

**Date:** 5/12/03 10:29 AM  
**From:** Judy Walden  
**To:** harrah@mls.lib.ok.us, jones@mls.lib.ok.us,  
 luther@mls.lib.ok.us, nicomapark@mls.lib.ok.us, spencer@mls.lib.ok.us,  
 wright@mls.lib.ok.us, ddavis@mls.lib.ok.us, kbays@mls.lib.ok.us,  
 bbeasley@mls.lib.ok.us, rczarski@mls.lib.ok.us, ddavis@mls.lib.ok.us,  
 dkeys@mls.lib.ok.us, pdoss@mls.lib.ok.us, mpatton@mls.lib.ok.us,  
 kprince@mls.lib.ok.us, dspindle@mls.lib.ok.us, ptolbert@mls.lib.ok.us,  
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 dwillis@mls.lib.ok.us, drobertus@mls.lib.ok.us, jkinzie@mls.lib.ok.us,  
 aaliotta@mls.lib.ok.us, tfisher@mls.lib.ok.us, jengebritson@mls.lib.ok.us  
**Subject:** Tornado damaged materials

Return-path: <jwalden@mls.lib.ok.us>  
 Received: from conversion-daemon.dash.onenet.net by dash.onenet.net (iPlanet Messaging Server 5.2 HotFix 1.14 (built Mar 18 2003)) id <0HES00D012WB6U@dash.onenet.net> Mon, 12 May 2003 10:29:30 -0500 (CDT)  
 Received: from psamgrnt (titanic.mls.lib.ok.us [164.58.86.18]) by dash.onenet.net (iPlanet Messaging Server 5.2 HotFix 1.14 (built Mar 18 2003)) with ESMTP id <0HES00KNG5OWC1@dash.onenet.net> Mon, 12 May 2003 10:29:28 -0500 (CDT)  
 Date: Mon, 12 May 2003 10:29:54 -0500  
 From: Judy Walden <jwalden@mls.lib.ok.us>  
 Subject: Tornado damaged materials  
 To: harrah@mls.lib.ok.us, jones@mls.lib.ok.us, luther@mls.lib.ok.us, nicomapark@mls.lib.ok.us, spencer@mls.lib.ok.us, wright@mls.lib.ok.us, ddavis@mls.lib.ok.us, kbays@mls.lib.ok.us, bbeasley@mls.lib.ok.us, rczarski@mls.lib.ok.us, ddavis@mls.lib.ok.us, dkeys@mls.lib.ok.us, pdoss@mls.lib.ok.us, mpatton@mls.lib.ok.us, kprince@mls.lib.ok.us, dspindle@mls.lib.ok.us, ptolbert@mls.lib.ok.us, rwayland@mls.lib.ok.us, lisaw@mls.lib.ok.us, jwalden@mls.lib.ok.us, dwillis@mls.lib.ok.us, drobertus@mls.lib.ok.us, jkinzie@mls.lib.ok.us, aaliotta@mls.lib.ok.us, tfisher@mls.lib.ok.us, jengebritson@mls.lib.ok.us  
 Message-id: <200305121029540453.1DFECF92@mailhost.mls.lib.ok.us>  
 MIME-version: 1.0  
 X-Mailer: Calypso Version 3.20.02.00 (1)  
 Content-type: multipart/alternative; boundary="Boundary\_(ID\_YkyNB5JQWeXq7Xhe+Trz1w)"

Library managers and Extensions,

In the past when we have had tornados in our communities, the Metro Library has forgiven tornado lost and damaged materials that were not compensated by the customer's insurance. We will again do this. When customers claim that materials were damaged or lost in the tornado, please request that they submit a claim to their insurance. If insurance will not pay, we will write off the loss. The way to do this is to place tracers on lost materials until the customer can check with insurance and get a response. If materials are brought in damaged, code them damaged and hold until the customer can check with their insurance. Just work with them.

Please do your best to ease the customer's minds. Take their word when they say the insurance won't pay. We don't need any formal insurance statements to verify the losses.

If anyone still has a copy of the first memo about the last tornado, please send me a copy. If there are details I missed this go round, I will send them. If you have questions, give me a call or email.

Thanks,  
 Judy