

# CAN PAY, WILL PAY

ONLINE PAYMENT OF LIBRARY CHARGES AT THE UNIVERSITY OF PLYMOUTH



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Next!



In November 2009, the University of Plymouth set up a process by which library users could pay their overdue charges online. This consisted of two phases. The first involved manual removal of charges from Voyager accounts. The second is more automated.

## Advantages

- Reduces queues
- Distance students can clear accounts from home
- 24/7 availability

## Concerns

- Updating Voyager accounts
- Clearing suspensions
- Payments only over £5
- Refunds

## Publicity

- OPAC
- Information screens in library
- Link in Voyager emails
- Web pages

New!

Preparation

## Co-operation

- Talis
- WPM Education
- Finance
- Information Services

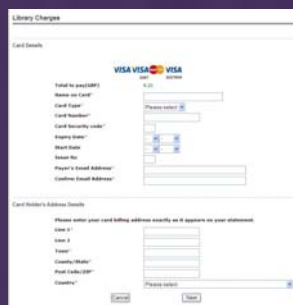
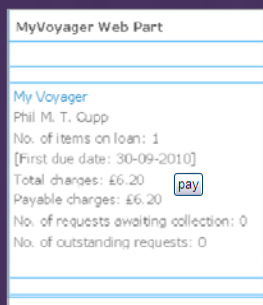


## Phase 1 'Manual' Stage



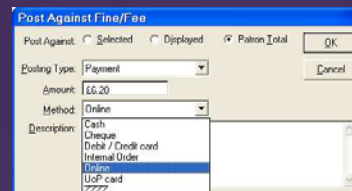
## Patron's Point of View

- Patrons set up the Voyager Web Part on their 'MySite' page:
- Patrons click the 'pay' button and see the following screen:



## Library Point of View

- 4 times a day Talis sends us an e-mail of payments made
- We manually remove the charges (and suspensions if necessary) from Voyager:
- If required we can check the payment records:



## Phase 2 'Automated' Stage

Available statistics seem to suggest the success of the Online Payment Project



- Payments automatically recorded on patron records
- Access query identifies patron accounts where suspensions must be removed manually

