

This message is being sent to all correspondents.

Attention Library Staff,

This is a reminder on how to contact the Facilities Maintenance Department for service.

This is the MAINTENANCE EMERGENCY process

When you have a maintenance emergency or an urgent request you can call Maintenance at ext. **3536** (internal phone) **or 405-606-3536** (external phone number). This number will work for everyone 24 hours a day. You will speak with someone immediately or receive voice mail instructions.

If you leave a voice mail, leave your name, number, and the extension you can be reached at for call back.

You should receive a call back within five or ten minutes. **Please never rely on one try to contact us.** If we have not responded within 15 minutes then please call ext. **3536 or 405-606-3536** number again. If you still do not get a response, call Facilities Maintenance at **405-606-3535**.

Documentation: As soon as possible turn in a work order even if it is an emergency and you have successfully reached someone in Maintenance.

Regular work orders/Maintenance requests

Turn in a work order for all repairs or request by clicking on the "Maintenance Connect" link on the Intranet on the "select site" drop down menu.

No verbal request if at all possible.

No matter what the issues are a work order is always necessary.

Once a work order request is received a Maintenance Technician will address the issue.

If you have facilities access problems of any type call ext. 3536 and turn in a work order. If it is a new or replacement key or fob, please refer to the Facility Access and Key/Cards/Fobs Replacement form on the Intranet.

Supplies: Please allow up to three working days for supply deliveries.

If you have any questions please call 405-606-3535 or ext. 3536.

REMEMBER FOR **MAINTENANCE EMERGENCIES** CALL

ext. **3536** or **405-606-3536**

Have A Great Day!