

## Telephone Use

### **Telephone Use Policy**

#### **Library Telephones**

Telephones at Pittsylvania County Public Library are reserved for staff use on Library business. Telephone lines need to remain open for Library staff to assist patrons.

Patrons of the library may not use Library telephones unless the health, safety, or security of a patron depends upon a local telephone call (such as reporting an incident to the police, calling for transportation or emergency assistance, or other similar circumstances). Library staff will place the call for the patron. No long distance or toll-free long distance calls will be made on behalf of patrons.

Use of library telephones by staff for other than library business should be kept to a minimum, such as calls from doctor's or dentist's offices during their business hours, or occasional brief calls from/to family members. Staff members should use personal cell phones for personal local and long distance calls during their lunch or break periods.

#### **Cell Phones**

All cell phone users should turn telephone ringers off or to their lowest level, or set to vibrate, while in the library to avoid disturbing other patrons.

Cell phone calls should be moved to the lobby or 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.

Staff members' personal cell phones should not normally be in the service areas of the library unless there is a personal or family emergency.

Text messaging is permitted in the library. Notifications should be silent or at the lowest possible volume to limit the disturbance to other patrons.

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