

### **Policy on Payments for Lost or Damaged Items**

Before paying for a lost item, patrons are encouraged to conduct an additional search. Staff will be happy to renew lost items one additional time in order to provide the time needed to conduct this search.

Patrons can pay for lost items by cash, check, or credit card. When a patron makes a payment in person at the library, a 25% discount on the replacement price is passed on to the patron. This discount is not available for payments that patrons make remotely through their online account ("e-commerce" payments).

#### **CASH PAYMENTS**

Patrons may make cash payments for lost or damaged items from the Shrewsbury Public Library (SPL) collection.

Cash payments cannot be accepted for lost or damaged items from other CW MARS libraries. Payments for items from other libraries can be made by check made out as required by the owning library or by an e-commerce payment in your CW MARS account.

If a patron locates a lost item from the SPL collection within 30 days of cash payment, and is able to provide the payment receipt, cash refunds will be made. Refunds are not available for items that were borrowed from other libraries.

#### **CHECK PAYMENTS**

Patrons may pay by check for lost or damaged items from the SPL collection or from the collections of other libraries.

Checks for replacement of SPL items should be made out to the *"Library Memorial Gift Account."*

Checks for replacement of items from other libraries must be made out as required by the owning library. Please ask at the SPL Circulation desk for assistance in determining the appropriate payee.

If the replacement fee for the SPL item has been paid by check, a refund is available **only** as long as the check has not been processed (typically one week from payment), with the payment **receipt**. Once a check has been processed, no refund can be made. Refunds are not available for items that were borrowed from other libraries.

#### **E-COMMERCE PAYMENTS**

Patrons can pay by credit card via their online accounts, but credit cards cannot be accepted at the service desks. If a patron uses the e-commerce system to pay replacement fees, no refunds can be provided at any time.