

EDITORIAL

Free Telephone Usage Barred

BY ED FOBES

The free phone at the Robertson Library circulation desk can no longer be used under casual circumstances.

Citing the over use and abuse of privilege of the circulation desk telephone, students may now only use this device for emergencies and calls related to computer difficulties.

Until recently, the phone was available, with staff permission, for calls of less than two minutes in duration. But staff members found that the line would usually be tied up for much longer, resulting in line-ups and congestion at the exit of the library. One student was even timed at well over twenty minutes on the phone. As well, people calling the circulation desk on that line would often reach a busy signal, resulting in phone customers complaining often.

Staff reaction is mixed. One member was happy with the change, reporting as an example of the problem, an incident in dealing with a customer while an irate student tapped loudly on the desk trying to get permission to use the phone. But many staff members wish that the phone could be available more freely to students without the annoyances. They also commented on an increase in students lacking change for the phones or photocopiers.

Student reactions vary from highly annoyed to indifferent. Some students miss the access to the phone, saying that pay phone calls add up to a significant amount. But all students did notice a great increase in the number of students using the phone approaching the end of last semester, which would most likely be the main reason for the change.

Letters

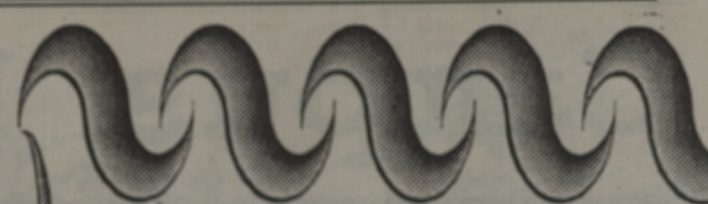
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Letters should be typed if at all possible, including the sender's real name, phone number, and, if applicable, UPEI student number. Letters should be no more than 300 words in length; if the letter exceeds this, it will be cut with a "I". Pseudonyms may be used, but actual name must be included for office reference.

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