

E-Pay the new online credit card payment product is here.
Procedures as of 6/22/10

Brought to you by Illinois State Treasurer Alexi Giannoulias and...

Sycamore Public Library
Sarah Tobias, Director





Welcome from Director Sarah Tobias

Welcome to the Sycamore Public Library's payment web site. This site is an effort to offer a secure, and convenient way to make online payments for [fines, lost or damage materials, room rentals, non-residence fee, miscellaneous, gifts & memorial donations](#).

[Click here](#) to view your account information in the library catalog.

Payment may be made by Visa, MasterCard, or Discover by following these steps:

1. Select the type of payment you would like to make.
2. Complete the online form with the requested information.
3. After you complete the online forms, you will receive an e-mail confirmation. Please keep this e-mail for your records.
4. Please allow 2 business days for your account information at the library to be updated. If you are paying fees or fines so that you can check out, renew or place holds on items today, please complete your E-payment online and bring your printed receipt to the circulation desk as proof of payment.

Thank you for your payment!

Visit us at our website:
<http://www.sycamorelibrary.org>

Payment can be made by:
Visa, MasterCard, or Discover (for Fines)
Visa, MasterCard, or Discover (for Lost or Damage Materials)
Visa, MasterCard, or Discover (for Room Rental)
Visa, MasterCard, or Discover (for Non-Resident Fees)
Visa, MasterCard, or Discover (for Miscellaneous)
Visa, MasterCard, or Discover (for Gifts & Memorial Donations)

You may make the following payments via E-PAY to the Sycamore Public Library by clicking on one of the links below:

- [Fines](#)
- [Lost or Damage Materials](#)
- [Room Rental](#)
- [Non-Resident Fees](#)
- [Miscellaneous](#)
- [Gifts & Memorial Donations](#)

For assistance, please contact us at:
Sycamore Public Library
103 East State Street
Sycamore, IL 60178
(815) 895-2500
sarahi@sycamorelibrary.org

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Illinois E-PAY version 3.6.0

Internet | Protected Mode: On

- There is a link on the library website which a patron can click on to make a secure payment to the library for fines, lost and damaged materials, room rental fees, non-resident fees, and gifts and memorials.
- It is very easy for a patron to go through the process of making an online payment.
- They will need their library card number handy for making payments of fines and lost and damaged materials. Those paying for non-resident fees only need to provide their name as they may be first time card purchasers.

- **The room rental fee** has a required box for a confirmation number. This is set up so that a person can't pay for a meeting room rental without completing a meeting room application and confirming that the room is available when they want it.
- We receive notification by email (to Sarah's account) within 30 seconds of a transaction going through. The patron also receives an email notification which they can print out and bring to the library to ensure that the payment is credited to their library card account.
- At this time, we will **not** accept credit card payments for printing, copies, or DVD rentals. (For every transaction that is made by credit card the library pays a fee for the service and we cannot legally limit the minimum amount of transactions, we can limit what we take credit card payments for in this program.)
- At present, we will not offer a special computer for patrons to make online payments in the library. (A patron can use the Internet computers to make a payment, but they need to understand that this is a public building and we cannot guarantee their privacy when sitting at the public computers as stated in the Computer Use Policy.)

Procedures

- If a patron asks about paying by credit card, tell them "We now offer an online payment option that you can use from your computer. Just go to our website (www.sycamorelibrary.org) and click on the E-Pay link. It is easy to use and a payment notification is sent to your email address."
- If they want to make a payment so they can use the library again, they will need to bring the receipt with them back to the library.
- When a patron brings in a receipt,
First check the patron's record to make sure that the payment has not already been made to the account. If the account still has fines or fees, you can accept the receipt as payment and take the correct amount off the record.
- For lost or damaged items, make sure that all other procedures are followed in regard to giving the damaged item to the patrons and getting the barcode information to technical services for processing.
- Non-Resident Fee Cards need to be properly updated in the patron's account.
- All gifts and memorials and room rental fees will be handled by Toni or Sarah.