Purpose:
The Ohio University Event Services Lost and Found practice is designed to provide a step by step process for handling lost or found items within Baker University Center, Galbreath Chapel, Memorial Auditorium and Walter Rotunda. The practice aims to improve the likelihood of lost items being recovered by their owner(s).

Procedure:
The University recognizes the circumstances under which an item is lost or found determines the course of action to be followed. Such circumstances include but are not limited to location, health and safety concerns, availability of information about the items owner, and ability to respond to the lost or found item. Pedestrians (e.g., an individual visitor, student, staff, or faculty member) can differ from trained employees with regard to methods of responding to lost and found items, this policy aims to connect lost and found items to trained employees within Baker University Center who will execute procedures presented within this policy.

The lost and found center for Baker University Center is housed at the fourth floor Guest Services desk, where any found item may be turned in as long as it does not present a health or safety concern.

**Found items that should be reported to the Ohio University Police Department**
Items presenting health and/or safety concerns will result in an immediate telephone call to the Ohio University Police Department whenever items are turned in or found unattended. Items include, but are not limited to;

- Weapons
- Biological hazards
- Drugs and drug paraphernalia (prescription or non-prescription)
- Written threats to any person or property
- Purses, bags, backpacks, luggage

The fourth floor Guest Services desk reserves the right to deem items as a potential health and/or safety concern.

Items not presenting a health and/or safety concern (hereinafter “standard items”) will be logged and kept at the Guest Services desk. Items remaining with lost and found for more than three months will be removed from lost and found.

**Protocol for logging found items:**

- Standard items including, but not limited to clothing, umbrellas, small school supplies, etc., are stored in drawers/bins at the Guest Services desk and can be returned to patrons upon accurate description to student staff during our operating hours.
- Items deemed to have value including but not limited to phones, Driver’s licenses, wallets, etc., are stored in our safe. Only administrators can access this safe Monday-Friday 8am-5pm.
- Our student staff logs a detailed description of the item, where the item was found (if applicable), where it will be stored (drawer/bin or safe), and if the person was notified their item was found.
**Protocol for returning found items:**
The guest should first be asked to describe the lost item. If the item is correctly identified (in detail) the following should occur.
- The guest should provide a photo identification to the Guest Services staff member
- For items in the safe only, a Property Claim form should be completed by the patron and the Guest Service staff member returning the item
- The date and time the item was retrieved along with the signature of the staff member who conducted the transaction must be added. The completed form will be filed in the Lost and Found Claim Log.

**Exceptions:**
If an Ohio University building or residence hall key is turned in to lost and found, please call Housing & Residence Life to pick up the key.
- The Fourth Floor Guest Services desk does not hold building or residence hall keys, they are surrendered to Housing & Residence Life immediately.

Due to confidentiality and safety concerns of the following items, the Guest Services desk will hold these particular items for a month. At the **end of each month**, items will be logged out and delivered to the office identified below:
- Driver’s licenses, passports or other forms of ID are taken to the Ohio University Police Department
- Any and all keys (house keys, car keys, etc.) are taken to the Ohio University Police Department

On a daily basis:
- Ohio University ID’s are taken to the Bobcat Depot in Baker University Center. Lost OU ID’s are not logged with Guest Services.

**Other Lost and Found Collection Sites**
In response to the great frequency of items lost and/or submitted to high-traffic campus locations such as the Alden Library, Ping Center, and the Residence Halls, those locations will operate their own collection sites. Customers may be referred to any of the following locations in an effort to find lost items:
- Alden Library—second floor Circulation Desk
- Ping Center— Ping Center equipment desk
- Residence Halls—Refer to the staff office of the building/complex.