

Waltco Water Damage Claim Guidelines for NFLS Libraries

*Please make sure that all library staff that works in delivery or ILL is aware of this process

-Waltco can only reimburse for items that appear to have been damaged by water due to Waltco's fault because of delivery -Damage Claims can't be applied to broken items because it is not possible to trace where or when the breakage occurred

-When unpacking the Waltco delivery, if you find an item that is significantly water damaged due to delivery

- DO NOT check the item into Sierra -DO NOT throw the damaged item away -Check Sierra for a damage note (Attached to the item record)
- Check to see if there is a yellow "Problem Transit Slip" with the item
- Keep any original paperwork that came with the item in the item
- IF YOU ARE THE OWNING LIBRARY OF THE DAMAGED ITEM, Fill out a Waltco Water Damage Claim form:
- If you don't own the damaged item, send it back to the owning Library with a note

-The Waltco Water Damage Claim form is located on the NFLS Website/Delivery page and the Waltco Delivery Page

- Fill out the top portion of the Damage Claim form with a description of the water damage and how it appeared to have happened due to delivery
- Make a copy of the Claim form for your records
- Send the original Claim form along with the item to Holly at NFLS
- The Water Damage Claim Form and the damaged item can be sent through Waltco delivery in an interoffice envelope labeled

TO: NFLS ATTN: Holly Handt

Notes: Water Damaged item Claim Form

FROM: YOUR LIBRARY / STAFF NAME

TODAY'S DATE: _____

*Holly Handt will ensure delivery to Brenda Moser at Waltco for processing.

Waltco will send the check directly to the address you listed on the Waltco Water Damaged Claim Form.