

TELEPHONE AND FAX POLICY

1. The Rockford Public Library has a telephone for library business. Calls by customers will be allowed if the calls are brief, thereby not interfering with incoming business calls. An example of such a call might be a child needing to call for a ride home.
2. It is preferred that customers not receive calls at the library. The librarian will deliver a message to a customer as time allows.
3. The fax machine is mainly for library business. However, it is available during regular library hours for library customers and business persons to send and receive information. Costs (subject to change due to changing costs) for this service are:

Sending (within the continental US):

\$2.00 for the first page

\$1.00 for each of the next four pages

\$.50 for each page thereafter

Receiving: \$.25 per page

Payment is due when the calls are made. The librarian will operate the fax machine for the customer. The customer who is expecting a fax has the responsibility of coming to the library to retrieve it. Payment is due before the fax will be handed to the customer.

4. Cell phone usage is discouraged in the library. In order to insure the privacy of the call and in order to not bother other customers, the person using the cell phone is asked to step outside the library to send or receive cell phone calls.

