

Angelo State University Library
Policy and Procedure Memorandum
LP #3: Lost & Found items in Porter Henderson Library

LAST DATE OF REVIEW

12 February 2018

SCHEDULE FOR REVIEW

This LP will be reviewed in May of even-numbered years by the Director, Assistant Director for Access Services, Assistant Director for Research & Instruction Services, and Head of Circulation, Media, & Reserves along with the University Police Department.

DIRECTOR'S NOTE

13 September 2020

- During the COVID-19 pandemic, PPMs and LPs may be **temporarily amended** to balance public health considerations with the library's service and operation responsibilities. Any amendment of this nature in no way supersedes the traditional collaboration between the library and the University Library Committee for regular scrutiny of governing documents.
- Any concerns or questions regarding this LP's content – traditional or temporary – should be sent to Chris Matz chris.matz@angelo.edu

The purpose of this procedure is to ensure the proper handling and disposition of any items found in the Porter Henderson Library. This procedure does not apply to the Third Floor of the Library building. The West Texas Collection will follow the procedures as outlined in the University Center.

I. Items of Significant Value¹

Step 1: When a patron or Library staff member turns in an item of significant value (including but not limited to wallets, keys, money, purses, backpacks, electronic devices/cell phones/IPods/PCs/calculators/PDAs/etc., ASU OneCard, or other items/documents bearing personal information) to the Circulation Desk, the staff member on duty will make an entry in the Log Book describing the found item and noting the time it was turned in and all other relevant details (where, what, who, etc.) except for the owner's name if known.

Step 2: Never open a wallet, purse, or backpack without a witness (another Library staff member) being present. Please record all items of value in the Log Book. If found, the name of the owner will be recorded on the Lost Item Receipt document.

Step 3: Move the item of significant value to the designated secured area. Items claimed by a patron (patron must provide sufficient description of item to assure s/he is the rightful owner) will be recorded on a Lost Item Receipt document, which must be signed and dated by patron claiming the item. Valuable items not claimed by end of normal business hours (approximately 5 pm) will be recorded on a receipt document prior to delivery to Campus Police. (See Part III for an example of the document.) On the receipt document, the staff member will record a description of each found item (name of owner, if known, and the date, time, and location where found). Place any loose money (not in a purse, wallet, or backpack) in a sealed envelope; on the front of the envelope, the Circulation Desk staff member will note the date, amount, place, and time found.

Step 4: If the staff member discovers any owner identification information, the staff member will use the most appropriate means to contact the owner and inform that person as to the best way to retrieve the found item. If the owner claims the item before it is sent to the University Police Department (UPD), have the owner sign the receipt document and the staff member will note the time and date when the owner claimed the item. Also please highlight the line noting the found item information and owner claiming information in the Log Book.

Step 5: Once a day (Monday through Friday by the end of normal business hours, approximately 5 pm), a designated Circulation Desk staff member will transport any found items and the Lost Item Receipt document to the UPD. Please leave a log entry noting the time when the staff member went to the UPD and the time of return. Be sure that the UPD employee receiving the item(s) provides both a signature and his/her printed name on the receipt document. Upon returning to the Library, the original of the receipt document is kept in Circulation for one year.

Step 6: If the owner inquires about the item, ask the owner to describe the item in sufficient detail that one could be reasonably sure the item actually belongs to that person. If the item is still in the designated secured location, then follow the procedures outlined in Step 4. If the item was already sent to the UPD, then direct the individual to that location to reclaim the lost item.

Note/Special instructions/etc.: For additional information, please see appropriate departmental procedure manuals.

II. Common Items²

Step 1: When a patron or Library staff member turns in a common item (including but not limited to notebooks, textbooks, books, loose copies of papers, flash drives or computer disks, textbooks, and class notes) to the Circulation Desk, the staff member on duty will make a note in the log and place the item in the designated location for common lost/found items. When appropriate, the staff member will attach a tag to the item and note the date and time the item was turned in to the Circulation Desk.

Step 2: If the staff member discovers any owner identification information, the staff member will use the most appropriate means to contact the owner and inform that person as to the best way to retrieve the found item.

Step 3: If the owner inquires about the item, ask the owner to describe the item in sufficient detail that one could be reasonably sure the item actually belongs to the owner. If the item is still in the designated location for common lost/found items, return it to the owner with a note in the log.

Step 4: If the owner does not claim the item within 30 days of the tag date, the item will be given to the Director or designated successor for appropriate use or disposal.

Note/Special instructions/etc.: For additional information, please see appropriate departmental procedure manuals.

III. Lost Item Receipt

DUPLICATE OF RECEIPT DOCUMENT HERE

¹ When determining significant value, the staff member is instructed to use his/her best judgment or refer the item to the immediate supervisor or Director or designated successor.

² When determining common items, the staff member is instructed to use his/her best judgment or refer the item to the immediate supervisor or Director or designated successor.