



Academic and Research Collaborative

ARC Lost Item Procedures for Cross-Borrowing Program

When material becomes “lost” the bill (invoice) is sent to the ARC patron’s home library with the exception of Worcester Public Library who will send bills directly to patrons.

Communication will be maintained between libraries for the purpose of placing/releasing holds, billing patrons and reimbursement of lost items to the lending libraries.

Lending libraries will forward a list of lost materials outstanding to the borrowing libraries for reimbursement. This invoice should include patron name and replacement charges set by their library (no fines) for each title. Only those items lost during the current fiscal year will be included.

Individual institutions will assume responsibility to collect from their patrons or to pay for lost items.

In the event an item is returned to the lending library after the “home” library has paid the replacement fee, the two libraries will make a determination as to whether or not there will be a refund. WPL will only refund to individual patrons with a WPL library card.

Revised 5/20/2011