

Buffalo & Erie County Public Library

PERSONNEL POLICIES AND PROCEDURES MANUAL

SUBJECT: Telephones in the Workplace

CHAPTER: X

SECTION: 2

EFFECTIVE DATE: 1/81

REVISION DATE: 8/88, 8/90, 9/06, Modified for the B&ECPL effective 1/1/15

I. STATEMENT OF POLICY

Business telephones are provided to conduct library business. Personal calls made on these phones or on personal cellular phones during the workday are prohibited. It is the responsibility of each supervisor to assure that no employee in his/her work unit abuses telephone privileges.

II. GUIDELINES

A. Library Telephones

1. Telephone calls should be strictly limited to library business matters. Personal calls into, from, and between libraries are prohibited.
2. All long distance calls made on library telephones must be for official business only. Employees making personal long distance calls from a B&ECPL will be subject to disciplinary action.

3. Employees should try to avoid over-extended conversations during work calls.
 - a. Calls should, whenever possible, be organized into the questions to be asked, the information needed by both the caller and the other party, and the action to be requested or promised.
 - b. Employees should be courteous, concise, and helpful during any telephone conversation, then hang up.
4. Abuse of telephone privileges will be grounds for disciplinary action.

B. Personal Cellular Phones

1. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are encouraged to make any personal calls on non-work time when possible and to ensure that friends and family members are aware of the B&ECPL Policy.
2. Employees should leave their cell phones in their locker, silenced or turned off. Should it be absolutely necessary for an employee to utilize his/her cell phone while at work, employees are expected to exercise the same discretion as is expected for the use of company phones.
3. Should an employee's use of a personal cell phone cause disruptions or loss in productivity, the employee would be subject to disciplinary action and would be asked not to bring his/her phone to work.

C. Emergencies

Family and other emergencies may require that an employee receive

immediate telephone notification at work, or that he/she must contact a family member, physician, etc. Such obvious emergency situations are not considered personal calls under the above prohibition.