Alamosa Public Library
300 Hunt Ave.
Alamosa, CO 81101

Public Use of Library Telephone

Statement of Policy

The library telephone is maintained by the Alamosa Public Library for library business only. However, there are situations where staff members can assist the public in using the library telephone.

Need for Telephone Policy

The library needs a policy that staff can employ when dealing with requests by the public to use the telephone since there are no coin-operated telephones for public use. Given that there is only one phone at the Customer Service Desk, library staff must keep the telephone open as much as possible for conducting business and answering reference questions from the public.

Requirements and Guidelines

When patrons request to use the phone, they will provide staff members with a phone number, contact person, and a valid reason (as listed below). Only staff members will be allowed to complete the call and will only allow patrons to use the phone by exception based on their judgment.

Valid Reasons for allowing use of the library phone by the public includes:

1. Any emergency situation, such as the need for medical attention or the need for an ambulance or police.
2. Contacting parents or family members of patrons to inform them of injury or illness.
3. Children calling to be picked up from the library or to inform parent/ guardian of the child's location.
4. Calling for transportation or checking in with monitoring officials.
5. Any situation, which in the judgment of the staff, is best resolved by initiating a phone call.

The library telephone will not be used:

1. For personal business of the patron, which includes but is not limited to
    a. Using the telephone to place an order for personal items
    b. Dialing 1-800/1-888 numbers or long distance phone calls to other businesses, friends, or relatives.
    c. Any calling that is personal in nature.
    d. Doing personal business with the library's telephone.

Library staff will not be responsible for conveying messages to individuals who may be using or will be using the library.

Approved by Library Board of Trustees
August 23, 2011