

# VCU Libraries' Lost and Found

VCU's James Branch Cabell Library, [Parking and Transportation](#), Cary Street Gym, [University Student Commons](#) and Activities, and [VCU Police Department](#) maintain separate lost and found inventories for their respective facilities across the Monroe Park Campus via the web application Crowdfind. The Crowdfind system is designed to make it easier for students, staff, and visitors in the area to easily search electronic files for a lost item and file a claim for the item at any time from any device, once they are able to positively identify and confirm that the item belongs to them.

Individuals who have lost items in facilities not managed by the above listed university departments should contact the VCU Police Department by calling the Property Office at (804) 828-7071 or emailing [lostandfound@vcu.edu](mailto:lostandfound@vcu.edu).

VCU Libraries provides a lost and found service in James Branch Cabell Library on the Monroe Park Campus and in Tompkins-McCaw Library for the Health Sciences on the medical campus. Tompkins-McCaw does not use Crowdfind, though they do offer a lost and found service for their patrons and visitors.

The Code of Virginia § 23.1-104 ([Disposition of lost or abandoned property](#)) requires that most items accepted into the university's Lost and Found be kept for a minimum of 120 days if not claimed. Exemptions are specified below.

## Lost and Found Items in Cabell Library:

All items will be inventoried and logged into [Cabell Library's Crowdfind](#) database within 48 business hours, which will list the date the item was turned in to the location, a description of the item, where the item was found if known, tagged with the appropriate reference number, photographed, and placed in a secure location.

In order to protect Personally Identifiable Information, lost and found items that contain personal identification (driver's licenses, U.S. passports, ID cards, etc.) will not have a photo posted to the Crowdfind database.

## Looking for an Item?

To inquire about a lost item that may be in our lost and found:

1. Check the Cabell Library [Crowdfind database](#) for the lost item
2. If you see your item, use the online form to claim it (just click on “details” under the photo). You will be asked to answer some questions to ensure that this item does belong to you.
3. If your item isn't listed in Crowdfind inventory, please file a claim through Crowdfind (see below for further instructions)

Note: The physical lost and found inventory cannot be searched by anyone under any circumstances. Individuals may view the log of lost and found items at any time through Crowdfind. Individuals must first provide an adequate description of the property and submit the completed claim form through the Crowdfind system before the physical item will be shown to the claimant.

## Claiming an Item:

Individuals claiming an item in the Crowdfind database must complete the online claim form associated with the identified item by clicking on “details” under the item’s image and answering the required questions. To ensure that lost items are returned to the rightful owners, persons claiming items must describe the item(s) as closely as possible and provide photo identification that matches the information filled out on the claim form submission. Items will not be shown to claimants until an adequate item description is provided.

A staff member will send a follow-up message to indicate a match, ask for additional information, or reject your claim if insufficient information is provided. Claims that remain without a match will be filed as unmatched and revisited after thirty (30) days have elapsed. If the claim remains unmatched during this thirty (30) day period, the claim will be rejected and archived in the Crowdfind system.

Once an item match has been made, claimants may pick up their item(s) at the Information Desk on the first floor of Cabell Library. The claimant’s contact information must be logged before any item(s) will be released.

Individuals who have lost an item that is not listed in the facility’s inventory may file a claim through the Crowdfind system, describing the item. Staff will contact the claimant within two (2) business days of the Crowdfind claim submission to update the claimant on the status of the lost property.

## **Items Containing Cash or Identifying Information:**

Items such as wallets, containing cash, bank cards, identification cards, passports, etc. must be logged by the staff member receiving the item. A second staff member must then verify the accuracy of the logged information.

Items must be logged into the Crowdfind system and tagged with the appropriate reference number, the date and location of where the item was found, and the staff member who logged the item.

## **Items of Value that will be Picked Up by VCU Police**

### **Department:**

- Computers
- Other electronics
- Weapons
- Prescriptions, over-the-counter medications, or other controlled substances
- Jewelry (not including costume jewelry)

## **Items Not Accepted by Lost and Found:**

- Wet or soiled clothing or undergarments
- Alcohol, tobacco, e-cigarettes, etc., of any kind
- Food items
- Toiletries or powders
- Full water bottles, coffee mugs or other liquid filled containers (must empty the container prior to bringing the item to Lost and Found)
- Anything received that could cause potential harm or pose a health risk to staff members and/or property

## **Lost and Found Items in Tompkins-McCaw Library**

To inquire about a lost item that may be in lost and found at Tompkins-McCaw Library:

1. Call the Service Desk at (804) 828-0636;
2. Email [asktml@vcu.edu](mailto:asktml@vcu.edu); or

3. Come to the Tompkins-McCaw Library Service Desk in person.

## **Claiming an Item at Tompkins-McCaw Library:**

Individuals who have lost an item may describe the item and library staff will check to see if there are any items matching that description.

To attempt to ensure that lost items are returned to the rightful owners, persons claiming items must describe the item(s) as closely as possible. Items will not be shown to claimants until an adequate item description is provided.

If found, claimants may pick up their item(s) at the Service Desk on the first floor of Tompkins-McCaw Library. The claimant's contact information must be logged before any item(s) will be released.

## **Items Containing Cash or Identifying Information:**

Items, such as wallets, containing cash, bank cards, identification cards, passports, etc. are delivered to VCU Police Department on the MCV Campus within one business day.

## **Items of Value that will be Picked Up by VCU Police Department:**

- Computers
- Other electronics
- Weapons
- Prescriptions, over-the-counter medications, or other controlled substances
- Jewelry (not including costume jewelry)

## **Items Not Accepted by Lost and Found:**

- Wet or soiled clothing or undergarments
- Alcohol, tobacco, e-cigarettes, etc., of any kind
- Food items
- Toiletries or powders
- Full water bottles, coffee mugs or other liquid filled containers (must empty the container prior to bringing the item to Lost and Found)
- Anything received that could cause potential harm or pose a health risk to staff members and/or property