



CUSTOMER TELEPHONE CALLS

The Stillwater Public Library will not search for or page customers for non-emergency situations. In an emergency situation, staff will utilize the overhead paging system. Staff will not search for or page on a subsequent basis for any telephone caller who misrepresents an emergency situation.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved 4/24/98

Reaffirmed 6/18/02; 10/25/05; 11/24/09; 8/27/13