All phone numbers contained in this document may not be shared with the public.

**Determine Level of Need:**

|  |  |
| --- | --- |
| **Immediate Emergency*****Examples:*** * Bodily fluids or other janitorial clean-ups (that do not require special supplies/training)
* Electrical shock hazards (i.e.; frayed or exposed wires)
* Elevator malfunctions
* HVAC (heating or cooling) issues
* Plumbing emergencies such as overflowing toilet and running water
* Safety issues (i.e.; liquid spills, slip/trip hazards)
* Exterior doors not securing

***What should I do…?*** **Notify Facilities Immediately by calling the on call facilities staff** | **Routine / Non-Immediate** ***Examples:*** * BasicCleanup - dust, vacuum, change light bulbs, empty trash
* Maintenance - hang pictures, minor repairs, move fixtures, rearrange furniture, painting, special projects
* Graffiti removal (also do an incident report as this is vandalism)
* Bathroom issues – clogged toilet, soap and paper products

***What do I do when…?*** **Submit Help Desk Work Order** |

*Remember: Always leave a complete message anytime you get voicemail providing*

***1-Name | 2-Contact Phone | 3-Problem Description | 4-Exact Location****.*

* + Facilities office: **719-562-5658**
	+ Alan’s cell until 3 pm: **719-289-4024**
	+ Facilities staff as designated below – closing shifts in **BOLD**
	+ If after 3 pm and on weekends, and no Facilities person can be reached, call Alan’s cell: **719-289-4024**
* **Notify Branch PIC or Rawlings PIC: 719-289-1000 to be point of contact**
* If the PIC cannot be located, staff should:
	+ Cooperate with Facilities staff upon arrival.
	+ Continue attempts to notify PIC or another supervisor.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Sun** | **Mon** | **Tues** | **Wed** | **Thurs** | **Fri** | **Sat** |
| Carlos 719-369-8260 | **1-5** | 7:30-5 | 7:30-5 | **11:30-9** | 7:30-5 |  |  |
| Felix 719-240-0033  |  | **12:30-9** | 7:30-4 | 7:30-4 | 7:30-4 | 7:30-4 |  |
| Mark 719-240-0131 |  | 7:30-6 | **10:30-9** |  |  |  |  |
| Al 719-240-0539 |  | 7:30-4 | 7:30-4 | 7:30-4 | **12:30-9** | 7:30-4 |  |
| Rick 719-240-1546 |  |  | 8:30-5 | 8:30-5 | 8:30-5 | **9:30-6** | **7:30-4** |

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

**IF and WHEN ALL Other Efforts to Reach Facilities or PIC have Failed, Contact PCCLD LEADERSHIP:**

**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