

Bucks County Public Library

**Management**

**BUILDING MAINTENANCE**

DRAFT 04072025

**Policy Statement**

The Bucks County Free Library works to provide library users with clean, safe, secure and comfortable environments in which to use library materials and services.

**Regulations**

The library's Facilities Department plans, oversees, and provides maintenance in all library facilities. The department manager prioritizes and assigns all maintenance and repairs. Facilities employees perform regularly scheduled maintenance under the direction of the manager. Outside contractors or vendors are engaged at the discretion of the manager in consultation with the Chief Executive Officer and Chief Financial Officer.

No volunteer, individual, or community group may perform any maintenance or improvement activities or contract for any maintenance or improvements, including library grounds, without submitting plans and receiving advance approval from the Chief Executive Officer.

All facilities work is logged and documented using the library's Help Desk system. The library management and administration use information from service requests to evaluate facilities and building systems, analyze vendor performance, evaluate and plan for operational improvements, and track productivity.

Facilities employees are required to adhere to schedules and may not perform tasks apart from those assigned in the Help Desk system or by their manager. Designated managers at each location submit Help Desk service requests and provide information to staff about scheduled maintenance, anticipated repairs, and special maintenance projects.

If, in the absence of a manager, a facilities problem poses an immediate danger to the public, staff, or library property, any employee should immediately notify the Facilities Department or library administration.

The library administration and board initiate complex or major projects as part of strategic and capital planning. Requests for renovations and capital improvements are not submitted through the Help Desk. Examples include painting of a facility, purchase of new shelving or furniture, landscaping upgrades, and carpet or roof replacement.

In order to help maintain clean and orderly facilities, all library employees are expected to:

- Eat, drink, and store food only in designated areas
- Use only bulletin boards or sign holders to display or mount items and not adhesives or tape
- Remove damaged furniture from use or ensure that it is removed
- Use furniture and equipment only as designed and intended for use
- Keep floors free of objects that could cause someone to trip or fall
- Keep all public and work areas free of accumulated items, including old paperwork, library materials, equipment, and furniture
- Keep all fire exits, fire extinguishers, hallways, and doorways unblocked and free of debris

If a library remains open while awaiting a repair, library managers and employees are expected to initiate workarounds to reduce public inconvenience. Examples include temporarily opening employee restrooms when a public restroom is unusable; closing off or rotating in and out of areas that are too hot or too cold while awaiting HVAC repair; and providing bottled water if the water system fails.

Library employees are not required or forced to remain on duty or report to work when the library opens with a facilities problem that makes them physically ill or uncomfortable. In these cases, employees may request to use paid or unpaid vacation or personal time or may request temporary reassignment to another location. Temporarily reassigned employees will report to a location determined by the library and will work the hours needed by the host location. Sick leave requests while awaiting a facilities repair are granted contingent on the employee providing medical certification for the absence.

The library makes a good faith effort within budget and other constraints to maintain its facilities. A library employee who makes false statements about facilities concerns to members of the public will be subject to disciplinary action.

The Bucks County General Services Department performs plumbing, electrical, and other work in emergencies and as available. General Services support is subject to the approval of the county's General Services Director. The library's facilities manager is the sole point of contact with General Services and maintains file copies of all work orders submitted to General Services. The library's facilities manager reviews and approves all purchases made by General Services workers on behalf of the library.

Designated facilities employees are the sole point of contact with outside contractors and vendors. Other library employees may contact outside contractors and vendors only when instructed to do so by the facilities manager. The Facilities Department alerts library managers and staff to scheduled visits and makes arrangements for a facilities employee to be on site when necessary.

The Library Board, with the Chief Executive Officer, ensures that facilities expenditures meet and support strategic goals. The board reviews the facilities operating budget annually as part of general budget review and is informed of any priorities, projects, or problems that will be corrected in the upcoming budget year.

The library's County capital budget is subject to oversight, review, and approval by the County Finance Department. The County Chief Financial Officer and staff work with the library's facilities manager and administrative staff to develop specifications, conduct formal bid and quote processes, make payments to vendors, and approve completed projects. The Library Board reviews the county capital budget and plan annually. The board is informed of any capital priorities, projects or problems that will be corrected in the upcoming budget year.

The Chief Executive Officer informs the Library Board and Commonwealth Libraries when closure of facilities is necessary for building projects and requests approval for closure from Commonwealth Libraries as required. Local media are informed of facilities concerns when they will result in closure of a library. The Chief Executive Officer is responsible for handling all communication with the media about facilities problems.

Adopted by the Board of Directors October 21, 2008  
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