

## Telephone Use

It is the general policy of the library that its telephone lines should be kept open for business use. Desk phones in public services are not intended for public use. The library staff may, on occasion, allow a patron to use the library phone for a local call but only when, in the opinion of the staff member, it is necessary. The call must be brief (two minutes or less). The staff member will dial the call; no long distance or toll-free long distance calls.

Aside from unavoidable or emergency situations, the use of library telephones by staff for other than library business should be kept to a minimum. Incoming personal calls from the offices of doctors and dentists during their business hours are unavoidable, as are occasional brief calls from/to family members. Staff is expected to inform their family members and friends that incoming calls must be limited, both as to number and duration.

Staff should use personal phone cards when it is necessary to make personal long distance calls from library phones. If a particular phone card will not work for a given call, the staff member should fill out a personal long distance telephone call log sheet and give it to the bookkeeper at the end of the month. Staff members will be responsible for paying for any personal long distance calls they make within five days of being notified by the bookkeeper of the cost of such calls.

Owners of cellular telephones will be expected to turn telephone ringers off, to vibrate, or to their lowest level while in the library. If cell phone use is required, users will be expected to move outside the library building immediately so that the conversation does not disturb others. Patrons violating this policy will be asked to move; if they do not comply, staff may ask them to leave the building for the remainder of the day.

The policy for cell phone usage by staff is the same as that for staff use of library phones: calls should be kept to a minimum, and ringers should be kept to low volume or to vibrate. Cell phones should not be in the service areas of the library.

*Approved on September 11, 2006, revised and approved on November 9, 2009  
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