



CHESTER COUNTY LIBRARY SYSTEM ONLINE TRANSACTION POLICY

Policy

The Chester County Library System (CCLS) offers online payment methods. Should you decide to make a donation or pay your fees or fines online, you will be asked to provide your name, contact information (e-mail required) and credit card billing information. The following discloses our online transactions practices.

Security

All credit card transactions (donations, fees, fines, etc.) placed on our web sites are protected using Secure Sockets Layer (SSL) software. This software encrypts the information you input for your safety.

In confirming order statuses, we reveal only the type of credit card (ex: Visa, Master Card) you paid with. In order to further protect your information, you should always sign off and close the browser when finished, especially when using a shared or public computer.

Security and encryption of confidential customer information given during the order process is certified by Verisign through their issuance of a security key to our server indicating our compliance with the latest standards employed in Internet security and data encryption technology.

Refunds

A confirmation of your donation or payment of fines and/or fees will be sent to you via e-mail.

If you would like to request a refund for a payment made online you may contact a Patron Account Service Representative at the Chester County Library Circulation Department at 610 280-2650. Refund requests are subject to approval.

All donations are final.

For Further Information

The CCLS is committed to protecting the privacy of customers making online transactions on our websites. Refer to the CCLS Privacy Policy to learn about our online privacy practices.

If you have any questions about this, please contact us at:
Chester County Library System
450 Exton Square Parkway
Exton Pa, 19341

Approved June 17, 2014