

FINANCIAL TRANSACTIONS POLICY

All funds received at the Circulation desk must be deposited immediately into the Smart Money Manager register. Staff members must login to Smart Money Manager using their unique login. Records of funds received are reconciled daily, with any error properly documented.

Fines, fees and donations can be made by cash, check or charge.

Customers paying with a credit or debit card:

- The card will be processed through our secure charge machine.
- No copies of the customer's account number, expiration date or CVV security code will be kept.
- A receipt is given to customers for every charge transaction showing the date of the transaction and the amount charged to the customer's card.
- Alexandria Library does not accept credit or debit card charges by phone or by mail.

Customers paying with cash:

- Change can only be made from registers to allow customers to pay for services at Comprise kiosks. Not more than \$20 per customer may be exchanged.

Customers paying with a check:

- Starter checks can be accepted with picture ID. The customers' name and address must be written on the check.
- Customers will be charged a \$25 service charge for a returned check plus any additional charges required by the Library's bank.

Refunds for lost items:

- Once a lost item is paid for, a refund for the cost of the item (not the processing fee) can be refunded within 30 days, with the receipt.
- This refund option does not apply to leased books or audiovisual materials.
- To receive a refund, a Patron Refund Form must be completed.

Refunds for meeting room reservations:

- Cancelling within seven days of the reservation will result in a \$5 administrative fee for processing a refund.
- Refunds are returned to the customer's credit card.

Refunds for the sale of library goods:

- Fees for library goods (i.e., flash drives, umbrellas, headphones) can be refunded up to three days from the date of purchase, with the receipt.
- To receive a refund, a Patron Refund Form must be completed.

All other fines and fees are nonrefundable.

Revised and approved by the Library Board June 2019