

LS 712 Vending Machines

Section: 700-Brand Innovation

Effective: February 2025

Purpose

Per agreement approved by the Board of County Commissioners on December 15, 2010, the Friends of the Library of Tampa-Hillsborough County, Inc. (the "FOL") are authorized to act as agent on behalf of the Library in furnishing vending items in support of the Library. The FOL have secured a License Agreement with a vending company (Licensee) to provide drink and snack machines within Library facilities. This policy describes the responsibilities of the FOL, the Library, and the Licensee to ensure effective operations of this partnered service.

Policy

Vending machines offering beverages in capped containers, coffee, dry snacks, and/or Library related supplies are provided in Library locations by the FOL for the enjoyment and convenience of members of the public and county employees. The proceeds become revenue for FOL operations in support of the mission of the library. The FOL have the responsibility for selecting a vendor and administering the License Agreement. The FOL Council shall designate an evaluation committee that includes the THPL contracts manager. The evaluation committee has the responsibility to request proposals, evaluate the proposals, and recommend a responsible vendor to provide vending machine service. Final approval for vendor selection rests with the FOL Council. The Library reserves the right to cancel or modify this partnered service with reasonable notice. The Library is responsible for determining the locations, type, and number of vending machines placed in library facilities. Food and beverages may be consumed in library facilities in accordance with policy LS501 Code of Conduct.

Procedure

The Friends of the Library are responsible for negotiating with the Licensee a method for payment of the FOL's share of the proceeds which shall be 25% of the total net sales. The

Licensee will provide and service the machines at no cost to the FOL or THPL. The Licensee will collect and pay Florida sales tax and send commission checks directly to the FOL Council. Library staff are not responsible for providing change for customers wishing to purchase items in the vending machines.

Refund Labels are affixed to all vending machines. The sticker should be referenced by staff at each individual library to obtain a refund and/or report a service-related issue. These stickers provide two methods for customers, either via email or by phone, to obtain a refund from the local Canteen Tampa office.

Additionally, the Canteen Connect label is located on all machines. Users may scan the QR Code, which will take them to the Canteen site designated to submit service calls, request refunds, provide feedback, view nutrition information and see what is new with Canteen. When users request a refund, they will provide their email address. In doing so, Canteen will email back an e-check payment to them for refund reimbursement. The end user can then choose to print out, or scan and cash the check.

This process takes away any responsibility of the individual libraries to field refund inquiries. It takes responses out of our hands and places them directly into the hands of Canteen.

Library Staff should direct customers to contact Canteen Refunds at the number or email on the new labels: (813) 664-1322, shared.canteentampaservice@compass-usa.com. Or, customers may use the QR Code on the Canteen Connect label to register a service call or request a refund.

For any broken machine or service issues, please email Canteen directly, and copy Library Community Engagement at LibraryCommunityEngagement@hcfl.gov.

Library staff should log broken machine or service issues under the category "vending machine issues" in *HCPLC Report*.