

THE UNIVERSITY OF THE WEST INDIES

ST. AUGUSTINE, TRINIDAD AND TOBAGO, WEST INDIES

INSTITUTE OF INTERNATIONAL RELATIONS

THE NORMAN GIRVAN LIBRARY

Telephone: +1 – (868) 662-2002 Ext. 83245/84250/82291/82086

Online payments of fines (via Credit Card Only)

Payment of Service Fees and Fines

Due to COVID-19 restrictions, face-to-face transactions at the Norman Girvan Library have been suspended at this time.

Online Payment

At this time, users can opt to pay for the following products or services online:

1. Library Fines
2. Photocopying Services
3. Replacement Cost of Lost/ Stolen Item(s)

Online payments can be made 24/7 with a credit card via [the secure portal](#) set up by the Bursary for The Norman Girvan Library. There is a 3% surcharge for all online payments.

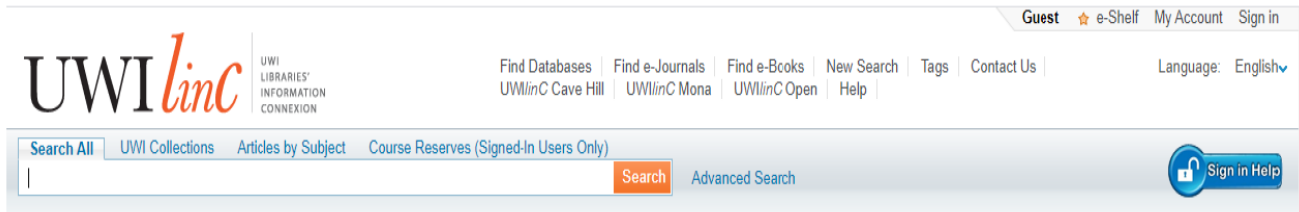
To effect payment, visit [our website](#), select the service and the amount to be paid. Payments can be made in multiples of \$1.00.

On completion of the transaction, an email confirmation will be sent to the address provided as well as to the Library. The payment will be processed within two (2) working days. Alternatively, the user can forward a copy of the receipt to iir.library@sta.uwi.edu and/or contact the Library at +1 (868) 662-2002 ext. 84250, during business hours for immediate access to the desired service or for informing of the completion of the transaction.

Help is available at +1 (868) 662-2002 ext. 84250 during the business hours of the Library or via iir.library@sta.uwi.edu. Email queries shall be answered by the following working day.

Payment of Library Fines

To check whether there are fines on your Library Account (UWIlinc), you may login using your UWI credentials (Username: UWI ID no/Staff ID no. | Password: Date of Birth [yyyymmdd] or your password, if changed from you DoB]



Your account provides the following:

- Profile: full name, student ID number, faculty, year, UWI email, address on file, phone, expiration date and account type.
- A list of items that you have on loan (if any), with due dates.
- Fines are fees accrued to your account for overdue item(s).

Fines accrue at the following rates:

Loan Type	Rate (s) Payable
7-day General Loan Books	\$1.00 per day
Reserve Loan Books (overnight)	\$1.00 per hour

Users are responsible for returning all Library materials by the due date and are subject to all fines incurred (fines cannot be paid until the item(s) have been returned). Users can renew loans once, provided that the books are not already overdue or have not been recalled. Renewals can be requested by telephone: +1 (868) 662-2002, exts. 83245 or 84250 or via email to iir.library@sta.uwi.edu.

Overdue notices are periodically sent to students' UWI email account. Users are responsible for notifying the Library of any address changes in order to receive notifications.

Users with fines of \$1.00 or more are automatically blocked from borrowing books. The maximum fine per item is \$500.00. Failure to pay fines, will result in loss of borrowing privileges and the placement of holds in the Banner system (which may prevent registration).

Photocopy/Scanning Services

Photocopies: General /Reserve Collection

UWI Staff/Student	\$0.25TT per page
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Requests for photocopies can be facilitated, which may include a copy of an article in a journal or a chapter in a book. Do note that Intellectual Property/Copyright laws apply.

Lost, Damaged and Stolen Library Materials

Lost/damaged/stolen library items must be immediately reported to the Library (via telephone by calling +1 (868) 662-2002, ext. 84250 or email to iir.library@sta.uwi.edu) to prevent fines from accumulating. If a stolen/lost item is not found, patrons are required to cover the cost of its replacement.

The Library will provide you with the total cost of replacement (Item Cost + Processing Fee + Outstanding Fines). The replacement cost of lost/damaged/stolen library items will be determined by the current market value of the item or the cost of the most recent edition. The Library will not accept replacement copies purchased by the patron.

Cancellation Policy

Where applicable, The Norman Girvan Library will issue refunds for library fines via cheque or petty cash.

Terms and Conditions for Online Payments

The following terms and conditions apply to all online payment transactions with the Norman Girvan Library:

- There is a 3% surcharge for all online payments.
- The data provided during the transaction will only be used for the purpose of recording your payment. The University will only process your personal data in accordance with the University's notification and in accordance with current Data Protection legislation.

- The University cannot accept liability for a payment not reaching your Library Account due to you quoting incorrect personal details.
- The University cannot accept liability if a payment is refused or declined by the credit card supplier, for any reason.
- Refunds, where applicable, will be payable through petty cash or by cheque.

For additional information or clarification, please call The Norman Girvan Library at +1 (868) 662-2002 ext. 82086 or send an email to iir.library@sta.uwi.edu.

Norman Girvan Library

Jan 2021