



## **FAQs on billing by SLSP for fee-based swisscovery services**

The launch of swisscovery in December 2020 resulted in changes to the billing process for fee-based services provided by the Library of the University of Geneva. You will now receive bills directly from SLSP, the operator of swisscovery. Here you will find answers to the most frequently asked questions.

### **Why have I received a bill from SLSP?**

You recently used fee-based services on swisscovery, and these are now being billed via SLSP, as well as any reminders you may have received. SLSP operates the swisscovery platform on behalf of 470 libraries in Switzerland, and administers the billing process on their behalf.

### **Aren't all services free for the UNIGE and HUG community?**

No, some services are not free, including for the UNIGE and HUG community:

- fines for documents returned late
- replacement costs for lost documents
- digitization requests made directly to other SLSP institutions without going through [swisscovery.unige.ch](https://swisscovery.unige.ch)
- home delivery of documents (service offered by certain SLSP institutions on their collections)
- fees for documents ordered and not collected (via SLSP Courier or interlibrary loan)

### **How often will I receive a bill for fee-based swisscovery services?**

Billing is carried out monthly by SLSP for the fee-based swisscovery services used in the month before last (i.e. in May for March).

### **How can I pay my bill?**

Use the QR code you received via email to pay your bill. The QR bill can be paid using your mobile banking app or e-banking. The QR code contains all the relevant information necessary for the payment process. Please note that a reference number must be provided when payment data is entered manually. Payments with no reference number cannot be assigned and will be reimbursed, with your bill remaining unpaid.

### **Can I continue to pay fees directly at the UNIGE Library?**

No, the UNIGE Library does not collect any fees at the library desks.



### Who can I contact if something's wrong with my bill?

If you have any questions regarding individual items on your bill, contact the library responsible for the item directly. Complaints are accepted by the library responsible within 30 days following dispatch of the bill.

For questions related to the fees generated by the UNIGE Library, you can address your requests to:

Uni Arve [biblio-arve@unige.ch](mailto:biblio-arve@unige.ch)

Uni Bastions [biblio-bastions-pret@unige.ch](mailto:biblio-bastions-pret@unige.ch)

Uni CMU [biblio-cmu@unige.ch](mailto:biblio-cmu@unige.ch)

Uni Mail [biblio-mail-pret@unige.ch](mailto:biblio-mail-pret@unige.ch)

The UNIGE Library **cannot intervene in any way on fees generated by other institutions: we do not have access to this information.**

### Why are services from different libraries listed on the bill?

SLSP produces a collective bill for all libraries affiliated with swisscovery. The invoice shows from which library the relevant service was obtained. It may be the case that services from certain libraries are not included as they are not part of swisscovery and/or the services are billed by the library directly. **The UNIGE Library can only intervene on charges generated within the institution. In the case of charges generated by another library, it is necessary to contact that library directly.**

### My contact details are incorrect. How can I correct them?

Your personal data (e.g. postal address, email address for billing) must be corrected directly in your SWITCH edu-ID account. The libraries cannot process your personal details. Bills are issued via email, and contain your preferred postal address, which you can enter on the registration platform. You can choose whether to use your office or private address as your preferred postal address ([swisscovery – managing library cards](#)). In the case of an *Institutional Account* please send an email to [swisscovery@slsp.ch](mailto:swisscovery@slsp.ch), as these accounts cannot be managed via a SWITCH edu-ID account.

### What happens if I don't pay a bill?

If no payment is received by SLSP by the payment deadline, a reminder will be issued. If this reminder is ignored, a final reminder will be issued after 30 days. If the bill remains unpaid, the library where the fees were incurred reserves the right to temporarily block your access to swisscovery until payment has been made (suspension of borrowing, requesting, etc.). In addition, the UNIGE Library reserves the right to take legal action in accordance with its [Règlement d'utilisation des collections \(only in French\)](#).



### Why am I receiving a payment reminder when I have already paid my bill?

It is possible that the transactions have overlapped. If in any doubt, please direct questions about financial transactions to [swisscovery@slsp.ch](mailto:swisscovery@slsp.ch).

### Can I see an overview of outstanding and paid services in my swisscovery account?

You can view the fees associated with your account in [swisscovery.unige.ch](https://swisscovery.unige.ch) under: **My account > Fees. Use the column on the left to browse the fees for each SLSP institution. Fees that have been billed and/or already paid are no longer visible**, as they have been transferred to the SLSP financial management system and are processed further from there.

### How can I pay my bill from abroad?

SLSP recommends carrying out transfers in Swiss francs, as the net outstanding amount is due in this currency. All fees for foreign payments are borne by you. To ensure that SLSP, or rather the library, receives the full amount, and your bill is settled correctly, please enter the details from the bill correctly. As an alternative to expensive foreign payments, SLSP recommends paying bills at a branch of the post office 'La Poste' in Switzerland, where QR bills can be paid easily.