

## **Equipment Malfunction Procedures**

- I. In the absence of the Library Director, the Person In Charge is required to initiate action in response to any equipment malfunction situation. The Person In Charge is designated as the Adult Services Reference Librarian on duty but anyone can assist in an emergency and team-work may be required.  
\*After following the proper procedure please notify the Director via email and/or phone 312-510-3751. If public notice is necessary you may contact Alicia for media notification.
- II. For diagrams showing locations of shut off valves, see “Water/Gas Diagram” in Appendix G.
- III. Heating and Air Conditioning
  - A. Shut off gas or electricity only if necessary. This will shut off heat and air conditioning.
  - B. Call HVAC contractor: Triangle Environmental: 815-439-0300
- IV. Water Heater
  - A. Turn off the pilot light. Shut off main gas valve only if absolutely necessary as this will shut off the heat also.
  - B. Call any available local plumber or our maintenance contractor: S&D Prime Maintenance: 800-660-6028
- V. Humidifiers
  - A. Turn off water valve to the humidifiers.
  - B. Turn off main water valve only if absolutely necessary as this will shut off water to the public washrooms and all other water sources.
  - C. Call HVAC contractor if humidifiers are leaking or for permanent repair: Triangle Environmental 815-439-0300
- VI. Burglar Alarm/Fire Alarm
  - A. The Burglar Alarm: Call Illinois Alarm: 366-2400
  - B. The Fire Alarm: Call the Fire Department 366-1234. If there is a problem with the fire alarm panel in the storage room that the Fire Department cannot fix, call Simplex at 1-630- 948-1200.
- VII. Gas Smells
  - A. Call 911.
  - B. Evacuate the building, and move to the designated meeting place.
- VIII. Plumbing: Broken Pipes, Toilets
  - A. Turn off main water valve (See “Water/Gas Diagram” at Appendix G) if the leak is very bad. Remember that this turns off all water in the building.
  - B. Remove any materials from the area that could be damaged.
  - C. Call any available local plumber or S&D Prime Maintenance: 800-660-6028

IX. Water Fountain

- 112
- A. Turn off water valve to the fountain.
  - B. Turn off main water valve (See “Water/Gas Diagram” at Appendix G) if the leak is very bad. Remember that this turns off all the water in the building.
- X. Telephones
- A. If a telephone stops working, check other phones to see if they are still working or if the system is down.
  - B. If possible, determine if the problem is the battery backup and reset the battery using the diagram in appendix G.
  - C. If it is equipment failure, then use a cell phone to call CallOne at 1-312-681-8300.
  - D. If the problem is the phone line in the elevator or the lines that connect our security panles, call AT&T 800-288-2020
- XI. Sprinkler System
- A. Lawn: If there is a leak in the system, turn the sprinkler water valve off, then call Aqua Fiori at 345- 4433
  - B. Building: If there is a leak, or it goes off, shut off the system valve, then call Simplex Grinnell at 1-630-948-1200.
- XII. Elevator
- A. If there is a problem with the elevator, turn it off. Try to determine the problem and restart.
  - B. Call All-Types Elevator at 366-5566
- XIII. Automatic Doors
- A. If there is a problem, first try to resolve it by checking power switch, etc.
  - B. If unable to resolve, call Stanley Magic Door at 1-800-323-1207, Option 1
- XIV. Generator
- A. If there is a problem with the generator, call Illini Power Products at 1-630-462-7280.
- XV. Sump Pumps/Ejector Pump
- A. If there is a problem, call Metropolitan Equipment at 1-630-972-9400, Option 1.
- XVI. PA System/Projector
- A. If there is a problem call Allen Visual Systems a 1-847-520-4960, Option 1.
- XVII. Computers (When Rafal is not available)
- A. If there is a problem with SWAN, call the system at 1-630-734-5135.
  - B. If there is a problem with the LAN or other computer issues, call Current Tech. for 24x7 support at 630-388-0240. You may also contact Rafal via email or phone.