Credit and Debit Card use for Library Fees

For the convenience of our patrons Sayville Library offers the option to pay for library fees and services with a credit card in person at the Circulation Department or online through the PALS system.

For some programs and/or services, a convenience fee may be added to the cost of the charge at the time of registration.

The Library reserves the right to refuse service or cancel transactions at any time. Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library. In the event that a credit card payment is unable to be processed, the Library will attempt to notify the customer using the contact information provided. In any event, the credit card user remains solely responsible for payments due.

REFUNDS

When a fine or fee has been paid using a credit card and a refund is necessary, it will only be issued for payments that are made at the circulation desk (not online). A refund will only be issued for lost items that are found within 30 days of the original payment date. Refunds in excess of the original amount paid or cash refunds are prohibited.

PRIVACY

Credit card payment details collected electronically are encrypted through the credit card provider and are never stored on the Library's computers or servers. At no time does the Library store credit card information.

Adopted: 5/10/16
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