



Pima County  
Public Library

# MEMORANDUM

---

DATE: August 7, 2013

TO: Honorable Chairman and Members  
Pima County Board of Supervisors

CC: C. H. Huckelberry, County Administrator  
Hank Atha, Deputy County Administrator

FROM: Pima County Public Library Advisory Board

**SUBJECT: Adoption of E-Commerce Policy D32.13**

At the August 5, 2013 Library Advisory Board meeting the Board voted unanimously to recommend adoption of the E-Commerce Policy D32.13 to allow customers to have the option of using a credit card to pay their fines and fees through the Library's E-Commerce capability using the Library's web site via the Internet.

The Library Advisory Board requests approval and adoption of the E-Commerce Policy D32.13. We appreciate your continued efforts in funding Pima County's outstanding public libraries in these challenging economic times.

Sincerely,

Obdulia González, President  
Pima County Public Library Advisory Board

OG/lg



## **BOARD OF SUPERVISORS AGENDA ITEM SUMMARY**

*Requested Board Meeting Date: 8/19/2013*

### ***ITEM SUMMARY, JUSTIFICATION &/or SPECIAL CONSIDERATIONS:***

The Library Advisory Board recommends adoption of the E-Commerce Policy D32.13. The Library's **E-Commerce Policy D32.13** states that customers will now have the option of using a credit card to pay the fines and fees through the Library's E-Commerce capability using the Library's web site via the Internet. Customers will have the option of paying fines through the use of their personal computer at home, a personal computer at the Library or, their own personal hand-held mobile device. Customers must have a valid Library Card and Personal Identification Number (PIN) in order to use the E-Commerce capability.

PCPL will establish and publish specific procedures for Library staff members and customers regarding E-commerce transactions.

*CONTRACT NUMBER (If applicable):*

### ***STAFF RECOMMENDATION(S):***

*Staff recommends adoption of **E-Commerce Policy D32.13***

*CORPORATE HEADQUARTERS: \_\_\_\_\_*

CLERK OF BOARD USE ONLY: BOS MTG. 08/19/2013

ITEM NO. \_\_\_\_\_

PIMA COUNTY COST:   0   and/or REVENUE TO PIMA COUNTY:\$

FUNDING SOURCE(S): None

(i.e. General Fund, State Grant Fund, Federal Fund, Stadium D. Fund, etc.)

Advertised Public Hearing:

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
--------------------------	-----	-------------------------------------	----

Board of Supervisors District:

1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	All	<input checked="" type="checkbox"/>
---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	---	--------------------------	-----	-------------------------------------

IMPACT:

IF APPROVED:

Customers will have the option to use the Library's E-Commerce capability via the Library's website to pay all or selected fines and fees.

IF DENIED:

DEPARTMENT NAME: Library

CONTACT PERSON: Laura Galvez TELEPHONE NO.: 594-5602

**PIMA COUNTY, ARIZONA  
BOARD OF SUPERVISORS POLICY**

<u>Subject:</u> Pima County Public Library – E-Commerce Policy	Policy Number	Page
	D 32.13	1 of 3

**Purpose:**

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

**Policy:**

**1. Fines and Fees Eligible for Payment via Credit Card:**

All library materials checked out by customers that become overdue are subject to fines and 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 fines and fees. Customers must have a valid Library Card and Personal Identification Number (PIN) in order to use the E-Commerce capability.

**2. Customers Credit Card Information:**

In order to use the E-Commerce capability, customers must use a valid financial institution issued Visa or MasterCard and ensure funds are available to pay the fines and fees selected. The Pima County Public Library (PCPL) respects the privacy of customer's financial information and therefore the PCPL website does not copy or record customer's credit card information during fine and fee payment transactions. Customers will be directed to a third party service provider which has been 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 personal computer. Library staff will not handle customer credit cards, but may assist customers using their own devices or Library public personal computers as they perform the payment transaction. No ability to swipe a card will be provided at the Library branches. PCPL computer and WiFi use rules will apply during any E-Commerce transactions.

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, 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: Overdue fines up to \$7.50 per item; Collections agency fees; and credit card charges.

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

<b>Subject:</b> Pima County Public Library E-Commerce Policy	<b>Policy Number</b>	<b>Page</b>
	D 32.13	3 of 3

## E-Commerce and Credit Card Handling Procedure **ACKNOWLEDGMENT**

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 (not a designated PC payment computer.)
- 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 procedure regarding computer use and e-mail, which is located in the Administrative Procedures manual. 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

Effective: 8/19/13  
Adopted: 8/19/13