

## **Paying Library Fines & Other Fees**

### **How can I pay my library fines and fees online?**

The Pay Online button can be found by going to the Catalog and clicking on the "[Login to Your Account](#)" link. Once you enter your name and library card number, you have access to several options, including "Pay Online"

### **What forms of payment are accepted for online payments?**

The Library accepts MasterCard, Visa, and Discover cards.

### **Can I use PayPal for my online payment?**

No, our system does not currently support payments via PayPal.

### **Is a service fee charged when paying fines online?**

No, the library does not add an additional service charge when paying fees online.

### **Is there a minimum fine amount that can be paid online?**

Yes, the minimum payment amount is \$1.01. Once you're in your Library Account, when you click Pay Online, all fines are pre-selected. If you do not wish to pay all of the fines, you can "uncheck" the fines you do not wish to pay at this time and hit recalculate to pay only the checked, selected fines. Each selected fine must be paid in full - you cannot pay a partial amount on a selected fine.

### **I have fines on my account but the Pay Online button does not show.**

There is minimum payment amount is \$1.01. If your fines are not at least this amount, the Pay Online button will not appear.

### **Can I get a refund for my online payment?**

No, the Library is not able to issue credit or debit card refunds.

### **If I lost a book and paid for it and then find the book, can I get a refund?**

If you have paid for a lost item that you find, whether you can receive a reimbursement or even a partial reimbursement for the replacement fee is at the discretion of each individual library.

## **Why do the fines I just paid still appear on my Account screen?**

You must "refresh" that screen. When you do, it will accurately reflect your payment.

## **How do I get a receipt when I pay my fines online?**

If you include an email address with the credit card information you submit, a receipt will be sent automatically to that email address. A payment receipt also displays online and may be printed. (NOTE: if you are using a computer within the library, please contact a staff member regarding a print-out of your receipt)

## **What does the error message below mean?**

*There is a problem with your patron record - payment not made - please see librarian for assistance.*

This indicates the system was unable to access your library card record. Please try again later. If the error message displays after you attempt payment again, contact your library. As long as the error message displays, no payment is processed and no fines are cleared.

## **What happens if I receive a message that the transaction was declined?**

Your fines and fees will remain on your account. Click on the VeriSign link for more information on possible reasons why the transaction was declined.