



# Lost Property Policy

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<b>File number:</b>	815/380/093
<b>Maintained by:</b>	Visitor Experience
<b>Review date:</b>	September 2024
<b>Next review date:</b>	October 2027

## 1 Authority

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This policy is applied by the authority of the State Librarian and CEO (SLCEO)

## 2 Responsibilities

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Library employees are responsible for the consistent application of *the Lost Property Policy* and *Lost Property Procedure*.

Protective Service Officers are responsible for assisting Visitor Services staff with access to the strongbox as detailed in the *Lost Property Procedure*.

## 3 Policy statement

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State Library's *Lost Property Policy* ensures that items left behind at State Library are managed in accordance with the *Libraries Act 1988* and consistent standards, including guidelines on the storage, retention and disposal of lost items.

## 4 Purpose

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The purpose of the *Lost Property Policy* is to provide guidelines for managing the receipt, storage and disposal of property left at State Library.

## 5 Scope

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The *Lost Property Policy* applies to all clients who visit State Library South Bank premises and Anzac Square Memorial Galleries and relates to any property that has been inadvertently left within these premises. Items found outside State Library's footprint are excluded from this policy. Abandoned items external to State Library South Bank footprint will be managed by Arts Queensland for security and safety reasons.

## 6 Definitions

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Word	Definition
Cloakroom	Secure area behind the Welcome Desk provided for storage.
Lost property	Items of property that have been inadvertently left behind on State Library premises and not claimed by the owner.
State Library premises	State Library premises encompass the South Bank site, inclusive of State Library building up to the roofline and the adjoining building known as The Edge.

## 7 Registering lost property items

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State Library retains lost property for a 4 month period to give owners an opportunity to reclaim their belongings. Perishable goods, food and beverages, or any items that could pose a hazard to health and safety are discarded immediately. In the interest of health and safety, water bottles and baby bottles are held for 2 weeks before disposal. Items considered to have significant value (estimated over \$200) are reported to South Bank Police station if they remain unclaimed after 48 hours.

Electric recreational vehicles (e.g. e-bikes, e-scooters, e-skateboards) and removable electric recreational vehicle batteries are not permitted inside State Library premises, including the cloakroom, and therefore must be secured outside State Library premises e.g. at the bike racks. Items left unclaimed at bike racks are the responsibility of Arts Queensland.

Any device left in the mobile Chargebar (located in Infozone) overnight will be removed and placed in lost property.

## 8 Security of items and information

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State Library commits to protecting individual privacy in accordance with *Information Standard 42, Information Privacy*, (IS42) and upholds the principles set out in State Library's *Intellectual Freedom Policy*.

State Library will take all reasonable and appropriate measures to safeguard lost items, including secure storage and ensuring retrieval by the rightful owner.

Records will be maintained to track the custody, collection, or disposal of items, including disposal methods. Personal information collected in this process will solely be used for the purpose of item recovery and will not be disclosed to third parties, except as mandated by law.

## 9 Items left in the cloakroom

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Items checked into the cloakroom and not retrieved by State Library closing time will be transferred to lost property and managed in accordance with State Library's *Lost Property Procedures* and *Bags and Belongings Policy*. If items are uncollected on a repeated basis, the matter will be managed in accordance with State Library's *Responsible Client Conduct Policy*.

## 10 Collection of items

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Lost property items can be collected from the Welcome Desk on Level 1 during opening hours. Clients seeking to retrieve items must provide a detailed description of the item they are collecting and may be required to show identification to verify identity and ownership before the item is released.

## 11 Disposal of items

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Items left in lost property for longer than 4 months will be disposed of according to State Library's *Lost Property Procedure* and in accordance with the *Libraries Act 1988*.

## 12 Essential considerations

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When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the *Human Rights Act 2019*. The following rights are engaged by this policy:

- Privacy and reputation, ensuring the personal information of individuals is not unlawfully or arbitrarily interfered with.
- Property rights, ensuring individuals' property is managed fairly and returned to the rightful owner where possible.

To uphold these rights, State Library will:

- Manage lost property in a confidential, respectful, and secure manner.
- Provide a reasonable timeframe for individuals to reclaim their items before disposal.

## 13 Risk management and mitigation

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Risk	Description of risk	Mitigation management
Risk 1	Loss, theft or damage of lost property item	State Library's Welcome Desk is staffed at all times and all reasonable measures are taken to ensure the security of items including surveillance system in place and staff trained in lost property procedures.
Risk 2	Health and safety concerns for staff if lost property includes hazardous items	Staff are trained in disposing of hazardous items responsibly and in compliance with health and safety regulations as per <i>Lost Property Procedures</i> .
Risk 3	Privacy and data security breach	Privacy laws are adhered to when dealing with items that contain personal information. Personal information which is collected for the purposes of managing lost property is stored securely.
Risk 4	Item returned to incorrect owner	Staff are trained in lost property procedures and claim verification. The <i>Lost Property Policy</i> includes a statement that verification may be required for proof of ownership.

## 14 References

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The policy is supported by:

### Queensland Government

- [Information Privacy Act 2009](#)
- [Code of Conduct for the Queensland Public Service](#)
- [Human Rights Act 2019](#)
- [Libraries Act \(1988\)](#)

## State Library of Queensland

- [Intellectual Freedom Policy](#)
- [Bags and Belongings Policy](#)
- Lost Property Procedures
- [Responsible Client Conduct Policy](#)
- [Management of Personal Information Policy](#)
- [Work Health, Safety and Wellbeing Policy](#)

## 15 Approval

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Approved by State Librarian and CEO on 21 November 2024.

## 16 Creative Commons

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