

Mississauga Library Lost & Found Guidelines

(Revised December 07, 2021)

Purpose

Mississauga Library (City of Mississauga) is not responsible for lost or stolen items. Customers are responsible to ensure that personal items have been stored securely.

Unclaimed items are managed in accordance with the following guidelines

- Perishable or hazardous items such as food and beverage containers and personal care items will be disposed of immediately.
- Items will be dated and reasonable attempts will be made to contact the owners (to the extent ownership is known) to reclaim their lost items. Items not claimed within 14 days become property of Mississauga Library (City of Mississauga), unless otherwise indicated.
- Unclaimed items will be donated to recognized charitable organizations or discarded unless otherwise indicated.
- Certain types of property including unclaimed identification documents, driver's licenses, credit cards, wallets, and bicycles will be forwarded to Peel Regional Police after 30 days.
- Electronic items, such as cell phones and computers will be held for 30 days.
- Flash drives left in the library will be held for 14 days and then be destroyed. Due to customer privacy, library staff will not access data saved on flash drives to determine ownership.
- Documents left in library copy machines and scanners will be kept for 14 days and then shredded.
- After 14 days unclaimed books will be given to the Friends of the Library for use in the library book sale.

To claim a lost item, a customer must provide an accurate description of the item to library staff. This should include the date that the item was left in the library. Depending on the item type, staff may ask for additional information or matching identification to confirm ownership of the item.