



# Lost Property Policy

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<b>Maintained by:</b>	Content & Client Services / Visitor & Information Services
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<b>Next review date:</b>	August 2021

## 1 Document Control

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Document version approved September 2019

## 2 Authority

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State Librarian and Chief Executive Officer

## 3 Purpose

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The purpose of the Lost Property Policy is to provide a set of guidelines to manage the receipt, storage and disposal of property left or lost in the State Library.

## 4 Scope

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The Policy applies to all members of the public, staff, volunteers and contractors.

## 5 Definitions

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Word	Definition
The Policy	Lost Property Policy.
Infringement of security	Theft or malicious damage of property, including personal property and the property of the State Library.
Item	Items of property that have been inadvertently left or disposed of in State Library premises.
State Library Premises	The Southbank site and any other premises or areas that State Library has leased, hired or otherwise contracted to use. With respect to the Southbank site, the limit of State Library premises is the roofline of the State Library building and the adjoining Auditorium known as The Edge.

## 6 Registering of lost property items

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The State Library will record and store lost property items in the cloakroom of the State Library for a period of two months to allow the owner to collect. This excludes perishables such as food and

drink.

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## **7 Security of items and information**

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The State Library will take all reasonable and appropriate steps to protect the privacy of individuals as required by the Information Standard 42, Information Privacy, (IS42) and the State Library's Intellectual Freedom Policy.

The State Library will take all reasonable and appropriate steps to protect the item, by storing the item in a secure area, and to ensure that the correct owner collects the item.

The State Library will provide documentation to show what items are being held, collected or disposed of including method of disposal. The personal information that is provided to the State Library is for the purpose of locating and returning items to the correct owner and this information will not be passed on to other entities unless it is required by law.

## **8 Items Left in the Cloakroom**

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Items cloaked and not collected by State Library closing time will be added to Lost Property and disposed of in accordance with State Library's Lost Property Procedures and State Library's Bags and Belongings Policy. If items are repeatedly not collected, the issue is managed with reference to the State Library Responsible Conduct Policy. Where appropriate staff will take reasonable steps to locate the owner of lost items.

## **9 Collection of items**

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All lost property items can be collected from the Welcome Desk on level 1 during opening hours. Clients may be asked to provide identification and provide an accurate description of the item they are collecting.

## **10 Disposal of items**

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If an item is left in lost property longer than two months, the item will be disposed of in accordance with State Library's Lost Property Procedures.

## **11 References**

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The Policy is supported by:

- [Information Privacy Act 2009](#)
- [Intellectual Freedom Policy](#)
- State Library [Bags and Belongings Policy](#)
- State Library Lost Property Procedures
- State Library [Responsible Conduct Policy](#)
- [Code of Conduct for the Queensland Public Service](#)

## **12 Approval**

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State Librarian and Chief Executive Officer

September 2019

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