



Community Services Department
Library Services Division

Lost and Found Guidelines

Customers occasionally leave personal items in Library facilities. Winnipeg Public Library attempts to contact owners of lost items whenever possible. The Library is not responsible for personal items left in the library by customers.

All unclaimed items found in Winnipeg Public Library facilities are disposed of according to the following guidelines:

- Items found in Library facilities or turned in by the public are held for up to one month and are then disposed of by being discarded, recycled or donated to charity.
- Hazardous and perishable items are discarded immediately.
- Items of obvious value, including but not limited to cell phones, jewelry, cash, and credit cards are held in a secure location.
- If the owner of the item can be determined, staff will attempt to contact the owner as soon as possible.
- The owner will be responsible for satisfactorily identifying the lost item before it will be returned to them.
- Found Library card: The library will attempt to contact the cardholder. If the library is unable to reach the cardholder, the card will be mailed to the registered borrower's address.

(Note: If you have lost your library card, contact the Library immediately either in person, by phone or by email. All items taken out on your card are your responsibility until a card is reported missing.)