

Procedure to Initiate a Facilities Request

I. Branch / Department Procedures:

- Library representative initiating a **Facilities Request** must directly observe and verify the situation to evaluate the level of need:

A. Evaluate Level of Need:

1. Routine / Non-Immediate Level of Need

⇒ Submit Service Desk Plus Work Request:

- Basic Cleanup - dust, vacuum, change light bulbs, empty trash.
- Maintenance - hang pictures, minor repairs, move fixtures, rearrange furniture, painting, special projects.

2. IMMEDIATE Level of Need

⇒ Contact Call Center at Extension 411:

- Bodily fluids or other janitorial clean-ups.
- Electrical shock hazards (i.e.; frayed or exposed wires).
- Elevator malfunctions.
- Graffiti removal.
- HVAC (heating or cooling) issues.
- Meeting Room Fixtures (i.e.; extra tables or chairs).
- Restroom service (i.e.; plumbing emergencies, soap or paper products depleted).
- Safety issues (i.e.; liquid spills, slip/trip hazards).

⇒ Responsibilities of Library Representative Initiating Facilities Request:

1. Observe and verify the scene.
2. Contact Call Center at Extension 411 to place request.
3. Provide **1-Name | 2-Contact Phone | 3-Problem Description | 4-Exact Location**.
4. Notify appropriate Branch PIC (or Rawlings PIC) as point of contact for Facilities.
5. If PIC cannot be located, Library Representative will:
 - Cooperate with Facilities staff member upon arrival.
 - Continue attempts to notify PIC or another supervisor.

⇒ ONLY in the event the Call Center is unable to provide assistance (i.e.; no answer):

- Library Representative contacts Branch PIC or Rawlings PIC at x210 (719-553-0210) with: **1-Name | 2-Contact Phone | 3-Problem Description | 4-Exact Location**.
- PIC assumes control of situation and follows PIC Procedures to contact Facilities.

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II. Branch PIC or Rawlings PIC Procedures:

- **Branch PIC / Rawlings PIC** are designated contacts for **IMMEDIATE Level of Need** Facilities Requests.
- If Call Center is unavailable: **PIC LEAVES VOICEMAIL ON ALL #s CALLED AND CONTINUES EFFORTS TO REACH AND RELAY: 1-Name | 2-Contact Phone | 3-Problem Description | 4-Exact Location.**
- **ONLY IN ALAN ROCCO'S ABSENCE** may PIC directly contact Manuel Moreno at Carnation Services, 719-281-8051; AND **ONLY Facilities staff** dispatches cleaning crew (5-8am) or day porter (1-5pm).
- PIC follows calling plan below until relevant information is relayed to a Facilities staff person:

A. **Evaluate Level of Need:**

1. **IMMEDIATE EMERGENCY**

⇒ **Call Facilities Supervisor Alan Rocco immediately**

- **FACILITIES OFFICE:** 719-562-5658 | 8am-3pm weekdays.
- **PERSONAL CELL:** 719-289-4024 | after 3pm weekdays | 24/7 weekends.

2. **IMMEDIATE Non-Emergency**

- 1st Call Facilities Office | 719-562-5658 | Monday-Friday, 8am-3pm.
- 2nd Contact Facilities staff person designated in **RED** after 3pm or weekends.
- 3rd No response / Nobody scheduled, call Alan Rocco's cell 719-289-4024.

SUNDAY: **Carlos 1-5pm** |

MONDAY: Carlos 7:30am-5pm | **Felix 12:30-9pm** | Mark 7:30am-6pm | Al 7:30am-4pm |

TUESDAY: Carlos 7:30am-5pm | Felix 7:30am-4pm | **Mark 10:30am-9pm** | Al 7:30am-4pm | Rick 8:30am-5pm |

WEDNESDAY: **Carlos 11:30am-9pm** | Felix 7:30am-4pm | Al 7:30am-4pm | Rick 8:30am-5pm |

THURSDAY: Carlos 7:30am-5pm | Felix 7:30am-4pm | **Al 12:30-9pm** | Rick 8:30am-5pm |

FRIDAY: Felix 7:30am-4pm | Al 7:30am-4pm | **Rick 9:30am-6pm** |

SATURDAY: **Rick 7:30am-4pm** |

* The above schedule may change due to illness, vacation or special Library events requiring Facilities' presence.

