

## Going Cashless at Jensen Lakes Library Service Desk FAQ

### 1. What's changing?

Starting March 1, 2026, the service desk at Jensen Lakes will no longer accept cash. You can pay by debit, credit (Amex, MC, Visa).

### 2. Can I still print or photocopy with coins?

Yes. The coin-operated machines for photocopying/printing remain available.

### 3. Why are you going cashless at the desk?

To simplify reconciliation with the City's accounting system and to support staff safety by having no cash on hand at closing.

### 4. What payment types do you accept?

Interac/debit, credit cards (Amex, MC, Visa), and contactless/tap (including mobile wallets, where supported).

### 5. What if I only have cash?

For desk payments, please use a card or contactless method. Staff can help explore options. For printing/photocopying, you may still use cash at the machines.

### 6. Does this affect the downtown library?

No changes at the downtown location at this time.

### 7. Who decided this change?

The Library Board approved the motion to adopt cashless payment types only at Jensen Lakes Library for a six month pilot, beginning March 1, 2026.