Staff can waive fines for patrons at their discretion. Staff are allowed to collect and/or waive fines from other libraries. Bills should not be waived unless the item belongs to you and your director has approved it. Staff can waive fines in CARL-X or Connect.

Waiving Fines in CARL-X

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Click on the Summary tab with the yellow lightbulb and click on "$ Pay."
3. In the Pay window that opens, select those fines that need to be waived. And check the "Amount:" field in the lower left corner to make sure it is correct.

4. When all looks correct, add a reason in the "Waiver" field such as, "Forgave" or "Returned item(s)", etc... and click "Waive Fine."
5. Nothing will happen when you click on "Waive Fine." You will need to click on "Complete" once you've added your waiver and clicked "Waive Fine."
6. After clicking "Complete" a new window will come up for authorization. Verify the correct amount is being waived on the left-hand side under "Waivers." If the amount is correct, click "Authorize Payment." If it is not correct, click on "Renegotiate." This will bring you back to the previous payment window. If you click on "Cancel" this will close out of the payment windows and bring you back to the patron's summary view. *If your patron would like a receipt and the library keeps receipts, choose "2" from the "Receipt Counter:" field.

Waiving Fines in Connect

1. Log into the patron's account by scanning their barcode or searching for their name/birthdate.
2. Click on "MyAccount" near the top left of the window.

3. Click on "Fines" from the left-hand menu.

4. Check the box under the "Pay" column of those fines you want to waive. Then click on "Waive."

5. Add a Waiver Note to the field, such as "Forgiven," or "Returned item(s)," etc... Then click on "Complete." If you'd like to print out a receipt, click on "Complete & Print."

6. If the fine is a little larger and the patron only wants to pay part of it, staff can check the box in the upper right-hand corner next to "Waive Some." Staff can then change the amount of the fine in the box to whatever the patron can pay.

7. Once staff click on "Complete" then they can see in the patron's fines that they still have a remaining fine.