

MNG-19**LOST AND FOUND****Policy Statement:**

Manhattan Public Library is not responsible for personal items left in the library by customers. When an item is left in the library, a reasonable attempt will be made to return the lost item to its owner.

Regulations:

1. The Circulation desk acts as the library's primary lost and found department.
2. Departments may retain lost items for twelve hours before sending them to Circulation if there is reason to believe the owners will return for them within that time.
3. Lost items of obvious value or importance (jewelry, money, gift cards, social security cards, cell phones) are turned over to Circulation for secure storage.
4. Hazardous and perishable items will be disposed of immediately.

Procedures:

1. Date all lost items, and identify where found.
2. Put lost items in the appropriate box at Circulation: clothes; hats and gloves; other items.
3. Hold items such as papers and clothes for one month before discarding. Donate unclaimed clothes to the Encore shop at St. Paul's Episcopal Church.
4. File lost papers by last name.
5. If the owner of an item can be identified, attempt to contact them in a timely manner.
6. Put a block on the account if the owner can be identified and is in the system.
7. Check the lost and found boxes on a weekly basis, and dispose of unclaimed items monthly. If cash has been held in Lost & Found for 1 month, it will be considered a donation. If it is \$20 or less, enter it into the cash registers as "gifts." If it is more than

\$20, give it to the Administrative Assistant or the Business Manager for deposit as an unrestricted donation.

8. Turn items of obvious value or importance (jewelry, money, gift cards, social security cards, cell phones) over to Circulation. Circulation staff will secure these items in the safe.

9. Leave lost cell phones at Circulation for 12 hours. Staff will attempt to answer the phone if it rings in an effort to return the phone to its owner. After 12 hours, secure the phone in the safe.

10. To ensure that lost items are returned to the rightful owners, ask persons claiming items to describe them and provide identification.

11. Delete the block in the patron's record when disposing of unclaimed items.

Guidelines:

1. Unattended bags such as backpacks, briefcases, purses, and luggage, left at closing should be turned in to lost and found. Staff may open the bag in an attempt to identify the owner, but must not touch or disturb the bags contents. Staff should call RCPD immediately if they notice anything suspicious about a bag (such as a concealed weapon). Small bags are locked in the safe. Larger bags are stored in the Circulation workroom overnight.
2. Property left unattended outside of the building should be handled with the following procedures:
 - a. Go with another staff member to examine property (bag, etc.)
 - b. Check contents with other staff member witnessing.
 - c. If contents include anything concerning (gun, illegal substances) report to RCPD non-emergency line.
 - d. If contents are benign, leave note from Circulation Lost & Found cabinet. Secure the note so it won't blow away. Contents of note: *"There is a risk of your belongings being damaged or stolen if you leave them unsecured on library property. We have your items at the library's front desk. You can find lockers at the Be Able community shelter at 431 South 5th Street."*
 - e. If contents are benign, take to circulation to be tracked with the lost & found procedures. The item should be stored in the Old Mail Room.
 - f. The item will be held for one week.