

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

Yes, your information is secure. The system uses VeriSign to transmit secure payments. 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.

You may see a pop-up message or dialog box advising you that there is a problem with SWAN's security certificate. This warning is triggered by a technical issue that staff members at SWAN are aware of and are working to correct. This problem does not affect the security of SWAN or the "Pay Online" feature.

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 your local SWAN library for assistance.

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 name of your local SWAN member library.



SWAN Ecommerce—
It's so easy, a child can do it!

If you have any further questions about Ecommerce, please ask a library staff member.

The SWAN catalog can be viewed at:

<http://swan.mls.lib.il.us/>

For more information about SWAN visit our website at:

<http://www.mls.lib.il.us/swan/index.asp>



Announcing
SWAN
Ecommerce

Pay your overdue fines and fees for lost or damaged materials at your convenience from the comfort of your home or office



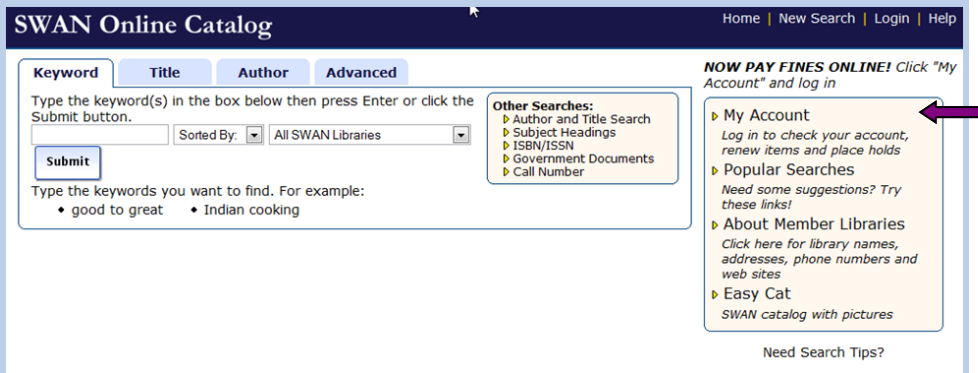
What is SWAN Ecommerce— an online payment service, which allows patrons to pay any or all of their overdue fines or fees for lost or damaged materials via a computer in the library or via the Internet. Ecommerce will accept your MasterCard, Visa or Discover credit card. However, it will not accept debit cards.

Step One

To use Ecommerce log into “My Account” from the main screen of the SWAN Online Catalog at:
<http://swan.mls.lib.il.us/>

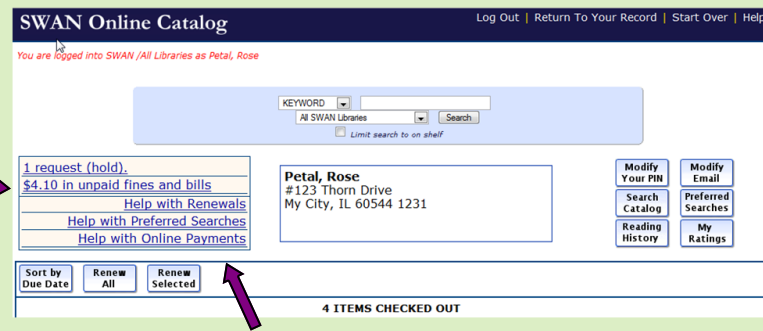
Step Two

When screen repaints enter your name, barcode, and PIN number -- click submit.



Step Three

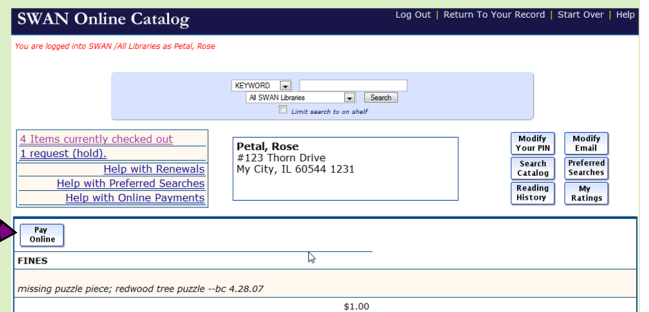
To pay your fines and bills, click on the “\$x.xx in unpaid fines and bills” line.



For more information about paying your bills online (our patron FAQ), select “Help with Online Payments”

Step Four

Screen repaints —click “Pay Online” button



Step Five

Screen will repaint with a list of all fees/fines. You can select to pay any or all of the listed FINES items by checking the boxes. After selecting fees/fines to be paid, click on “Recalculate Total.” Enter the billing information for the patron, include your email address for an emailed receipt. Then enter the credit card information and click submit.

Step Six

Screen repaints asking “Is this information correct and complete?” - if yes click submit, if not click cancel. After clicking submit “Payment Receipt” will display for your records. Click the Print button to print.

