Frequently Asked Questions - Pay Fines & Fees Online

[expand all][collapse all]

If I have a problem with a credit card payment, who do I call in the Library?

Printer-friendly version

As the merchant of record, the Library is responsible for all transaction activity, including online payments and credits, assessment and reduction of fines and fees, direct customer service, dispute resolution, and all corresponding terms and conditions. If your problem specifically relates to credit card payment, either call the Prince George's County Memorial Library System Office of Finance & Budget at 301/699-3500 (M-F, 9am to 5pm) or submit this email form. Branch staff will not be able to resolve credit card problems.

How will my credit card statements reflect online payments for fees and fines?

Printer-friendly version

Charges and credits will be identified on credit card statements as originating with PGCMLS. Specific information about the materials involved, such as the title of a book or audio device, will not appear.

What about the privacy of my library account information?

Printer-friendly version

View our Privacy Policy

Does the Library save my credit card information?

Printer-friendly version

No. The Library does not retain credit card information. In order for us to access online payment details to answer questions or resolve disputes, it will be necessary to provide the transaction ID number.

Is my online transaction secure?

Printer-friendly version

The Library is using an SSL (Secure Socket Layer) certificate for all online transactions. This is a method of encryption which encodes data sent over the Intranet and is designed to allow only the intended recipients to receive the information in a readable format. Most web browsers will show a small padlock image at the bottom of the screen to indicate you are using a secure site

The Library's online payment system is managed by controls that conform to the Payment Card Industry (PCI) Data Security Standard. Credit card transactions are secured through a third-party vendor, PayFlowPro, which is the same company that hosts PayPal.

What if I need a refund?

Printer-friendly version

Refunds for the replacement cost for lost materials that are paid for and then returned will be accepted for thirty days after payment. Original receipt is required for a cash or check refund for a lost and paid item. The credit for the returned item will post automatically to the customer's credit card account.

Will library staff be able to help me pay with a credit card?

Printer-friendly version

The Prince George's County Memorial Library System is strongly committed to protecting the confidentiality of both your personal information and your Library account information. Library staff will not enter your personal credit card information

on any workstation. Staff will gladly help you navigate the website and show you where and how to make a credit card payment from any internet access point, but they will not be able to conduct the transaction for you. Credit cards are accepted at the Express Check Out stations and at the branch Check Out desks.

Can I pay by credit card in the branch, or only from home?

Printer-friendly version

You can pay online through any computer with an internet connection and a browser. It can be done at home, at work or at the library. You can also pay by credit card in all the branches -- either at the Express Check Out station or the Check Out desk.

Will I get a receipt?

Printer-friendly version

After submitting a payment you have the option to print the confirmation statement.

Also, a receipt will be automatically sent to your email account if you have one listed on your PGCMLS account.

How soon after payment is my fine or fee removed?

Printer-friendly version

The transaction is instantaneous with your Library account and will post to credit cardholder accounts within two business days.

Is there a minimum transaction amount?

Printer-friendly version

No.

Is there a fee or additional cost to pay via credit card?

Printer-friendly version

No.

Can I choose to pay only part of a fine?

Printer-friendly version

If you have multiple fines and/or fees on your account, you can choose to select specific charges rather than the entire sum, however you may not pay a portion of any one fine.

How do I pay online?

Printer-friendly version

It’s very easy:
1) Log into your account.
2) Click the Fines & Fees button.
3) Select the fines or fees you wish to pay.
4) Click “Pay Fines Now”.

View our Online Payments Video for a demonstration

Can I pay my fines and fees online?

Printer-friendly version

Yes. We accept Visa and Mastercard payments submitted through our online catalog. Debit cards with Visa or Mastercard logos that can run the payment as a charge are accepted as well.

Source URL: http://www.pgcmls.info/faq/7