



STANDARD OPERATING PROCEDURES

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LEAD DEPARTMENT: Library
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Phones

PURPOSE

The Library needs a policy that staff can employ when dealing with requests by the public to use Library telephones.

SCOPE

This policy applies to all Library patrons and all Library telephones.

POLICY

Library telephones are maintained by the Town of Los Gatos for Library business. There are urgent and emergency situations where the public is allowed to use Library telephones for outgoing calls.

PROCEDURES

1. Staff will use good judgment when allowing the public to use Library telephones.
2. Valid reasons may include but are not limited to emergency or urgent situations or any situation that in the judgment of staff is best resolved by allowing use of the telephone.
3. Calls will be brief. Staff reserves the right to monitor all Library telephone use by the public and may advise that the subject matter or length of the call is not within Library policy.