

Staff Telephone Use Policy

I. Purpose

The Forest Hill Library District is committed to maintaining a professional, safe, and efficient environment for patrons and staff. This policy establishes guidelines regarding the use of library staff telephones to ensure that telephone lines remain available for official library business and necessary communications.

II. Policy Statement

Library staff telephones are designated for official Forest Hill Library District business only. Patrons are not permitted to use staff telephones to make or receive personal telephone calls.

Staff members are not permitted to make personal telephone calls on behalf of patrons, except as specifically outlined in this policy.

III. Exception for Minor Patrons

The only exception to this policy applies to patrons under the age of 18 who need assistance contacting a parent or legal guardian for transportation from the library.

Under this exception:

1. A library staff member may use a staff telephone to contact the minor patron's parent or legal guardian and request that they come pick up the minor.
2. The telephone call must be placed by a library staff member. The minor patron will not be permitted to use the staff telephone directly.
3. Staff may leave a brief message requesting that the parent or legal guardian contact the library or arrange transportation for the minor.
4. This exception does not authorize staff to make unrelated personal calls on behalf of minor patrons.

IV. Staff Responsibilities

All Forest Hill Library District employees are responsible for consistently enforcing this policy.

Staff should politely inform patrons requesting telephone access that staff telephones are reserved for library business and cannot be used for personal calls.

If a patron under the age of 18 needs assistance contacting a parent or legal guardian for pickup, staff may provide assistance in accordance with Section III.

V. Emergency Situations

This policy does not prevent library staff from contacting 911 or other appropriate emergency services when an immediate threat to health or safety exists.

VI. Policy Enforcement

Forest Hill Library District

Patrons who repeatedly request access to staff telephones after being informed of this policy may be referred to the Library Manager or Executive Director for further assistance.

All staff members are expected to apply this policy fairly and consistently.