Policy
Staff in the Law Library are responsible for getting service on a down-elevator and taking steps to see that patrons who are stuck in an elevator, or need an elevator to get in or out of the building are helped as needed.

Elevators
There are 4 elevators in the Legal Research Building. When reporting problems, specify which elevator you are talking about.

Stacks Elevator Legal Research Building from Level 10 to 1 of the LR stacks
Passenger Elevator, Legal Research Building to levels 9,8,7,5,3,1 of the LR stacks.
West End Elevator Legal Research Building from the landing on 1 to S-1.
Core Elevator Legal Research Building from level S-1 to S-3 in the subs.

Elevator Down
If someone reports an elevator is down, any library staff member should report it as specified below. Make the call whenever there is a report; do not assume that an earlier report will suffice because it may be that this is a recurring problem.

8 a.m. to 5 p.m. Mon-Fri: Report it to Admin (4-9322) After 5 p.m. and anytime Saturday or Sunday, report it to the Circ Desk (4-4252)

RESPONSIBILITIES
(Specific instructions for Circ & Ref staff are available at their respective desks.)

Signage
Because it is impossible to keep track of repair efforts, we do not put signs on the elevators to indicate if an elevator is not working. Instead signs on the elevators instruct people to notify one of the desks if an elevator is not working.

Reporting
Staff in Admin (8-5,M-F) and at the Circ Desk (evenings and weekends) will report a down elevator and any associated problems to the Dept. of Safety or Building Services.

Problems
If a person is stuck in the elevator or someone can’t get out of the building because a needed elevator is stuck, staff at the Circ desk/Entrance station will keep in contact with the person to be sure all is well and will continue to contact the Department of Safety until the person is released. If there are not enough staff in Circ to keep the desk open and work with the elevator problem, staff at the reference desk will help. Never try to get a person out of a stuck elevator.

If a person can’t get into the building because a needed elevator is stuck, staff at the Reference Desk will locate the person and help him obtain access to the materials. Reference staff will identify and locate needed materials, take to Circ to check out and maintain contact with the patron as long necessary to be sure his research needs are filled. Circ staff work to get someone here to repair the elevator.

Safety
Law Library staff should never
* try to get a person out of a stuck elevator;
* help a patron who needs an elevator try to get in the building by using the stairs; (even if the patron asks for such help, it could be dangerous to you, to the patron or could harm expensive equipment);
* leave a person who is panicked or who has a health problem in a stuck elevator without someone there to maintain contact with the person. (Even if a person says he is fine, it is best to keep stay or keep checking every few minutes);
* leave the building without confirming anyone who needs to use the elevator to leave is safely out of the building.

If a person panics, asks that something be done so he does not have to wait, or if there appears even the slightest indication of a medical or other safety problem, immediately call Safety (3-1131) again to alert them to a change in circumstance.