

## **Lost and Found Implementation Team**

In spring 2008, the Doe/Moffitt Libraries and Library Security partnered to improve how lost and found items are handled from both the staff and the user perspectives. A review of our current practices identified several areas of frustration for people who lost items and for staff determining how to handle safekeeping of items.

The Doe/Moffitt Advisory Group has adopted a new policy and related procedures. The Lost and Found Implementation Team is charged with implementing recommendations from the initial review team and recommending any changes to policies or procedures. Specific tasks include:

- Create a staff site with a Lost and Found Manual describing policies and procedures, useful for training and as an ongoing resource.
- 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.
- Designate and publish the Doe South Security Desk phone (643-3402) as the official Doe/Moffitt Lost and Found Information number.
- Test and become familiar with the new online lost and found web site currently under development by Library Systems.
- 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.
- Develop measures for evaluating the lost and found program, review the feedback gathered, and make recommendations for any changes (if appropriate)
- Report on the team's work and recommendations at a Doe/Moffitt Advisory Group meeting in March 2009.

The Implementation Team will begin work in July 2008 and conclude by April 2009.

Implementation Team Members:

Gary Bland, Library Security

Peter Soriano, Doe/Moffitt Circulation Services

Nicole Waugh, Doe/Moffitt Reference Services