

# Wakefield Libraries

## Mobile Telephone Policy

Wakefield Library and Information service recognises that mobile phones and devices play an increasingly important role in the day to day lives of people as a way of sending and receiving information. This policy has been produced to take account of this fact and to provide clarification on how mobile phones may be used in libraries. The provisions of this policy supersede all previous policies on the use of mobile phones and are reflected in the library bylaws.

Customers may use their mobile telephones when in the library, providing that the following standards are observed.

- Mobile telephones must be set to the silent or vibrate mode
- Please use the clearly marked designated areas provided to make or receive calls
- Mobile telephone use is prohibited in quiet zones at all times
- Please be mindful of other customers by keeping the duration and volume of conversations to a minimum
- If you need to make or receive lengthy calls we respectfully request that you leave the library area. Please do not be offended if staff ask you to complete your call outside of the library
- Texting/emailing is permitted anywhere in the library provided that the handset, including keypad is set to the silent mode.

Designated areas have been provided in libraries for customers to make or receive calls, see the individual notices in each library to identify these or seek assistance from a member of staff.

The following restrictions apply:

- Disruptive mobile use is strictly prohibited.
- If a staff member feels that a customer texting on their mobile telephone is disturbing other members of the library they can be asked to move to the designated area of the library.
- The policy applies to all library customers and staff.
- Designated areas are to ensure other customers are not disturbed, these will differ depending on the facility and may be located in the foyer, stair lobby or specific room
- The designated areas will be clearly identified with posters and the library mobile phone policy information will be clearly displayed to customers around the building.
- This information may be communicated to customers verbally if necessary.