

Carlsbad Public Library

Telephone and Mobile Phone Use Policy

August 2017- August 2020

In order to maintain an atmosphere of learning and quiet enjoyment, the Library limits use of its telephones to business purposes, and requests patrons use their mobile phones in a manner that does not disturb other patrons or compromise their own privacy.

A. Library Telephones

1. Patrons may ask to use the library telephone solely to arrange for transportation to or from the library. Patron calls may be made only at the Information Desk in the lobby or in the children's department. Patrons may not make or receive calls at the service desk.
2. Librarian permission is required for patron telephone use. Librarians may inquire as to the general nature of the call prior to granting permission. If a patron uses the telephone without permission, the librarian may ask the patron to end the call immediately.
3. All calls placed by patrons at the library are to be completed as quickly and quietly as possible.
4. Library staff may refuse use of the library telephones to any patron who makes a habit of inappropriate calls or who appears to be relying on the library to provide free telephone service.

B. Mobile Telephones

1. Patrons who bring their personal mobile phones into the library are requested to set their ringer on silent and avoid making or receiving calls inside the library, as this disturbs other patrons, and may compromise the caller's personal privacy. Patrons whose use of their mobile phone disturbs other patrons may be asked to leave the library.
2. Patrons at the information desk may use their mobile phone to contact a third party pertaining to business at the library, with permission of a librarian.
3. Silent text messaging is encouraged in the library.
4. Patrons may charge their mobile phones and other devices at the booth charging stations or any electrical outlet. Charging cords may not block access to library resources or constitute a tripping hazard. Loaner cords may be available upon request.
5. The Library is not responsible for damage or loss of patrons' mobile phones. Patrons are cautioned to maintain close possession of their devices in public spaces.

C. Questions or Exceptions

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours.
2. Exception requests to this library policy may be made to the Library Board of Trustees at any regularly scheduled meeting.