

LP 116 Telephone Answering Policy

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Principle:

Persons contacting the Library via telephone, facsimile or email should be treated with attention, tact and cordiality.

Procedure:

- Always answer with: “The County of Prince Edward Public Library & Archives, Branch, how may I direct your call”
- Telephone requests should be recorded on appropriate message sheets and/or emailed with subject line “TELE MESSAGE” - complete details recorded accurately. If applicable, transfer person to leave a detailed message on library staff person’s personal voice mail box.
- Messages should be dated and initialed by the recipient.
- Messages should be immediately delivered to the staff member or appropriate desk.
- If staff person is unavailable (for whatever reason) this should be indicated **without detail**.

“I’m sorry, Jane Doe is not available just now.
May I take a message?”

- Call answer should be checked regularly and messages responded to promptly.

- Personal conversations and phone calls should be avoided if possible through the business day. Persons working in public areas of branches should be particularly careful.
- One person should be responsible for answering the phone. That person should alert another staff member when they are temporarily unavailable.