

## **Waltco Water Damage Claim Guidelines for the Nicolet Federated Library System Libraries**

Please make sure that all library staff that work in delivery or Interlibrary Loan are aware of this process

**-Waltco can only reimburse for items that appear to have been damaged by water due to Waltco's fault within the delivery process**

**\*Please note the refund check will be sent to the address you listed on the Waltco water damage claim form. This process needs to be completed 30 days from the time the damage happened. If not, the Insurance Company will not refund your library for the damage. See the exception to this rule in the next highlighted area.**

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

**Checklist:** -DO NOT check the item into CARL

-DO NOT throw the damaged item away

-Keep the original paperwork that came with the item in the item

-Take pictures of the damaged item **immediately** and email to [Holly Handt](#)

In the Email: -Tell me the title of the item

-Describe to me how the item arrived (Ex: packed in the bottom of the tub) u  
-Was the item in a Pre-Sort tub? (Presorted from another Library or in a Waltco Sort tub)

**(Note, if an item is in a pre-sorted tub, Waltco might not be responsible because it came directly from another library. Unless the damage happened on the route trip.)**

-Tell me which library owns this item

-It is up to the owning library to decide whether to discard the damaged item or file a Waltco claim form

**-Send the damaged item directly to Holly Handt at the Nicolet Federated Library System**

**-Holly Handt will contact the owning library and Waltco**

**\*If a Library does not take pictures or sends the damaged item directly to the patron to use, the owning library can still file a claim once the item is returned home. When filling out the Waltco water damage claim form, use the date that the item was returned home, not the actual date that the item was damaged. \***

-The Waltco Water Damage Claim form is located on the Nicolet Federated Library System Website; under Library Services, Interlibrary Loan and Delivery, scroll down to the delivery section

[Microsoft Word - Form Waltco Water Damage Claim Form.doc \(nfls.lib.wi.us\)](#)

-Fill out the top portion of the damage claim form with a description of what happened

**-Please write the title of the item on top of the claim form**

-Make a copy of the Claim form for your records

-Email the claim form to [Holly Handt](#) (If your library is having a problem with the 30-day limit) or include inside of the item

-Holly Handt will ensure delivery to Waltco for claim processing