

**Randall Library – Stow, MA**  
**100-00028 – Rev 01 – February 2024**  
**Lost or Damaged Item Replacement Policy**

You can pay for lost or damaged items at the Randall Library or at any other MLN member library. Staff can only accept cash and checks made out to Randall Library.

Online payment by credit card is immediate. If you have been blocked from placing holds or renewing items because of outstanding charges, paying them online will immediately resolve your account charges and restore full library privileges.

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

- Pay the full replacement cost listed in the MLN system
  - Payment may be made at the Circulation Desk with cash or check
  - Online payment with your credit/debit card
  - No partial payments can be made on a lost or damaged item
- Replace the item on your record with an identical item
  - Check with staff before purchasing a replacement
  - The item must be in new condition. The library will not accept used items
- Refunds greater than six months old will not be issued should an item eventually be found

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

- Pay the full replacement cost listed in the MLN system
  - Payment may be made at the Circulation Desk with a check to the *owning library*; Randall Library staff will take the item off your record and mail your payment to the owning library. Cash for another library's item cannot be accepted
  - Online payment with your credit/debit card
  - No partial payments can be made on a lost or damaged item
- Visit the owning library to pay for the item or to make another arrangement based on the owning library's policy for lost and damaged items.