Director, Circulation Supervisor, and Technical Services Supervisor with the notation "staff fine" and initials of the individual waiving the fine(s).

Staff fines waived will be monitored by a monthly review of the LAS Report 55 – Audit Trail Report by WPL management.

There is not a yearly maximum of fines to be waived for staff employees, but any use of this benefit deemed excessive will be reviewed by WPL management.

Reconciliation of Cash

Each weekday morning, someone from the Tech. Services department will retrieve the pouches from the locked safe where the clerks put them the previous night. She will also take the tape that was generated from the credit card company from the machine. Each day there will be a minimum of one pouch to be reconciled, with either 2 or 3 on Monday mornings depending on the time of year and what days the library is open on the weekend.

The first job is to count out the seed money for the day from the previous day's pouch as follows:

- \$60 in ten dollar bill denominations
- \$60 in five dollar bill denominations
- \$23 in one dollar bill denominations
- \$10 in quarters
- \$5 in dimes
- \$2 Nickels

This money is put into the startup pouch and put into the cash register before the library opens for the day.

The next step is to tally the cash and credit card charges. The cash register tape should be compared to the credit card tape. The tapes should match regarding the number of credit card transactions as well as the money charged. The cash is counted and recorded on the back of the DAILY REGISTER TOTALS sheet and should match the cash register receipt.

COMPLETING THE FRONT OF THE DAILY REGISTER TOTALS SHEET:

The date of the tape is the date placed on the date line.

Register Receipt Total, Cash & Checks, and Charges are taken directly from the cash register tape. If the actual transactions match the cash register tape, EVEN is circled and the clerk's initials are placed next to the word EVEN.

IF THE AMOUNT OF CURRENCY TAKEN FROM THE POUCH DOES NOT MATCH, the tech. services clerk will check for any notes written by a circulation clerk which would explain the discrepancy. Finding no note, the tech. services clerk will remove the journal tape from the cash register to see if an explanation can be found. If no explanation is found, the overage/underage is noted on our DAILY REGISTER TOTAL worksheet and is also placed on the computer spreadsheet on the bottom line (O/S) in black if it is an overage and red if it is an underage. The amount we are over/under is added/subtracted from the fines line.

The cash register tape will be used to fill in the lines #10 - #1. Lines #10-#3 are for the Friends money and those three lines will be totaled and placed on TOTAL TO FRIENDS. This amount of money will be taken from the receipts to be placed in the Friends pouch after all the monies have been double-checked for accuracy.

Lines #7-#1 will be totaled and placed on the TOTAL OF LINES 1-7 line. The total amount of charges are placed on the - Charges line and are subtracted to the =Deposit line.

Money will be counted one last time to assure that the money left on the counter matches the amount on the =Deposit line. At that time, the Friends money can be placed in their dedicated pouch, which is kept in locked safe in Tech. Services area.

The results from the tally sheet are then placed into the spreadsheet in the Receipts folder. Money collected for the Friends has its own spreadsheet, as well as a second spreadsheet of the money that has yet to be deposited by a Friends member.

Every Tuesday and Friday we run a Z2 report in the cash register. On Tuesday, totals of four days (the previous Friday, Saturday, Sunday and Monday) are totaled and a deposit slip is made and money is taken to the bank for deposit. The same happens on Friday; Tuesday, Wednesday, and Thursday's totals are totaled and taken to the bank. The Z2 is stapled to a copy of the spreadsheet for the days totaled and placed in the file cabinet in Tech. Services area.

Deposits of Cash

Cash deposits are made in accordance with the Town of Webster Cash Receipt Policy. Deposits are made on Tuesday and Friday each week, as well as an additional deposit on the last business day of the month. Deposits are carried to the bank in a locked pouch.

Petty Cash

Petty cash funds are for employee reimbursement of purchases less than \$20 where circumstances preclude following regular payment and reimbursement processes. Original receipt must be submitted for reimbursement, and a handwritten petty cash reimbursement receipt is signed by employee. Petty cash receipt is retained in petty cash locked box with original purchase receipt.

Replenishment of petty cash fund is requested when fund balance equals \$20 or less. The Town of Webster Finance Department issues a replenishment check when WPL submits an itemized voucher including original purchase and reimbursement receipts. The Town of Webster has determined that the total WPL petty cash fund is \$100.

Friends of WPL

The Friends of WPL provides donations to WPL as their funds allow. The Friends have agreed that use of any donated funds is at the discretion of the Library Director. Donations are forwarded to the Financial Clerk and deposited in the Key Bank Special Fund account. A summary of how donations were spent is provided by WPL staff to the Friends twice yearly, or as often as requested.

Donations:

a) Memorials

Memorial gifts (check or cash) received by a department should be forwarded to the Financial Clerk with a Memorial Donation Form. Library Director acknowledges receipt of gift through a letter to the donor. Financial

Clerk deposits gift into the Key Bank Special Fund account and updated Donations and Memorial spreadsheets accordingly.

b) **Foundation**

Webster Library Foundation gifts (check, cash, or PayPal) are recorded in Webster Library Foundation database and gift is given to Financial Services Clerk for deposit into Chase Bank Foundation Account. Acknowledgement of gift is provided by Library Director. Use of Foundation funds is at the discretion of the Board of the Webster Library Foundation.

III. Documents

a) **Cash Register Correction Log**

b) **Fine Waiver Codes**

c) **Town of Webster Cash Receipt Policy**

d) **Memorandum of Understanding Between The Friends of WPL and WPL**

IV. Record Keeping

All records are kept in accordance with New York State Record Retention and Disposal Schedule MU-1, for the length of time and in the format required.

V. Update Log

Adopted by WPL Board of Trustees – May 13, 2015