Terms Used in RSA Policies and other Documentation Cheat Sheet

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Bill – most commonly fees for lost or damaged items. Occasionally libraries will also use bills to charge users for copies, coffees, faxes, etc. These charges can only be removed by the library that owns the item but may be paid at another location.

Billing library – Usually the checkout library. The library that assesses a fine or bill for damage.

Checkout – appears as "charge" in reports, user history, etc.

Checkout library – synonyms: checkout library, circulation library, charge library. The location where a user checked out an item.

Discharge – to remove an item from a user's account. This refers specifically to the Workflows action. A book may be returned to the library, but not discharged. This could be through staff error or because the library has decided to bill the user for damage to the item. Synonym: check in.

Hold-pickup library - the library where the user wants to pick up their item.

Home library – synonyms: the user's library. The library that creates a user account and issued a library card.

Item – material, book, media, cake pan, fishing rod, etc. the physical object that that user checks out from the library.

Item-owning library – the library that the item belongs to.

Late fine – overdue fee, late fee, library fine. Fines assessed for items that have been returned or renewed after the due date.

Patron – synonyms: user, cardholder, customer. RSA's preferred term is user because they are referred to as users in WorkFlows.

Payment library – the library that accepts a payment, whether it be for a lost item, for damage, or for a late fine.

Receiving library – the library receiving an item from transit.

Referral fee – synonym: collection fee. A fee that is assessed when a user's billing is referred to a collection agency. This fee can only be removed by the library that billed the user but may be paid at another location.

Return – to physically receive an item. Often synonymous with "Discharge."

Return library – the location to which the item is returned.

Sending library (transit library) – the library that places an item in transit and sends it to another library.

User – the cardholder in WorkFlows. RSA's preferred term. Synonyms include cardholder, customer, patron.