



Patrons Using Library Phone
Kent Free Library

Approved: May 20, 2010

Patrons Using Library Phone

If a patron asks to use a library phone, refer them to a librarian's desk to use the phone there. This is to keep the library lines open for business calls. If it is a local call, the librarian should allow patron to use the phone but request that the patron keep the call brief (under two (2) minutes). The librarian should dial the number for the patron and when it starts to ring, hand the phone to the individual.

If a patron makes a habit of using the library phone, please remind the person that they should make arrangements to be picked up, etc., before coming to the library.

Individuals asking to call a toll-free number or make a long distance call with a credit card, use a calling card, etc. may not do so on a library line, as these calls tend to be lengthy in nature and could potentially tie up a library phone for an inappropriate amount of time, thereby inconveniencing patrons and staff.

Approved by the Board of Trustees: May 20, 2010