Lost and Found Implementation Plan

Revised and approved by: Doe/Moffitt Advisory Group, June 2008

Action 1:
Launch a coordinated *Lost and Found Program* in Doe/Moffitt Libraries for Fall Semester 2008.

Action 2:
Create a database to track lost and found items through a web interface for Fall Semester 2008.
- Work with Systems to develop specifications for the online database, including CalNet authentication.
- Arrange to test the site at least a few weeks before fall semester begins.
- Get finished database linked to staff web site in time for fall semester training.

Action 3:
Select and purchase a cabinet to security store all lost and found valuables at the main lost and found location near the Doe South security desk.
- Gary Bland and Miguel Labon should identify the appropriate cabinet and location for it.
- Cabinet should be ordered so it arrives by August 2008.
- Security staff should be responsible for L&F cabinet key and for overseeing L&F during their shift.

Action 4:
Create a *Lost and Found Implementation Team* to implement and evaluate the program, including completing actions 5, 6, 7, and 8. The team should begin in July 2008 with one member from each of three key service points: security, reference, and circulation.

Action 5:
Create a staff site with a Lost and Found Manual describing policies and procedures, useful for training and as an ongoing resource.
- Keep a copy of this manual online as a wiki page and keep a print copy at all service desks.
- Manual should describe any variances in policies and procedures for different service points.
- Manual should include guidelines for describing items, to ensure security (e.g. not “wool sweater”, but “blue sweater” and “white metal ring” not “gold diamond ring”).
- Refer to the DMAG-approved procedures for additional information and guidelines.

Action 6:
Create a public site for describing lost and found policies and procedures, such as reporting stolen items, reporting lost items, retrieving lost items, and turning in found items.
- Sample sites:
  - OSU: [http://www.library.okstate.edu/dean/lostfound.htm](http://www.library.okstate.edu/dean/lostfound.htm)
  - American: [http://www.library.american.edu/about/policies/lost.html](http://www.library.american.edu/about/policies/lost.html)

Action 7:
Designate Doe South Security Desk phone (643-3402) as the official Doe/Moffitt Lost and Found Information number.
- Publish this number on the public web page regarding Lost and Found, staff Lost and Found Manual, Doe/Moffitt reference wiki, and campus directory.

July 11, 2008 – Doe/Moffitt Advisory Group
Make sure all staff are aware that this number is the official Doe/Moffitt Lost and Found Information number.

**Action 8:**
Conduct training before fall semester 2008 related to lost and found policies and procedures for Security desk staff and rovers, Reference staff, Circulation staff, and anyone else who works at a Doe/Moffitt service point.
- General training topic suggestions include: discussion of new policies and procedures, review of staff manual, demonstration of online database, and visit to public web presence.
- Security rovers will need special review and training additionally covering responsibility for picking up items from all service points during their daily rounds, delivering items to the Doe South Security desk, updating the item’s location in the online database, and securing the items, as well as the weekly deliveries (when needed) to UCPD Lost and Found and CalNet1 Offices.

[The following information was provided by the task force for the staff manual]

**UCPD Lost and Found**

The official campus-wide Lost & Found is located at the University of California Police Department (UCPD) in the basement of Sproul Hall.

UCPD Lost and Found practices as of spring 2008:

- Accept valuables, library books, and textbooks.
- Do not accept clothing.
- Send Cal IDs to CalNet1 Office daily.
- Hours vary by semester.
- Reports of lost items after hours can be made through the campus police department.
- Limited information is given on the UCPD Lost and Found web page: [http://police.berkeley.edu/programsandservices/lost-and-found/index.html](http://police.berkeley.edu/programsandservices/lost-and-found/index.html)
Lost and Found Procedures

Proposed by A. Basso, G. Bland, and C. Robinson
Affirmed by the Doe/Moffitt Advisory Group, July 9, 2008

- The Doe/Moffitt lost and found database will be accessible from the library staff web site. Library staff should check that site to answer all requests about lost items.

- Library staff should accept found items – never refer the person to another service desk.

- As soon as any item is found, a record should be created in the lost and found database. When the item is picked up by security staff and taken to the main lost and found location, the record should be updated by the security staff upon arrival at the Doe South desk. When the item is picked up by the owner, the record should be updated by the staff member at the desk where the item was found.

- If the item has contact information, library staff should try to contact the owner and explain where the item was found and where it can be picked up. In the case of a found cell phone, the library staff member should call the cell phone number and leave a message on voicemail.

- Copy cards without contact information turned in to a security desk will be kept at that desk and used for the common good. Copy cards with contact information should be entered in the lost and found database similar to other items.

- Found items should be stored at the service desk in a secure place until they are picked up by security staff and taken to the main lost and found location at the Doe South security desk.

- A security staff member will pick up all lost and found items from Doe/Moffitt library locations on a daily basis, and deliver them to the main lost and found location at the Doe South security desk. Clothing will wrapped in plastic bags and marked with the semester found to ensure items in the security cabinet remain orderly.

- After one week at the main lost and found location, valuable items (other than UC IDs) will be taken by security staff to the campus lost and found managed by UCPD. UC IDs will be taken to the CalNet1 Office on the same cycle.

- All items not taken to UCPD or the CalNet1 Office will be kept until the end of the semester. Any remaining unclaimed items (clothing, umbrellas, etc) can be donated and cleared from the security storage cabinet before the start of the next semester.