

Guernsey Memorial Library	Section #	
Manual Name Library Policy Manual	Date Issued: 1/17/02	Subsection
Section Library Phone Use	Date Revised: 11/08/13	Page 1 of 1
<p>In general patrons are not allowed to use the phones. They should be encouraged to use their personal cell phones (in designated areas) or the pay phone and to make arrangements ahead of time. In emergencies, patrons may use the office phone for local calls with an employee escort who dials the phone for them. This will allow employees discretion to decide if it truly is an emergency while modeling customer service behavior that is of a higher service level. In this way other patrons will not think they can use our phone for their personal calls.</p> <p>In the event of a library emergency please use the closest available phone.</p> <p>Staff use of the library phones for personal purposes is discouraged, and all personal phone calls should be taken in the office. Counseling memos will be distributed to employees not following this procedure.</p>		
Revision Approved by Board: 11/14/2013		