

Delivery Best Practices- “Lost and Damage Claims”

The purpose of the Statewide Delivery System is to support library resource sharing. As material is loaned and borrowed between various libraries in Massachusetts it is the responsibility of each library to practice proper care when handling and returning another libraries material. Should an item become Lost in transit or damaged our delivery contractor Optima is prepared to take responsibility and will provide insurance for items that are missing when it is clearly within their area of responsibility. It is our experience that most missing items turn up because they were mis-shelved or not scanned properly.

When there is evidence that an item is missing due to the fault of the contractor, MLS will forward the claim and request payment to cover replacement costs.

[Access the Online Claim Form here](#)

Before filing a claim

- Before you submit your claim it is your responsibility to perform a local search for the item.
 - Check your shelves
 - Contact the Library the item was in transit to/from and have them also check their shelves
 - Please do not rely solely on status information obtained from your Libraries Catalog
- Do not ship fragile items that cannot withstand the wear and tear of delivery service handling.
- MLS and Optima cannot take responsibility for damage during the normal course of business.
- Due to the inherent breakability of CD Jewel Cases, MLS and Optima cannot take responsibility for the fragility of the cases or their contents. We suggest that libraries use more durable cases when replacing broken jewel cases.
- Do not ship valuable or irreplaceable items. Replacement cost maximum is \$250 per item for items damaged or lost with proof that the Optima was responsible.

When filing a claim

- The item or items **must be lost at least two months after the transaction date before a claim can be submitted**
- Lost item claims submitted before two months will not be accepted and will have to be resubmitted once the two month waiting period has passed.
- The Library is responsible for making every effort to track down the item(s) prior to submitting claims.
- All damaged items must be forwarded to the MLS – Marlborough office. **Claims will not be processed until the damaged item is received.**
- **MLS will not consider claims for lost items after one year from the in-transit date.**
- Submit claims via our online form <http://www.masslibsystem.org/claim-for-items-damaged-in-delivery/>

Processing of claim forms

- Lost item claims submitted after the two month waiting period and damaged item claims (once the item is received) will be processed on a monthly basis.
- It takes at least 2-3 months for reimbursement from when the claim was submitted to when the check is delivered to the library.
- In the event an item turns up, the library should contact MLS to cancel the claim.

- If a lost item turns up after your library received reimbursement the Library is responsible for repayment of reimbursements.

Inquiries regarding claims

- Inquiries should be made to Caitlin Davis either by phone 866-627-7228 ext. 310 or by email caitlin@masslibsystem.org
- When asking for the status of a claim please provide the following information
 - The date the claim was submitted
 - The title of the item
 - The item barcode