

PIMA COUNTY, ARIZONA
BOARD OF SUPERVISORS POLICY

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Purpose:

To set forth the terms, conditions, and responsibilities for Library customer's use of credit cards to pay for fees on lost or damaged materials via the internet. To establish the terms and procedures for fees eligible for reimbursement.

Policy:

1. Fees Eligible for Payment via Credit Card:

All library materials checked out by customers are subject to fees per Board of Supervisors Policy D 32.8. Customers have the option to use the Library's E-Commerce capability via the Pima County Public Library's website to pay all or selected fees. Customers must have a valid Library Card and Personal Identification Number (PIN) to use E-Commerce services.

2. Customers Credit Card Information:

In order to use E-Commerce services, customers must use a valid financial institution issued Visa or MasterCard and ensure funds are available to pay the fees selected. The Pima County Public Library (PCPL) respects the privacy of customer's financial information. Therefore, the PCPL website does not copy or record customer's credit card information during fee payment transactions. Customers will be directed to a third-party service provider accredited by the Payment Card Industry (PCI), to securely perform credit card transactions between the customer's financial institution and PCPL's merchant account provider. Customers may make E-Commerce payments from their home computing devices, from their own device connected to the PCPL provided WiFi network or from a Library public computer. Library staff will not handle customer credit cards but may assist customers using their own devices or Library public computers as they perform the payment transaction. Library computers are not equipped with card swipe machines. PCPL computer and WiFi use rules will apply during any E-Commerce transactions.

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3. Procedures:

PCPL will establish and publish specific procedures for Library staff members and customers regarding E-Commerce transactions. These procedures shall be updated whenever required as a result of changes in third party service providers, PCI processing requirements or financial institution policy & procedures. PCPL shall perform periodic reconciliation of E-Commerce transactions to ensure the accuracy of the circulation and customer account database information.

4. Reimbursement for lost material(s)

Lost material(s), with a receipt, may be returned within 30 days, in person at a branch location. Pima County Public Library will not reimburse for amounts less than \$10.00 (after applicable fees). The reimbursement amount is the value of the material(s) minus any applicable fees.

Applicable fees include: Lost or damaged materials fees; Collections agency fees; and credit card charges.

Reimbursements for credit card, check or cash payments shall be made via a check mailed to the address on record in the Library's online system.

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E-Commerce and Credit Card Handling Procedure
ACKNOWLEDGEMENT

As an employee of Pima County Public Library, I, _____ (print name) understand that:

- I will at no time take or receive the customer's credit card or handle the customer's credit card in any manner.
- I will direct customers to any available library personal computer or other personal device.
- I will not enter the customer's credit card information into the E-Commerce system, even though the customer may retain custody of their credit card.

I have read and understand the County's policy regarding E-Commerce, which is located in the Board of Supervisors Policies. I am aware that violations of this procedure may result in disciplinary action, up to and including dismissal.

Signature of Employee

Date

Original – Department Personnel File

Copy - Employee

Adopted Date: August 19, 2013
Revised Date: September 17, 2013
July 11, 2023
Effective Date: July 11, 2023