**PCCLD Call Routing Schedule**

**Routing Path for In-Coming Calls**

1st Call Center (2 lines) Mon. to Sat. typical hours are from 9 AM – 12 PM & 2 – 6 PM,

 Sunday 1-5 PM (not staffed during lunch or if Circ. is short staffed). [Staffed avg. 46 hrs. /wk.]

*If unanswered routes to:*

2nd Greenhorn Valley Library – Mon. & Wed. 10 AM – 7 PM, Sat. 10 AM – 6 PM [Staffed 26 hrs. /wk.]

 Gidone Library – Tues. & Thurs.10 AM – 7 PM, Fri. 10 AM – 6 PM [Staffed 26 hrs. /wk.]

 *If unanswered routes to:*

3rd Library @ Y, *CURRENT HOURS:*

 Mon. – Fri. 9 am – 1 PM & 4 – 8 PM and Sat. 9 AM – 1 PM [Staffed 44 hrs. /wk.]

 *NEW HOURS, JANUARY 1:*

 Mon. – Fri. 9:30 AM – 1:30 PM & 2 – 6 PM (closed for lunch 1:30 – 2:00 PM)

and Sat. 9:30 AM – 1:30 PM [Staffed 44 hrs. /wk.]

 *If unanswered routes to:*

4th Circulation back room, Mon-Thurs 9 AM – 9 PM, Fri./Sat 9 AM – 6 PM, Sun. 1-5 PM

[Staffed 70 hrs. /wk.]

*If unanswered routes to:* VOICEMAIL.

**Note:**

* In-Coming calls route to VOICEMAIL 1st when libraries are closed.
* Call Center retrieves VOICEMAIL.