

FREQUENTLY ASKED QUESTIONS ABOUT MYLIBRARYREWARDS

Q: Can I opt out of MyLibraryRewards?

A: Everyone checking out from our Library will earn points until they reach 600. To earn more points than that, or to redeem your rewards, you must register at MyLibraryRewards.com. If you never sign up, you will stop seeing “points earned” messages. If you later decide to try it out, the points will be there for you. The reason for this is that when Cen-tec first launched this program at other libraries, no points were collected until the patron signed up, resulting in many people sending Cen-tec their check out receipts asking to be credited with points they would have gotten had they signed up before checking out. Now patrons can hit the ground running.

Q: Will my personal information (name, address, etc.) be sent to the companies participating/partnering with Library Rewards?

A: No. Awarding points requires very little checkout information and it is not connected to your name unless you sign up. Should you choose to register, you must enter your e-mail address, library card number, ZIP Code, birth year, chosen password, and specific libraries where a user chooses to receive reward points. The vendor’s privacy policy may be found here: <https://www.mylibraryrewards.com/Home/PrivacyPolicy>. NO PERSONAL INFORMATION IS SHARED OR SOLD. Participating businesses can find out how many people interacted with or redeemed their offers, but **cannot** find out anything about those individuals.

Q: Why do they need my year of birth?

A: Legally, you must be 13 or older to have an account with My Library Rewards. A parent or guardian may register children’s cards under their account to have their children’s check out count toward family rewards.

Q: How many points can I earn?

A: You get 10 points for each item checked out, up to a maximum of 100 points per week. The week starts over on Monday.

Q: I am not seeing very many rewards. Am I doing something wrong?

A: The software defaults to a 15-mile radius from your zip code. We do not have a lot of rewards yet in some areas. You can select 25 miles as a radius to see more choices. New merchants may add offers, so you can also check back later.

Q: When it says I need to register with each individual library I use, does it mean each branch?

A: No. Corvallis-Benton County Public Library is one library and all branches are included. If any of our neighboring libraries were to join the program, and you have a card there, you could update your MyLibraryRewards account to add a library that joined and register that card as well.

Q: Are the rewards good at any location of a business; for example, is the McDonald's reward good at any McDonald's?

A: No. You will see a location under the graphic for the participating business. From the website if you click on the offer, you will see more information, including the address. You can use that information to decide whether or not to redeem your points for that offer. Rewards are offered by individual franchise owners. ***Be aware, once you redeem an offer, you have a limited time to use it.***

Q: I have a business and am interested in offering rewards to other library users. Who do I talk to about that?

A: Please contact MyLibraryRewards. There is more information about the program and an online form for merchants at <https://www.mylibraryrewards.com/Home/Merchants>

Q: Who is paying for My Library Rewards?

A: The vendor is paid for use of the software that runs the program and for their technical support to local merchants and patrons. The Library's participation in the program was made possible by a generous gift. The offers from our local merchants are gifts to library users in the community.