Lost Property Policy

Policy number: CCE-VIS-03
Records file number: 815/380/093
Maintained by: Content & Client Services / Visitor & Information Services
Review date: August 2019
Next review date: August 2021

1 Document Control
Document version approved September 2019

2 Authority
State Librarian and Chief Executive Officer

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

5 Definitions

<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Policy</td>
<td>Lost Property Policy.</td>
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<tr>
<td>Infringement of security</td>
<td>Theft or malicious damage of property, including personal property and the property of the State Library.</td>
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<tr>
<td>Item</td>
<td>Items of property that have been inadvertently left or disposed of in State Library premises.</td>
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<tr>
<td>State Library Premises</td>
<td>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.</td>
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6 Registering of lost property items

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
7 Security of items and information

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

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

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

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

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

State Librarian and Chief Executive Officer  September 2019

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