ELEVATOR PROBLEMS: Instructions to Circulation Desk Staff

Telephone #
If anyone reports that an elevator is down 8-5 Monday-Friday, call Library Admin (4-9322); evenings and weekends call Department of Public Safety (3-1131) to report that an elevator is down. DPSS may take the report or may ask that you call Building Maintenance directly. If they ask you to call Building Maintenance, do so, but call Safety back if there are any further problems.

RR Desk
It may be that someone from the RR desk calls to tell you that the LR elevators are down and someone can't get into the library without them. In that case, find out where the person is and tell them we will send a staff person up to work with the person. Ask if they have made a call to Safety and tell them we will follow up. Follow up as below, being sure to let Reference know that they need to help someone who is in the RR and can not get into the building.

Report
When you call safety:
1. Specify which elevator is down:
   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.
2. If there is a special situation, as described below, confirm that the person taking the report understands the situation and the problems it is causing someone.
3. As always when you call DSS, write up an incident report form.

Follow-up
Elevator repair staff come and go without telling anyone, so if someone reports an elevator down a half hour or more after you called, call again. It is possible that someone fixed it and it is now down again.

Special Situations
1) If a person is stuck in the elevator: After calling for repair, a Circ Dept. staff person* will go to the elevator and let the person know that help is arriving. It is O.K. to leave the Entrance Station unattended to do that. If the person in the elevator can hear you, ask him if the STOP button is pushed in. If so, pulling it out should fix the problem. Otherwise, remain until the repair people arrive or, if the person is comfortable and secure, go back to the desk to have staff call again. Never try to help a person out of a stuck elevator.

2) If a person can't leave the library without access to an elevator: After calling for repair, one Circ Dept staff person* (usually the person at the Entrance Station) will maintain contact with the person until the person is able to leave the building. It is important to know when the person has left so you do not inadvertently leave him stranded in the library. Never try to help a person leave the building on foot if he or she needs an elevator.

3) If a person can't get into the library without access to an elevator: After calling for repair, call the Reference Desk (4-4252) and notify Reference staff of the problem and where the person is. Usually if a person can't get into the library, that person is in the Reading Room and staff from that desk will have called you. Reference staff will go up to meet and work with the patron to be sure he gets the assistance and materials he needs until the elevator is repaired and he can come into the library. We will want to check out any materials to be taken up to the RR; when you do that, work with Reference staff to make arrangements to be sure it is returned when the person is finished and leaves or the elevator gets fixed.

*If there is only one person at the Circ Desk and no one at the Entrance Station or photocopying, rather than leave the Circ desk unattended, ask the staff at the Reference Desk to help meet this obligation.