

Telephone Use Policy

Alexandria Library telephones are reserved for staff use for official business. Telephone lines need to be kept open at all times to allow staff to assist customers and answer questions. Library telephones may not be used for personal calls on the part of customers. Calls can be made on a customer's behalf in the following circumstances:

- If the health, safety or security of the customer depends upon a telephone call
- To report an incident to the police or for emergency transportation
- Children under the age of 18 may call their caregiver for transportation

In the event of an emergency, which requires the use of the telephone, the staff person on duty may make a telephone call on the customer's behalf.

In locations with public pay phones, staff may monitor all use of phones and reserves the right to advise if customer behavior or the call's subject matter violates Rules Governing Use of the Alexandria Library.

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