

(Revised May 4, 2023)

Mississauga Library Lost Property Guidelines

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.

Purpose

To establish how lost property and unclaimed items are handled in Mississauga Library locations.

Unclaimed Items

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
- Clothes, glasses, shoes, personal books, non-prescription medication, general keys and beverage containers will be kept for 14 days. After 14 days, unclaimed items will be donated to a recognized charitable organization or discarded
- Documents left in library copy machines and scanners will be kept for 14 days, and then shredded if not claimed
- Personal items such as jewelry, watches, money, car keys, sports equipment, gift cards and cameras will be kept for 30 days. If unclaimed after 30 days, items will be donated to a recognized charitable organization
- Electronic devices such as phones, tablets and laptops will be kept for 90 days. If not claimed within 90 days, electronic devices will be destroyed or erased
- Government issued identification (e.g. driver's license, OHIP card, etc.), where the owner has not been located, will be turned in to Peel Regional Police
- Passports will be immediately forwarded to Peel Regional Police

Claiming a Lost Item

Customers claiming a lost item must do so at the location where the item was believed to be lost, and must provide an accurate description of the item to library staff, which should include the date that the item was believed to be left in the library. Depending on the item type, staff may ask for additional information or matching identification to confirm ownership of the item.