



LS 902 Payment Acceptance

Section: 900-Budget & Capital Projects

Effective: January 2025

Purpose

Library Services is required to provide internal controls to ensure proper accounting of payments for library fees. Library Services follows Hillsborough County Standards & Guidelines for Collection of County Funds. Internal controls outlined in this policy ensure compliance with County Standards and provide procedures for library functions not covered in the County Standards.

Policy

No cash is accepted at any location. No refunds will be issued. Payments for charges for lost or damaged materials owed to any member library of the Hillsborough County Public Library Cooperative may be made online through HCPLC.org, at self-checkout machines, or by mail. Each library will reimburse other member libraries for lost or damaged materials charges collected on their behalf on a quarterly basis. Payment of fees related to events and meeting room use (food fees, kitchen fees and vendor fees, etc.) must be paid prior to the event. It is the responsibility of Library Staff to be thoroughly knowledgeable of and in compliance with this policy and to be responsible for its implementation.

Procedure

Forms of payment accepted include check (payable to Hillsborough County BOCC or Hillsborough County Library), money order (payable as above), and credit/debit cards (Only accepted online or at self-checkout machines). Payments may be made online at (HCPLC.org), at self-checkout machines at libraries, and by U.S. Mail delivery to the following address:

Tampa-Hillsborough County Public Library
102 E. 7th Avenue
Tampa, FL 33602
Attention: Accounting

Credit/debit card payments are not accepted by mail. Customers may pay by credit/debit card online through HCPLC.org or at the self-checkout machines. Verify that check or money order is payable to Hillsborough County BOCC or Hillsborough County Library. Write customer ID number on check or money order. Staff will record payment in Polaris and print out a receipt. A note will be placed in the customer record documenting that a check/money order was received, and payment was made. A receipt will be sent to the customer by U.S. Mail. Library customers may pay online with credit/debit Visa, MasterCard, American Express or Discover cards through the library's website (HCPLC.org) and at the self-checkout machines. The library does not charge a fee for credit card use. Online payment by credit/debit card is self-service. Transactions are not staff mediated. Library employees do not handle credit/debit cards at any time. A third-party vendor provides access to payment of fines and fees by credit card. No credit card data is received or retained by the library. Payments will not be refunded.