

Appendix A

Q1. Interviewer: Hi, my name is Jane. Can you please introduce yourself?

Mrs. Tostevin: Okay, so I'm Dunke Tostevin, the PTA president.

Q2. Interviewer: And, what do you do for the PTA and what is your job in the Lost and found committee?

Mrs. Tostevin: So, I'm the PTA president so I'm not actually a part of the lost and found. But, the lost and found coordinator is moving house. So she's not able to be here today. But, I have been helping her with the lost and found as, you know, we've sort of set up a fairly new system this year just sort of trying. And actually, we had wanted to do a database because what we had wanted to do was have barcodes linked, you know, into a database so we can sort of scan and get information pop up. But, we didn't finish doing that and in doing a bit more research, I found the QR codes. And with the QR codes it was sort of a little bit easier because we could store the information we wanted anyway and you can just use your phone to scan and see who it belonged to, you know. So we went with the QR code instead and it also meant that we didn't need a database.

Q3. Interviewer: I see. So what are some of the difficulties that lost and found faces nowadays?

Mrs. Tostevin: To be honest, most of the bit was that people will not label their stuff. So the issue — the funny thing is that most of the people who did buy QR codes and even the, sort of, ordinary name labels that we gave their stuff doesn't come into lost and found. So you can see that most of the things here. Look how many water bottles—look how many water bottles—five baskets of water bottles. No names, you know. Cuz' even the other system that we're using, so you know we've got two systems right. So the QR codes one is fine which is sort of direct. But if we could link the other label one that has the last name in it to a database that would be brilliant because we'd be able to just, you know, do a quick search. Currently what we do is type the name into the ISB mail system and then, sort of something comes up. So, we're trying what we can but, if people do not buy labels, it makes it difficult for us to do the work.

Q4. Interviewer: So, basically, whenever you find something and if it has a label, you still don't know if that person is in elementary or high school. Is that also part of the problem?

Mrs. Tostevin: So the labels that we made, we color coded them red for ES, green for MS, blue for HS. So if they've got the label from us, it has that color which automatically tells us which grade level. It makes it easier for us to put it away. So we've got like a spot, you know, by the machines for the middle schoolers and the high schoolers. And the ES have a spot right by their cafeteria. And anything else that does not have labels, I'm afraid, come here, which unfortunately is thirty folds.

Q5. Interviewer: What happens to, like, the stuff that never gets found?

Mrs. Tostevin: So what we do is things like water bottles and stuff. I'll show you. Whenever we get them — so the security — see that box, brings us that box every morning of the items they found the day before. When they bring it in, we sort of try to kind of categorize you know the stuff. School is looking to give us a bit more space, as time goes on. So here we've got like shoes and stuff, sports bags, swim bags, you know pencil cases, mostly swim gear here. Some lunch boxes and the odd deodorant. Hats, more hats. So these ones are like not ISB hats. These are mostly ES children. And, of course, the unlabeled water bottles. Those are towels. You see. Name it, we've got it. But you see there are labels on them. **So we label this the Friday that we get it.** So, even if this came in on a Monday, it tells us the week of. Because we will sell these items once we've kept them for over four weeks. I mean you can imagine we've already had a sale four weeks ago, and still this. Even at the start of the school year, we gave people free labels. Just that at least they can, you know, use them and stuff. But again, as I said, it is quite ironic that the people who had bought labels, their stuff tends to not show up. So it kind of ties your hands — that if people will not label, we can't do much with it. You know, even asking — even you know, you don't have to buy the labels, put your surname on it. So until we can sort of instill a culture in school about labelling products, our hands are a little bit tied. Then we also have valuable items. And what we do with the valuable items — we don't put them here. I'll show them to you. So with valuable items, we put them in the office. Because this is sort of open so anyone can sort of walk in and hopefully just pick up their items, you see it. It's kind of on a trust basis right? But, with valuable items and musical instruments, we put in the cupboard here. So we've got all sorts of things. You'll see. We've got prescription glasses — which we don't know how people are surviving without the prescription glasses. Check out our number of AirPods. You know, I keep in charge, at least open them from time to time so that if it's one find my iPhone, they can sort of see it. And yet, I mean we've had some of those since August.

Q6. Interviewer: Wow.

Mrs. Tostevin: Yes. We've got everything. Jewelry, you know, name it we got it. Sometimes people come, you know, and say. So with these things, you know, we don't put it out. You know, wrist watches, sometimes iPhone — uhh iwatches. **So these ones we keep inside and we have like that book [referring to logbook] so if you do pick up any of these items, we ask you to sign for it.** If they pick up any of the water bottles and stuff, we don't ask for a signature.

Q7. Interviewer: So, are like, the logs of the items right now done manually, on paper?

Mrs. Tostevin: Yes.

Q8. Interviewer: Do you think it would be easier if it was like automated?

Mrs. Tostevin: **If we could get like a barcode thing tied to a database, where instead of how we put masking tape on the items, we can just print a barcode, you know, instead.** So sort of when you collect it, we can just scan it. That would help. **Cuz' see what we do now. Is we do that *write on paper* and sort of just take the [student] ID of the person.** So we have sort of like,

here, where people tell us what they've lost — some people actually come in when they've lost stuff and unfortunately we don't even find their things. But, if we find something that matches what they said, we send them an email to say, you know, we've found those come and have a look to see if it's yours.

Q9. Interviewer: So, the barcode would contain, like, the date it was found?

Mrs. Tostevin: Yes.

Q10. Interviewer: Where it was found, like ES, MS, high school...

Mrs. Tostevin: Well, we don't usually know. So the thing is, when the security people come, they give us this book which is in Thai — so we can't read. Sometimes one of the PTA ladies who speaks Thai, she's here, you know. But, she's not always here and it's — she's not the lost and found coordinator. So they're required by school to log the things that they've found everyday. You know, and so when they bring it to us, you know — so like this came, you know, we sign for it. But, we actually don't know what it says. You know. So that's why we get people to sign for things that are valuable because, in any case, how am I going to prove if somebody says it is mine. I can't prove it is theirs. There's no label on it. So, it's pretty much, you know — it's not much else. Yeah, so we kind of manually do that. And if we could do it, sort of, barcoded...

Q11. Interviewer: Would be really easier?

Mrs. Tostevin: Yeah, yeah because now some people come for a shift in the afternoon. And when they come, they will check for the ones that are not labelled and then they'll sort of label them. Because at least we want to be fair to everyone and make sure we keep the items for the four or more weeks before we sell it.

Q12. Interviewer: Do you guys also have to clean the items?

Mrs. Tostevin: No, uh, a few times we've had maybe like swim things that were soaking wet and one of us will just sort of take it home. B&G sometimes clean, sometimes not. I think it depends on how much they see it as dirty.

Q13. Interviewer: For the QR code, how it works is you'll just use your phone to scan it and it will whose it is?

Mrs. Tostevin: Yeah, so the data on it is the child's name, what grade level and if it's um — so for ES children, it's the parent's email that's attached to the QR code. But, for middle schoolers and high schoolers, we usually use their school number so that email goes to the school email.

Q14. Interviewer: Okay, I think I have enough information. Thank you very much for letting me interview you.

