

## **Telephone Use**

The Lied Scottsbluff Public Library does not allow library customers to use staff phones for personal use. In cases of emergency, library customers may make a phone call at the circulation desk. The call must be local and last no longer than one minute. Staff will monitor to ensure the call is in fact an emergency. Abuse of this policy will result in future requests being denied.

The Library does not have a public address system or intercom. Therefore, the library staff cannot be expected to receive calls requesting staff to find someone in the library. This is not an efficient use of staff time, as it takes away from customers in the library needing assistance, as well as customers attempting to call the library for over-the-phone help and service.