



CHESTER COUNTY LIBRARY SYSTEM ONLINE TRANSACTION POLICY

Policy

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

Donations to our individual Member Libraries are managed by those organizations. Contact the Member Library for specifics of their online donation transaction policy and security.

The following discloses the CCLS online transactions practices.

Security

All credit card transactions (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 Digicert 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.

Confirmation

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

Refunds

If you would like to request a refund for a payment made online you may contact the Computer Services Department of the CCLS (610 344-5287). Refund requests are subject to approval.

Donations

Donations made to Member Libraries are made to each organization and the policies and procedures are specific to the Library. The Chester County Library System does not maintain any information on donors, nor process any of these transactions online.

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, 2012
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