Blue Cloud Commerce

Online Payment of Library Fines with Credit Cards

Info Sheet for Library Staff

* Patrons can now pay their fines through the Enterprise online catalog with a credit card
* Patrons must know their library card number & PIN
* A $1.00 convenience fee is applied to each transaction
  + Fees help to offset cost of offering online payments
* No credit card information is stored on library or system computers
* No user information is delivered to the payment processor
* Only credit transactions can be handled (no debit)
* Fine money will be collected by 4CLS and distributed to the libraries on a regular basis
  + Payments for lost items will be distributed to the owning library
  + All other payments will be distributed to the billing library
* Refunds can be issued at the discretion & policy of the local library
  + A login will be set up for libraries to execute refunds
* At this point, credit card payments can only be taken via the Enterprise online catalog (not through workflows)
* Patrons can pay multiple fines from multiple libraries at the same time
* Patron records are automatically updated after payment