



Pay Your Library Fines and Fees Online

You can now pay your overdue fines and fees online using your credit card. Visa, MasterCard and Discover are accepted. *Debit Cards will not be accepted.*

Ecommerce is an online payment service which allows you to pay any or all of your fines, bills and other charges via the Library's online catalog, SWAN.

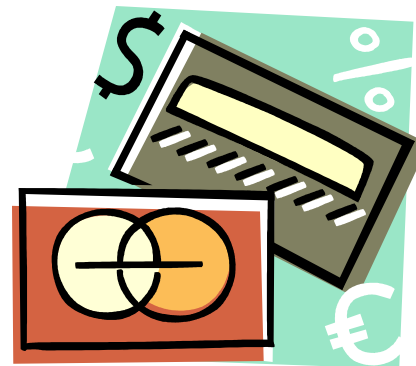
You can use Ecommerce from the online card catalog in the library, or from any computer with an Internet connection.

Homewood Public
Library
17917 Dixie Highway
Homewood, IL 60430

708-798-0121

www.homewoodlibrary.org

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SWAN

Ecommerce



If I pay online, is my patron and credit card information secure?

Yes, your information is secure. The system uses VeriSign to transmit secure payment. Your credit card information is not stored in the library's database and the information is encrypted before it is transmitted to PayPal via a secure gateway connection.

My library account has been referred to a collection agency. When will I be able to use my library card again?

Charges on your library account are cleared as soon as PayPal accepts the transaction. However, the block on your account, created when your account was turned over to the collection agency, will not be cleared until the next business day. If the block on your library account is not removed after a reasonable amount of time, contact the Circulation Desk at the library. (708-798-0121).

Who will be the merchant listed on my credit card statement for online payment?

The merchant on your credit card statement will be *Metropolitan Library System*, not the Homewood Library. The Metropolitan Library System will send the money to the Homewood Library at a later date. Your account will be cleared as soon as the transaction clears PayPal.



Here's How:



- Go to the library's website www.homewoodlibrary.org
- Click on the ***My Library Account*** on the right
- Type in your ***name*** as it appears on your library card; your library ***barcode*** (21311...) and your ***PIN*** (you create your own PIN—just follow the prompts)
- Click ***Submit***
- Once your record appears click on ***\$x.xx in unpaid fines and bills*** line
- Click on ***Pay Online***
- Click in the boxes of fines or fees you want to pay online
- Click ***Recalculate Total***
- Enter your billing and credit card info
- Click ***Submit***