



3612 Kutztown Rd
Reading PA 19605

Public Use of Library Telephone Policy and Telephone Calls for Patrons Policy

Public Use of Library Telephone Policy

Library telephones are for library business only. However, there are situations where the public is allowed to use library telephones. These situations include:

- Contacting parents or family members of patrons to inform them of injury or illness due to an emergency occurring in the library.
- Children calling to be picked up from the library or to inform parent/guardian of the child's location.

The Library telephone may not be used for personal business, which includes, but is not limited to:

- Using the telephone to place an order for personal items
- Placing toll-free or long-distance calls to other businesses, friends or relative
- Conducting personal business with the library's telephone

Patrons are reminded to ask a library employee to use the Library's telephone. Patron calls may only be made via the phone located at the circulation desk telephone. All patron calls on the library telephone must be limited to no more than two minutes.

Exceptions to these limitations may be made by any management staff member for rare and extenuating circumstances.

Incoming Telephone Calls for Library Patrons Policy

Muhlenberg Community Library will not accept incoming telephone calls for library patrons or confirm their presence in the library. To protect patrons' right to privacy and for their safety and security, personal information, including whether or not a person is or has been in the library, will not be made available over the telephone.