



# City of Virginia Beach

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## DEPARTMENT OF PUBLIC LIBRARIES

### Policy

<b>Title:</b> Credit Card Payment	<b>Policy Number:</b> VBPL-POL-0020
<b>Effective Date:</b> July 30, 2019	<b>Date of Revision:</b> July 9, 2019

### 1.0 Purpose and Need

For the convenience of its customers, Virginia Beach Public Library provides the option of paying library fines and fees with credit/debit cards. Payment processing is secured to protect customer financial information. Credit/debit card data is not retained by the library.

### 2.0 Acronyms

VBPL – Virginia Beach Public Library

### 3.0 General Information

A. Credit/debit cards may be used to make donations to the Virginia Beach Library Foundation using the donation form available in the branches or online.

1. Credit/debit card donations made using the form available in the branches will not be processed on site. They will be sent to the Development Specialist via a secure bank bag and processed upon receipt.

B. VBPL accepts Visa, MasterCard, and Discover cards. The Library is subject to compliance with all laws, statutes, and terms and conditions associated with accepting these cards. Debit card transactions are treated as credit card transactions. The Library does not charge a fee for credit/debit card use.

C. Payments may be made at a Library or online by accessing the Library's website using any compatible device connected to the internet.

D. To make a payment online, the customer must access their Library account by following the instructions provided on the Library's website.

- E. Credit card payments via telephone are permitted for meeting room reservations. These may be accepted only when the appropriate signed paperwork has been received by the branch prior to payment.
- F. Credit/debit card payments will not be accepted by mail or email.
- G. Credit/debit cards may not be used to obtain cash back.

**4.0 Refunds and Adjustments**

- A. Virginia Beach Public Library account fines and printer fees paid to the library are not refundable.
- B. Refunds will be made for meeting rooms only according to the VBPL Cash Handling and Financial Reconciliation Procedures and the Library Refund Policy.

**5.0 Currency**

All currency is to be transacted in U.S. dollars.

Approved by:

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Eva Poole, Director of Libraries