

# Chelmsford Public Library

## Department Head Guidelines

1. The first priority is the safety and security of patrons and staff - in any emergency, call 911 immediately. Handle things as best you can, and be sure to fill out an incident report.
2. The second priority is customer service - when in doubt, always err in favor of the patron. If the situation warrants it, you can make it clear to the patron that this is a one-time deal, or if it's something you think is too big or you're not comfortable handling, it's okay to say that it'll have to wait until Monday and they can speak with [the director] or [the assistant director] or [the circulation supervisor] or whoever the situation calls for. But again, document everything with an incident report.

### What to do if something goes out

**For any building issue that affects patron access to the building itself** (power out, parking lot not plowed, broken water pipe, etc.) talk to the maintenance man first, and then call [the office manager] on her cell at ###-###-####. If she is unreachable, call [the maintenance supervisor]'s cell at ###-###-####.

**Note:** the phone behind [the office managers]'s desk marked "Emergency Phone" will still work even without power

#### Power & Lights

If the building does not have power when you arrive, do not open to the public. Call [the office manager].

If the power goes out after we are open to the public, wait 15 minutes to see if the power comes back on. During those 15 minutes, make sure patrons are not lost in the stacks or in bathrooms. If the power does not come back on, patrons must leave the building and we are closed until power is restored.

#### Snow

If the parking lot is not plowed when you arrive, talk to the maintenance man and coordinate with DPW. The town is responsible for plowing the parking lot, and library staff is responsible for steps and walkways. We do not open to the public until the parking lot is plowed.

If it is snowing hard after we are open to the public, call the Director or an Assistant Director if you feel we should close early. Coordinate with DPW to keep the parking lot clear.

#### Gas Leak

Call National Grid at ###-###-#### and the Fire Department ###-###-####.

#### HVAC Heating and Cooling

If the temperature is unbearably hot or cold, coordinate with the maintenance man to adjust. If he cannot, leave a note for [the office manager] and apologize to patrons.

#### Fire Alarm

If the fire alarm goes off while we're open, evacuate the building immediately and do a sweep to make sure all patrons have left. Keep patrons and staff a safe distance away from the building. There is a wheelchair in the supply room if any patrons need assistance exiting quickly. Wait for the all-clear from the Fire Department before reentering.

*(continued on reverse)*

### Burst Pipe or Other Emergency

Close off the affected area to patrons as much as possible, work with the maintenance man to stop the problem, and coordinate cleanup. Call 911, DPW, the Town Electrician, etc., if necessary, to deal with the problem. Also call [the office manager] , and fill out an incident report.

**For issues that don't affect access to the building** (internet, bathrooms, leaking roof, Evergreen, etc), use "out of order" signs, apologize to patrons, and report it to the Department Head on Monday.

### Alarm System

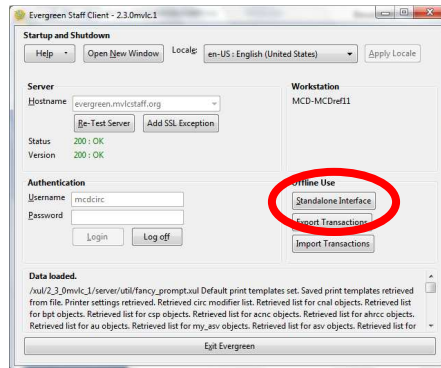
The maintenance man will turn the building alarm on and off with his code. If the alarm system goes off for some reason, Wayne Alarm Systems, Inc. may call. If there is no problem, give them our all-clear password, "#####."

### Internet

If we lose connection to the internet, put up the "Internet Temporarily Unavailable" sign (in the Reference Office) , and call [the assistant director]'s cell at ###-###-####. Apologize to patrons, and warn them that it might not be restored until Monday.

### Evergreen Catalog

If we lose connection to Evergreen, Call MVLC Central Site at ###-###-#### or ###-###-####  
If it is not restored right away, the Circulation Desk should use the Offline Standalone Interface to check items out. **DO NOT** check items in.



If the Standalone Interface is used on any circ desk computer, let the department head know Monday so those records can be imported into Evergreen.

### Phone Numbers

	Home	Cell
[library director]	###-###-####	###-###-####
[library assistant director]	###-###-####	###-###-####
[library assistant director]	###-###-####	###-###-####
[office manager]	###-###-####	###-###-####
[maintenance supervisor]		###-###-####
MVLC Central Site	###-###-####	###-###-####
DPW	###-###-####	
Fire Department	non-emergency: ###-###-####	
Police	non-emergency: ###-###-####	
Wayne Alarm Systems	###-###-####	