



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: 22-933, **Version:** 2

- a. Approve and authorize the Library Director or the Library Director's designee to accept credit card payments from customers and charge no more than the service fee of 2.25% to recover the inter exchange fees associated with the acceptance of credit cards, and;
- b. Approve and authorize the Library Director or the Library Director's designee to increase credit card fees, not to exceed 10% of the current service fee of 2.25%, to recover costs.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Library Director or the Library Director's designee to accept credit card payments from customers and charge no more than the service fee of 2.25% to recover the inter exchange fees associated with the acceptance of credit cards, and;
- b. Approve and authorize the Library Director or the Library Director's designee to increase credit card fees, not to exceed 10% of the current service fee of 2.25%, to recover costs.

SUMMARY/DISCUSSION:

Monterey County Free Libraries ("MCFL") routinely receives payment for library fines and fees, along with charge for use of library facilities and other charges for service. Examples of Library Services revenue are reservation payments for library facilities such as the Community Rooms, faxing and printing services, charges for lost or damaged library items, and overdue fines.

Currently, only cash and checks are accepted as payment, which limits those who do not carry cash and wish to use a credit card for paying fees. Cred card payments will serve as a safer method of collection and will reduce contact points and the need to exercise extra precaution on handling cash during pandemic times. Credit card payments can be made from a home or library computer, with or without facilitation by library staff. Credit card payments would be credited in the Library Department's Integrated Library System (ByWater/KOHA) immediately.

In order to integrate ACI Payments, Inc. ("ACI") with Aspen, (the system that integrates library materials with third party providers); Bywater solutions (the Library System provider) will be creating a code that will give the Library the ability to communicate with the vendor ACI's Application Programming interfaces. This will give the Library the ability to start a transaction that directs our payment to a form. It will also tell the Library staff when the transaction is completed or canceled.

The ability to accept credit cards will facilitate payments and improve service to County residents. In addition, this capability to the Library Department's operations, works toward the Library Strategic Plan goals of fiscal responsibility, using technology as an effective tool to reach outcomes, and enhancing service for convenience of the customer.

OTHER AGENCY INVOLVEMENT:

The County Treasury Tax Collector's office and Information Technology Department worked with the Library in finding the best e-commerce method, and approved the selection of using the Library Department's Integrated Library System. County Counsel worked closely with the Treasury's office to finalize the Amendment to the existing contract with ACI, the e-commerce provider, to add the Libraries to its services.

FINANCING:

The Library Department will charge the library patrons a service charge for credit card usage of 2.25% of the transaction fee. The current practice and rate charge of the industry is 2.25%.

The added e-commerce software will be provided by the current Integrated Library System provider, ByWater Solutions (KOHA) set up license and one-time subscription of which is \$500 and \$300, respectively.

Sufficient revenues and appropriations are available in the FY 2022-23 Adopted Budget, to accommodate the purchase of the added e commerce software. MCFL anticipates that the addition of e-commerce as a method of payment on fees will impact the library services revenue by no more than 2%. MCFL's goal is to offer convenient public services rather than to boost revenue.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The proposed use of credit cards as a method to pay fees would enable the public to access MCFL's resources in an expedient manner.

Check the related Board of Supervisors Strategic Initiatives:

- ☐ Economic Development
- ☒ Administration
- ☐ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

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