

Lost or Damaged Item Replacement Policy

You may remove a lost or damaged Leominster Public Library item from your record in one of two ways:

- **Pay the full replacement cost listed in the C/WMARS system.**
 - Payment may be made at the Circulation Desk with cash, check, or money order.
 - You may also pay the replacement cost online with your debit or credit card.
 - No partial payments can be made on a lost or damaged item.

- **You may replace the item on your record with an identical item and pay a \$7 per item processing fee.**
 - *Please check with a library staff member before purchasing a replacement.*
 - The replacement item must be identical (matching ISBN or other unique identifier) as the lost or damaged item.
 - The item must be in new condition. The library will not accept used items.
 - If the item is audio or visual, the replacement item must be presented in the original unopened packaging.

You may remove a lost or damaged item that is owned by another library from your record in one of the following ways:

- You may make out a check or money order to the OWNING LIBRARY. The Leominster Public Library will take the item off of your record, and mail your payment to the owning library. Cash for another library's item cannot be accepted.

- You may pay the full replacement cost online with your debit or credit card. No partial payments can be made on a lost or damaged item.

- You may go to the owning library to pay for the item or to make another arrangement based on the owning library's policy for lost or damaged items.