

## University of Memphis McWherter Library Lost and Found Procedures

1. Lost items should be turned-in to staff at the Circulation desk at all University Libraries locations as soon as possible, but no later than the end of the business day on which they are found.
2. If lost items cannot be turned-in to the Circulation Desk right away, they should be kept in a secure area accessible only to library personnel.
3. Circulation staff will record all items turned in, on the Lost and Found log sheet at the time they are turned-in.
4. The logbook, in each library, should document the disposition of Lost and Found items from the time they are turned-in until the time that they are either returned to the owner or otherwise removed from the responsibility of the University Libraries in accordance with these established procedures.
5. After the item has been recorded on the log sheet, it is added to the Lost and Found of that library.
6. The log sheet is to be filled out completely and accurately. Information requested in the logbook will help to ensure items are accounted for and also help to make sure they are returned to the rightful owners.
7. Purses, wallets, phones and other items with apparent monetary value should be given to the department head or senior staff member immediately after they are logged in.
8. The department head or senior staff member will attempt to locate the owner using information contained in the item and/or in the ILS, if there is identification available.
9. Completed logbook sheets will be kept on file at the location where filled out.
10. Items of value such as wallets, purses, keys, backpacks, and electronic devices that are logged into the Lost and Found are to be turned over to Campus Police Services within the same shift they are received.
11. If the department head or senior staff member is able to contact the owner, the owner should be told when the items are due to be turned over to Campus Police. After that time, they will need to go to Police Services to reclaim the item.
12. Items in the University Libraries' Lost and Found are to be kept in a secure place such as a drawer, cabinet, or room. When the area is locked, the key should be accessible only to those individuals authorized by the library department head.

13. Unclaimed U of M IDs in the McWherter Library Lost and Found will be turned over to the ID Center once a week on Friday.

14. Branch Libraries may either take IDs directly to the ID Center or turn them in to Circulation in McWherter Library by Thursday of each week.

15. In an attempt to ensure lost items are returned to the rightful owners, persons claiming items will be asked first to describe the items and then to provide identification.

16. Before an item can be released from the Lost and Found, claimants must sign and date their signature in the logbook.

17. Items in the Lost and Found that are not claimed by the end of each semester are taken to the Police Services. This transfer is to be documented in the logbook.

18. Any cash turned in to the Circulation Desk will be recorded in the log and given to the department head to be turned over to the Libraries' Administrative Office, within 48 hours. If unclaimed after 30 days, the cash will be treated as an anonymous donation to the University Libraries and will be deposited in the University Libraries Foundation Account.

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