



## Taber Public Library Policy Manual

### General Policy: Public Use of Library Telephone

#### POLICY:

The Taber Public Library telephones are for business use only. However, there are situations where the public is allowed to use library telephones. In all cases, the library staff will dial the number for the patron and the patron will use the telephone at the circulation desk only.

#### GUIDELINES:

The following situations for public use of telephones are:

1. Contacting parents or family members of patrons to inform them of injury or illness due to an emergency occurring in the library.
2. Children calling to be picked up from the library or to inform parent/guardian of the child's location.

The library telephone may NOT be used for personal business, which includes, but not limited to:

- Using the telephone to place an order for personal items
- Placing toll free or long distance calls to other businesses, friends or family
- Conducting personal business with the library telephone

Patrons are reminded to ask a library employee to use the telephone. Patron calls may only be made via the phone located at the circulation desk and they must remain at the desk for the duration of the telephone call.

Exceptions to these limitations may be made by management for rare and extenuating circumstances.

Taber Public Library will not accept incoming telephone calls for library patrons or confirm their presence in the library. To protect patrons' right to privacy and for their safety and security, personal information, including whether or not a person is or has been in the library, will not be made available over the telephone.

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