

525 / Building Use

Use of Library Telephone by Patrons

Library telephones are maintained by the Villa Park Public Library for library business only. Telephone lines need to be kept open at all times so that library staff can be available to assist patrons and answer questions. However, there are situations where the public is allowed to use library telephones.

Valid reasons for allowing use of the library phone by the public include:

- Any health situation, such as the need for medical attention, prescriptions, physician assistance, or the need for an ambulance or the police.
- Contacting parents or family members of patrons to inform them of injury or illness.
- Children calling to be picked up from the library or to inform parent/guardian of the child's location.
- Calling another library for reference, account, or other library related issues.
- Contacting a vendor in regards to primary telephone service or power outages.

The library telephone will not be used for personal business of the patron which includes but is not limited to:

- Using the telephone to place an order for personal items
- Dialing 1-800/1-888 numbers or long distance phone calls to other businesses, friends, or relatives

Patrons must ask a library employee to use the telephone and state the reason for the request. A patron shall be asked to limit their call to five minutes and shall be limited to one call per day. Patrons shall be asked not to leave the library's phone number as contact information. The library reserves the right to monitor all use of the library phones by the public, and reserve the right to advise that the subject matter of the call is not within library policy.

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