

**CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
UNIVERSITY STUDENT UNION, INC.**

FACILITIES PROCEDURE

SUBJECT: Lost and Found Procedures

REFERENCES: Astrid Logan, Lost and Found Coordinator
CSUN Department of Police Services- Lost and Found

DEFINITION: All inquiries regarding Lost and Found items should be directed to the Customer Service Attendant (CSA) at the University Student Union. If there is not a CSA on duty, please refer patron to Building Manager (BM) on duty.

The Lost and Found cabinet is located in the copy room of the USU on the first floor. The cabinet is located underneath the TV control panel. To open the cabinet, the employee needs to check out the lost and found key set (#25) the key watcher. The lost and found log is located on the counter of the desk in the Sol Center.

LOST AND FOUND PROCEDURE

I. ITEMS NOT ACCEPTED

The following are the items that the Department of Police Services, who maintains the campus lost and found procedures, does not accept and these items should be discarded:

- items which would present a biohazard
- bathing elements
- undergarments
- bathing suits
- toiletries
- makeup
- torn clothing
- animals
- trash
- dishes including water bottles
- items that would not be legal to possess (i.e., weapons)

II. FOUND ITEMS

- A. The CSA on Duty will enter found items into the USU Lost and Found log. If there is no CSA on duty, the BM on duty will enter the found item into the log.
- B. Every month, there will be 4-5 logs broken down by each week (week 1, week 2, etc.). The log must be filled out entirely and consists of: 1) logged date and time, 2) item description, 3) location of where item was found, 4) who turned the item in (full name and their signature) and 5) name of employee who logged the item (printed full name and their signature).
- C. The CSA will also affix a tag to the found item and write the corresponding month, week # and letter that the item was logged with onto the tag. (Example: if the item is logged in as item A in the first week of October, the tag would have the writing October- Week #1 A on it.)

The item should be placed in the lost and found cabinet after the item is logged and tagged.

- D. The following departments will bring the lost and found items their department collects throughout the day to the CSA at the front desk: Computer Labs, Commercial Services and any other USU department from Monday-Friday by 5pm. Any items found on the weekends should be turned into the Building Manager by the end of the business day.
 - a. If there is not a CSA on duty, the student employee will turn items into the BM on duty and the BM will log them items into the log.
- E. All found flash drives will be kept in the Computer Lab and handled internally consistent with existing procedures.
- F. All items logged into the found log and later returned to patrons should be noted in the appropriate BM or CSA report.

(For example, if the CSA returns an item to the owner, they should make a note of it in their daily report that states “item October week #1 A returned to owner”.)
- G. At the end of the week, the IS & SP Coordinator will collect all remaining items in the lost and found and take the items to the ISSP Lost and Found storage area (location – 1st floor copy room).
- H. Keys in the lost and found will follow a separate transfer process (see item VI).

III. RETURN OF ITEMS

- A. The owner must give an accurate description of the lost item. (If employees are unsure if the owner is describing an item, call your supervisor for assistance.)
- B. Employee is to check the lost and found log for item before checking out the keys for the lost and found. The key set for the lost and found cabinet is #25 and only is granted access to ISSP and Building Managers of the Operations staff. The location of the lost and found is in the 1st floor copier room, underneath the TV control panel.
- C. The found item log has a section dedicated to the process of returning the item to the owner. The sections that should be filled out in the log are: 1) date and time item was returned, 2) the name of the item’s owner (clearly printed & signature of owner) and 3) the name of the staff person who returned the item (full printed name and signature).
 - a. USU employee is required to check the owner’s identification and print the owners name on the log.
- D. If the item was lost from 1-3 weeks prior, check the old log to see if we have it. If yes, contact ISSP Coordinator for the item.
 - a. We only keep items for 3 weeks. After 3 weeks, only the items listed in section V are transferred to DPS.

IV. LOST ITEMS

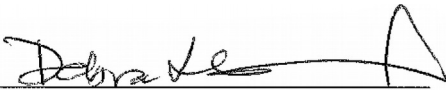
- A. If a patron reports that they have lost an item, the front desk CSA should check the log for the item.
- B. If we do not have the item, fill out the “lost item” weekly log section. Make sure to complete all parts of lost item section. The log consists of the following criteria: 1) a detailed description of lost item, 2) the location of where the item was lost, 3) contact information of owner (name, phone number and email), 4) the date the item was lost, and 5) Full name of the USU employee who recorded the lost item and signature.
- C. If we do not have the item or if we turned the item into DPS, give the patron a map to the Department of Police Services and the extension to the campus lost and found.

V. LOST AND FOUND ITEM TRANSFER AND DISPOSAL

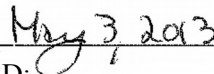
- A. At the end of each week, all items in the lost and found will be collected out of the cabinet by the ISSP Coordinator and placed in 1 or 4 bins. The bins will be labeled “week one, week two, week three, and week four/five”.
- B. If the items are from week one, they will be placed in the bin labeled week one.
- C. At the start of each week, the items in the bin of the current week from the prior month will be sorted through by the ISSP Coordinator to identify items of value.
 - a. Items of value we have identified are: jewelry, key, watches, wallets, electronics, identification cards, credit/debit cards, and passports.
- D. Items of value will be placed in an interdepartmental envelope and sent to the Lost and Found Coordinator from the Department of Police Services (DPS).
- E. The staff member sending the items to DPS will highlight the sent items and initial and date the log on the right bottom corner.

VI. KEYS IN THE LOST AND FOUND

- A. All keys belonging to the State of California will be turned over to DPS upon being logged into the lost and found.
- B. All other keys will be kept in the lost and found for 2 business days in order to give time to the owner to retrieve them.
 - a. After 2 business days, any found keys will be placed in an interdepartmental envelope and sent to Lost and Found Coordinator from the Department of Police Services (DPS).



Debra L. Hammond, Executive Director



DATED: