Pay Your Library Fines and Bills Online!

(a.k.a. Extended Use Fees)

Did you know that you can pay your library extended use fees and bills online? Your V-Cat Library offers library users the ease, convenience, and security of online payments.

Follow these steps to get started. At the bottom of this page are some answers to *Frequently Asked Questions*.

1. Go to **catalog.wvls.org/patroninfo**
2. **Login** with your library card and pin number.
3. Select **$** unpaid fines and bills (listed in the left menu).
4. Select **Pay Online**.
5. If there are multiple charges listed you may choose to uncheck any fees/fines you do not wish to pay at this time.
6. Select **Continue**.
7. Provide credit card and billing information
8. Select **Pay Now**.
9. A payment receipt page will appear immediately after a successful transaction. If you entered a valid email address in the billing form, an email receipt will also be sent to the address you entered.

Please note: A successful transaction will immediately update the balance in your library account. When you close this receipt window, the screen with your library account information may still show your extended use fees as unpaid. The correct and updated information will be displayed if you log out of your account and log back in.

Frequently Asked Questions:

What credit cards do you accept?
Currently the Library accepts Visa, MasterCard, and Discover including debit cards that function as a credit card.

Am I charged a transaction/service fee?
No. We do not charge any additional transaction or service fees.

Is there a minimum required to pay online?
Yes, $3.00 minimum.

Can I choose to pay only part of a bill?
If you have multiple fees on your account, you can uncheck the box before each item you do not wish to pay.

Is the transaction secure?
Yes. The Library is using a secure TLS 1.2 encrypted https site for all online transactions.

Will I receive a receipt for online payments?
Yes, a receipt will be emailed to you from vcatlibrary.fines@wvls.org.

Is my credit card charged immediately?
Yes, it is charged immediately upon submission of the payment information.

Are charges on my library account cleared immediately when I pay online?
Yes, when PayPal confirms and accepts the payment, your library account will be updated. The correct and updated information will be displayed if you log out of your account and log back in. If your library account was referred to a collection agency the block on your account may not be cleared until the next business day.

How will the charge be listed on my credit card statement?
The payment on your credit card statement will be to "Wisconsin Valley Library System"

What if I pay online for a billed or lost item and then I find the item?
Refunds are dependent upon individual library policies.