

## Patrons Calling the Library

Every effort will be made to answer a patron's phone call in a timely manner. The patron's question may be answered by the staff member who answers the phone or may be transferred to another department if necessary.

If a patron calls the library looking for another patron, (ex. a patron calls looking for their brother) the staff member will ask for a description of the patron and will look for the patron. If the staff member locates the patron, they will give them the message. If it is an emergency, the staff may use the intercom system to page a patron.