

Carlsbad Public Library

Telephone and Cell Phone Use Policy

A. Library Telephones

1. Patrons may ask to use the library telephone to arrange for transportation to or from the library. *No other use of the library's telephone lines by patrons is permitted.* Patrons may make calls at the information desk or in the children's department only. Patrons may not make or receive calls at the service desk phone.
2. Permission must be given by the librarian for patron telephone use. The librarian may inquire as to the general nature of the call before giving permission. If a patron uses the telephone without permission, the librarian may ask the patron to end the call immediately.
3. Librarians may direct those who need to make business or personal calls to a nearby public pay phone.
4. All calls placed by patrons at the library are to be completed as quickly and quietly as possible.
5. Patrons are not permitted to use the library telephones to place toll-free or long-distance calls.
6. Library staff may refuse all use of the library telephones to a patron who makes a habit of placing inappropriate calls or who appears to be relying on the library to provide free telephone service.

B. Cellular Telephones

1. Patrons may bring their personal cell phones into the library; however, patrons are required to set the ringer on silent and to avoid making or receiving calls anywhere inside the library, as this disturbs other patrons' enjoyment of the facility. Patrons whose use of cellular phones repeatedly continues to disturb other patrons may be asked to leave the library.
2. Patrons who make or receive cell phone calls inside the library will be asked by the staff to do so outside the building. However, an exception permitting a patron *at the information desk* to contact a third party pertaining to business at the library may be allowed.
3. Silent text messaging is permitted in the library.