

## Making DLLI Claims

### Making damage claims

- Library should call TBLC and report that they received a damaged item.
- They will be asked to send us the item to us.
- If they own the book, they should send a replacement cost.
- If they do not own the book, we will call the owning library to get a replacement cost.
- The borrower is encouraged to notify the lender!

### Knowing when an item is lost and claiming it

- Library should email **deliver@tblc.org** and tell us the
  - title,
  - call #,
  - where it was sent from
  - where it was going
- Joyce will send an email message to the DLLI libraries asking them to **check their shelves.**
- We often find them!
- If it is not found, the **owning library** should place the claim.
- To do that **call us.**