

Goffstown Public Library e-Commerce Policies

The Goffstown Public Library accepts credit card payments through the Public Access Catalog at www.goffstownlibrary.com for lost or damaged materials, fines and fees. This service is only available to the member through their home computing or mobile device or in the library on a public computer. Library staff may assist patrons to log into their library accounts through the Public Access Catalog (PAC). Library staff may not handle credit cards. There is a non-refundable \$2.00 convenience fee for using this service.

Goffstown Public Library e-Commerce Privacy Policy

In order to use the e-Commerce portal provided through our GMILCS, Inc. consortium, members must use a valid financial institution issued credit card and ensure funds are available to pay the selected charges on the member's library account. The Goffstown Public Library (GPL) respects the privacy of patron's financial information and therefore the GMILCS, Inc. e-Commerce portal does not copy or record credit card information. Members 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 member's financial institution and GMILCS, Inc. merchant account provider. Members may make e-Commerce payments from their home computing or mobile device or in the library on a public computer. The public network is not secure; the library does not recommend using the library's public wifi to conduct credit card transactions. The library is not responsible for any theft of personal information or monetary loss that results from the use of our public computers.

Per New Hampshire State Law: Title 16-Chapter 201:D11, GPL cannot provide any of your personal information to third parties without your permission and cannot sell any personal information to third parties.

Goffstown Public Library e-Commerce Refund Policy

All payments and convenience fees paid by credit card are final and non-refundable.

Approved by Library Board of Trustees June 18, 2014
Reviewed and approved March 15, 2017