

Waltco Water Damage Claim Procedure (for Processing Claims with Waltco for Items Water Damaged in Delivery)

For NFLS member libraries | Updated Feb. 2015 | Page 1 of 1

I. ATTN: Waltco can only reimburse for items that appear to have been damaged by water during and/or because of delivery.
Damage Claims can't be applied to broken items because it is not possible to prove where/when the breakage occurred.

II. Please make sure that all library staff who unpack the incoming Waltco delivery at your library are aware of this procedure and know how to follow it when/if items are found that appear to have been water damaged during delivery.

III. When unpacking the Waltco delivery, if you find an item that is significantly water damaged from more than the usual wear and tear of normal usage and circulation and appears to have been water damaged while in transit/during delivery (between the time the item left its last location and your library):

Don't check the item into Sierra yet.

1.) Determine that the item was not damaged before it was sent through Waltco delivery:

- a.) If there's a yellow "Problem Item" Transit Slip with the item, filled out by staff at the last location the item was sent from, with details consistent with the water damage, the item was damaged before delivery. Follow OWLSnet's and your library's procedures accordingly.
- b.) If the item does *not* have a yellow "Problem Item" Transit Slip, double check in Sierra that the item was checked *into* Sierra at its last location. If the item *wasn't* checked into Sierra, the yellow transit slip with the explanation may have gotten separated from the item during delivery. Check Sierra to see if there are any notes referring to the item damage in the patron record of the last patron that used the item (and troubleshoot further if possible).
- c.) If the item *was* checked into Sierra at its last location, then it's more likely that the water damage occurred during delivery. Check that the damage clearly looks delivery-related (water in the tub or a wet zippered pouch clearly corresponds to the water damage of the item, etc.)

d.) Once you've determined that the (water) damage appears to have occurred in transit:

- a.) Keep the item (do not throw it out) to include with the claim form and send to Waltco admin. for them to see themselves,
- b.) Use a Waltco Water Damage Claim Form (also posted on the NFLS delivery webpage),
- c.) On the Waltco Water Damage Claim Form, fill out:
 - i. The date the item was shipped,
 - ii. A description of the water damage and how it appears to have happened because of delivery, and not by the last patron or library location.
 - iii. Complete the Waltco Damage Claim Form (the library director may need to do this), providing the replacement cost and including or enclosing any price list data that might be useful for establishing the cost. **Make 1-2 copies of the completed Claim Form:** The 1st copy for your library's records and a 2nd copy to send to Anne Miller and/or Mark Merrifield at NFLS if you'd like NFLS to be aware of the claim and follow up with Waltco and your library.
 - iv. Send the item to Waltco, with the completed Waltco Water Damage Claim Form in a routing envelope (or routing envelope with a white transit slip), clearly filled out as follows:

TO: WALTCO ADMIN.
ATTN: Brenda Roberts

Notes: Damaged item claim

FROM: [YOUR LIBRARY / STAFF]

DATE: _____