

WAUKEE PUBLIC LIBRARY	BOARD
POLICY SECTION 6.10	ADOPTED 07/21
CREDIT CARD PAYMENT POLICY	ADOPTED 07/21

Credit Card Payment Policy

The purpose of this policy is to allow credit card payments for the convenience of patrons. The Waukee Public Library provides the option of paying for library fines, fees, copies, or print jobs with credit/debit cards. Payment processing is secured to protect customer financial information through a third-party vendor. Credit/debit card data is not retained by the library.

The Waukee Public Library does not charge any credit/debit card processing fees. Visa, MasterCard, and Discover cards are accepted and may charge a fee for using the service based on the individual card or bank. The Waukee Public Library is not responsible for any additional service or transaction charges incurred by a patrons' personal credit/debit card. The Waukee Public Library is not liable for charges or issues resulting from payments made through the vendor. The Waukee Public Library is not responsible for transactions paid by unauthorized users.

Paying Library Fines or Fees

Credit/debit card payments for library fines or fees must be made online by accessing the patron's account from the Library's website from any compatible device connected to the internet.

The Waukee Public Library staff is unable to process credit/debit card transactions. Credit/debit card payments will not be accepted by mail, email, or via phone.

Paying for Copies or Printing

Paying for copies or printing is available by credit/debit card at the print station. Payment processing is secured to protect customer financial information through a third-party vendor. Credit/debit card data is not retained by the library.

The minimum to use a credit/debit card for payment is \$1.00.

Refunds and Adjustments

The Waukee Public Library is prohibited from refunding money onto credit/debit cards. Account fines and fees paid to the library are not refundable unless authorized by the Library Director.

Any refunds need authorization by the Library Director or designee. Any refunds paid to a patron will be paid by a paper check after appropriate processing which can take up to 30 days.

Library Donations

Credit/debit cards may be used to make donations to the Waukee Public Library Friends Foundation through the WPLFF.org website.