

Phone Policy of the Wilkinsburg Public Library

Policy number: 111

Date adopted:

Replaces: All prior Wilkinsburg Public Library phone policies

PURPOSE:

To establish guidelines for the use of cell phones and library phones by patrons

STATEMENT:

The library recognizes the important role cell phones play in most people's lives. However, certain uses of cell phones have the potential to create disruption. An atmosphere in which patrons can read, study, research, interact with staff, or conduct other library business with as little disruption as possible is integral to the library's mission. Additionally, the library recognizes a need to clarify the purpose reserved for its telephones and regulate the use of them towards achieving its objectives.

POLICY:

Cell Phones

Patrons should set their cell phone notifications to silent or vibrate when in the library. Phone conversations should be held at a low volume and be brief. The use of speakerphone is prohibited. Those determined to be violating any aspect of this policy will be reminded of the policy and be directed to use their cell phones outside of the library, if necessary. A patron's repeated failure to comply with this policy may result in that patron being asked to leave, pursuant to the library's adult behavior guidelines.

Library Phones

Adult patrons of the Wilkinsburg Public Library and the Eastridge Branch Library will generally not be permitted to use library phones. Library phones are reserved for staff to conduct library business, and patrons are in no way entitled to use them. Telephone lines need to remain open for staff to assist patrons. However, if it is determined by staff that the health, safety, or security of a patron depends upon a local telephone call (such as reporting an incident to the police, calling for emergency transportation or assistance, or other similarly extenuating circumstances), that patron may be permitted to use a library phone. Staff will place the call for the patron. No long-distance calls will be placed on behalf of a patron.

With the assistance of staff, children (under 18 years of age) will be permitted to make calls of short duration using a library phone in the Children's Library or the Eastridge Branch Library to notify parents/guardians of their safe arrival to the library, to ask parents/guardians for a ride

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home, etc. The staff should make the call and get the parent on the line then give the phone to the child to proceed.