

Carter Lake Public Library
Business Phone Memorandum

Library phone lines should be open at all times to ensure library staff are available to assist patrons.

Telephones are limited to use by library staff for business purposes only. Patrons are not allowed to make calls using the library phone except:

- If a child needs to call a parent/guardian
- The health and/or safety depends upon a call

The library telephone may not be used for personal business, which includes, but is not limited to:

- Using the telephone to place an order for personal items
- Placing toll-free or long-distance calls to other businesses, friends or relative
- Conducting personal business with the library's telephone

Patrons are reminded to ask a library employee to use the library's telephone. Patron calls may only be made via the phone located at the circulation desk telephone. All patron calls on the library telephone must be limited to no more than two minutes. Exceptions to these limitations may be made by any management staff member for rare and extenuating circumstances.

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