Services Schedule:
Sterling Memorial Library

Emergency & After Hours Procedure:
All emergency repairs and/or problems should be called in to the Customer Service Center: 203-432-6888

Facilities Operations Representatives:
Facilities Superintendent: Jacqueline Gaetano, 203-432-1755 / 203-494-7752
Custodial Team Leader: Roger Bacote, 203-535-3081
General Building Maintainer: 203-432-6888
Director of Building Operation: John Clegg, 203-432-1773 / 203-641-9159

Custodial Services:
**Offices:** Vacuuming, dusting, trash/recycling pickup, and cleaning is performed once per week. Additional services are also provided on demand by calling 203-432-6888.

**Public Areas:** are cleaned (vacuumed and dusted) once daily, Monday through Friday. Corridors are cleaned twice a week. Conference rooms and kitchenettes are cleaned daily. Restrooms are cleaned and re-service Twice daily, Sunday through Saturday.

Disposal Services: Trash, Recycling and Food Waste are removed from public areas once daily, Monday thru Friday. Ink & Toner recycling is supported by OfficeMax, please email your request to Omxcollect@corecycling.com

Physical Plant Services:
**Routine Maintenance & Repair Services**
Any repair or service to building systems or existing fixtures.

**On-Demand Services** (beyond routine maintenance) Examples: Hanging picture frames, hanging white boards, adding electrical outlets, repair refrigerators etc. will require charging instructions.

For both Routine and On-Demand Services, please call 203-432-6888, or go online to Facilities.Yale.edu and click Facilities Work Request under “Quick Links.”

Building related Temperature issues: go online to Facilities.Yale.edu and selecting Facilities Work Request under “Quick Links.” or call 203-432-6888.

Room and Events Set-ups: can be scheduled by going online to Facilities.Yale.edu and selecting Facilities Work Request under “Quick Links.”
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Facilities Superintendent: Jacqueline Gaetano, 203-432-1755 / 203-494-7752
Custodial Team Leader: Roger Bacote, 203-535-3081
General Building Maintainer: 203-432-6888
Facilities Manager: Ralph Mannarino, 203-432-9646 / 203-996-1765

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