<p><u>PIC & FACILITIES CONTACT NUMBERS:</u> *These phone numbers may not be shared with the public.</p>	<p><u>IF and WHEN ALL Other Efforts to Reach Facilities have Failed, Contact PCCLD LEADERSHIP:</u> *The cell phone numbers below may not be shared with the public.</p>
<p>FACILITIES OFFICE 719-562-5658 Alan Rocco (personal cell) 719-289-4024 Carlos (personal cell) 719-369-8260 Felix 719-240-0033 Mark 719-240-0131 Al 719-240-0539 Rick 719-240-1546 RAWLINGS PIC x210 719-553-0210</p>	<ul style="list-style-type: none"> • Sara Rose, Chief Operating Officer Work (x627) 719-562-5627. Cell* 719-406-5915. • Jon Walker, Executive Director Work (x625) 719-562-5625. Cell* 719-251-0041.

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III. Call Center Procedures:

- Provide consultation for staff to evaluate the level of need for all Facilities Requests.
- Contact Facilities with requests for **IMMEDIATE EMERGENCY** or **Non-Emergency** assistance.
- LEAVE VOICEMAIL ON ALL #s CALLED** until a Facilities staff person is located.

A. **Evaluate Level of Need:**

1. **Routine / Non-Immediate** Level of Need

a. Situation is not critical in nature:

- Basic Cleanup - dust, vacuum, change light bulbs, empty trash.
- Maintenance - hang pictures, minor repairs, move fixtures, rearrange furniture, painting, special projects.

⇒ **CALL CENTER ACTION:** **Ask caller to submit Service Desk Plus Work Request.**

2. **IMMEDIATE** Level of Need

b. **EMERGENCY** or **Non-Emergency** that requires attention **NOW**.

- Bodily fluids or other janitorial clean-ups.
- Electrical shock hazards (i.e.; frayed or exposed wires).
- Elevator malfunctions.
- Graffiti removal.
- HVAC (heating or cooling) issues.
- Meeting Room Fixtures (i.e.; extra tables or chairs).
- Restroom service (i.e.; plumbing emergencies, soap or paper products depleted).
- Safety issues (i.e.; liquid spills, slip/trip hazards).

⇒ **CALL CENTER ACTION:** **Escalate to Facilities.** (See procedure on next page).

STOP! DO NOT CALL CARNATION SERVICES OR CLEANING CREW MEMBERS.

⇒ **ONLY Branch PIC or Rawlings PIC** may contact Manuel Moreno at Carnation in Alan's absence.

⇒ **ONLY Facilities staff** may dispatch cleaning crew (5-8am) or day porter (1-5pm) if not onsite.

Procedure to Initiate a Facilities Request

B. Place a Facilities Request from Call Center

- Confirm Library Representative initiating Facilities Request observed and verified situation.
- Gather **1-Name | 2-Contact Phone | 3-Problem Description | 4-Exact Location** to evaluate need.
- LEAVE VOICEMAIL ON ALL #s CALLED** and continue efforts to reach Facilities and relay **1-2-3-4**.

1. IMMEDIATE EMERGENCY

⇒ **Call Facilities Supervisor Alan Rocco immediately**

- **FACILITIES OFFICE:** 719-562-5658 | 8am-3pm weekdays.
- **PERSONAL CELL:** 719-289-4024 | after 3pm weekdays | 24/7 weekends.

2. IMMEDIATE Non-Emergency

- 1st Call Facilities Office | 719-562-5658 | Monday-Friday, 8am-3pm.
- 2nd Contact a scheduled Facilities staff member.
- 3rd No response / nobody scheduled, call Alan Rocco's cell 719-289-4024.
- 4th **AFTER 3pm or Weekends:** Call Facilities staff member designated in **RED**.

SUNDAY: **Carlos 1-5pm** |

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C. Final Call Center Action:

- Contact **Branch PIC** or **Rawlings PIC x210** (719-553-0210) to confirm that Facilities responded.
- Appropriate **PIC** becomes point of contact for all further Facilities communications.
- If appropriate **PIC** unavailable, attempt to locate another supervisor – or person who initiated request.