

## Lost and Found Policy and Procedures

### A. All Lost and Found receipt will be handled by Library Circulation Staff.

### B. Item(s) Found of Value, including Cash

\*Items including, but not limited to:

- Backpacks
- Cell Phones
- Computers
- jewelry/watches
- Personal identification (including license, passport, credit cards, etc.)
- Keys
- Wallets and Purses

1. If a Library patron (not library staff) found the item(s), *immediately* complete a **Lost & Found Ticket**, by:
  - Inspecting the item(s) **in the presence of the person handing in the property**, specifically itemizing all contents including money, credit cards, or other valuables.
  - Attaching a completed Lost & Found ticket to the item and recording the **Lost & Found Ticket numbers and details in the Lost & Found Notebook**:
  - The **receiving staff member** will organize the item(s) in the Lost & Found Lock Box, (typically in a manila envelope), make sure that the item has the **Lost & Found Ticket** attach to it.
2. If *owner identification (name, phone number ,etc.) is available* from the found property, record the owner information in the Lost & Found Notebook
3. The Circulation Department Head will contact the person in writing and record the communication attempts in the Lost & Found Notebook.
  - The **receiving staff member** will organize the item(s) in the Lost & Found Lock Box, (typically in a manila envelope), make sure that the item has the **Lost & Found Ticket** attached to it.

### C. Owner Contact and Claim(s)

1. The Circulation Department Head will make every effort to contact the owner (when information is available), and log efforts on the Lost and Found Notebook.
2. The Circulation Department Head will send an email to the owner (when information is available), indicating when and where the item(s) may be picked up.
3. If an owner is successfully contacted, or a claimant contacts the library to claim lost property, the Library Circulation Staff must request the owner describe the item(s) in sufficient detail (appearance, when and where lost and other identifying characteristics), to convince the Circulation Staff the claim is bona fide.
4. **Claimants may claim property from 7:45 am to Midnight**, when full time Library Circulation Staff is available to handle all claimant inquiries.
5. The claimant is required to produce ID and contact information, and sign the original **Lost & Found Notebook** to indicate they have claimed the lost item(s).