

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1399061	4/11/24 13:01:30	81ST	<p>The curtain in the children's area has been taped with duct tape to repair a tare on the curtain. We would like to have the curtain replaced so that patrons can feel valued. Thanks.</p> <p>I also noticed that this duct tape is making the curtain get stuck as it is raised or lowered.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1399065	4/11/24 13:11:27	81ST	<p>The colorful fixtures in the community room are very dirty and need to be cleaned. This needs someone to climb a ladder to reach. The dust build up is bad for patrons' allergies.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1452078	9/20/24 13:26:37	81ST	<p>Public Restrooms - 81st Ave needs to install latches to maintain the doors to our public restrooms (on the first and second floors) open. Patrons are closing the door behind them when entering the restroom engaging in activities like bathing, sexual activity, substance use. If we were able to latch the doors open, there will be less privacy for these activities to happen. Patrons have come to desk regarding bathroom activities and accessing the restroom if the door is closed.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1454835	10/2/24 10:22:12	81ST	<p>pear tree is growing and rubbing against 81st ave library - please trim tree</p>	Landscaping / Trees

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1468133	11/14/24 16:23:35	81ST	81st Ave needs assistance in securing slatwall panels onto our quiet are walls.	Structural (furniture, windows, l
1471447	11/26/24 10:16:07	81ST	There is a mouse or multiple mice upstairs in the staff area. One was killed a few days ago and now they have become more aggressive. There have been multiple sightings of a mouse coming out of people's lockers. Eating through plastic zip lock bags to get to dry food. The mice hide under the oven. This may need to be moved to set traps.	Pest

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1379808	2/7/24 16:41:12	AAMLO	On the 1st floor of AAMLO in the reference library and the admin offices there are multiple lights out. In the reference area there are 2 large "globe" lights that are out. I am of the understanding that 1 of the large globe lights also needs a balance in addition to new bulbs. There are also 5 small recessed lights that need to be replaced. In the librarian office the large globe light needs to be replaced	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1383605	2/21/24 8:46:26	AAMLO	Due to the heavy downpour, AAMLO is again experiencing water (rain) intrusion into the building. This happened before sometime during my first year in Oakland. Water was leaking onto the electrical cords contact Troy Dotson x6608	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1424813	7/3/24 10:13:13	AAMLO	A regular patron told me that he was bitten by bed bugs here at the library while using our computer. He told me he experienced it soon after he sat after an "unhoused" man used that same station.	Pest
1433782	7/29/24 11:59:55	AAMLO	More lights have gone out in AAMLO's reference area. There are a total of 6 canon light the are out or need to be replaced. It is starting to become very dark in the library	Electrical (e.g., Light Bulbs, outlets, computers, street lights)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1433552	7/30/24 9:51:08	AAMLO	The swinging door that connects at the security guard station is broken and need to be replace and repaired. (see attached photos)	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1441542	8/20/24 18:09:15	AAMLO	<p>AAMLO's elevator was inspected by a representative of the State of California, Department of Industrial Relations. The inspector indicated that the elevator could "catch fire" because a portion of the drywall in the basement is missing and thereby exposes bare wood.</p> <p>No photographs are available, because AAMLO staff does not have a key to access the basement via the first floor corridor, in the room for the Archives Storage--i.e. behind the outer door labeled "Sprinkler Riser" and the interior basement door labeled "Fire Pump."</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1446662	9/4/24 17:30:12	AAMLO	<p>ROOF EVAL: Evaluate AAMLO's roof for potential leaks due to previous water intrusion following rains.</p> <p>Is it possible that the heat from the sun has caused expansion and contraction of the roof (buckling and cracking) that facilitate intrusion of water into the building?</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1446595	9/5/24 13:15:56	AAMLO	<p>ADA DOOR: The front entrance double doors--accessed via 14th Street--need to be made ADA compliant. The interior and exterior panels marked "PUSH TO OPEN" are not operative. These panels are placed at a height to facilitate ingress and egress by those in wheelchairs.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1456492	10/7/24 9:25:54	AAMLO	Ant Infestation in staff breakroom on 2nd floor. Ant trail seen around sink area leading to trash bins in staff breakroom	Pest
1460785	10/21/24 11:36:27	AAMLO	Roaches in Reference Library Department	Pest
1468644	11/15/24 18:09:13	AAMLO	<p>The room (behind the library) leading from the main entrance corridor to the janitor's closet is excessively hot.</p> <p>This is a periodically recurring issue. It reemerged during the Saturday (November 9th) of the Festival of Dolls.</p> <p>To mitigate the excessive heat, that Monday (November 11th) I reopened the door to the room so that the heat can escape. As in the past, I covered the open doorway with a door screen mesh. Behind the screen, the door was blocked with trash cans and a sign that reads "Staff Only."</p>	Heating, Ventilation, and Cooling (HVAC)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1474804	12/10/24 15:39:59	AAMLO	There is little to no heat in the reference area of the library, although there is heat in the building the reference area is colder than the other departments	Heating, Ventilation, and Cooling (HVAC)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1421765	6/22/24 10:30:45	ASN	There seems to be a problem with the lock that most of the time staff are unable to open with their keys. The other problem is the latch that may need to be replaced because it's so stiff that it cannot be closed easily.	Key / Lock Management
1467959	11/13/24 12:15:18	ASN	Staff spotted some very large cockroaches that were at least 2 inches long while shelving books.	Pest
1479690	12/28/24 14:12:40	ASN	Drippy faucet in staff restroom at Asian Branch Library. Please fix or replace.	Plumbing

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1313280	7/6/23 16:49:32	BRO	The right side arm rest of the Circulation Arm chair was broken .	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1416218	6/6/24 12:36:18	BRO	Brookfield Library received gate counter recently. Please install two holders to support the two small units at the door entrance please. Thanks. Brookfield staff can show you the spots these need to be installed. Thanks a lot.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1436956	8/7/24 13:26:34	BRO	Please install Gate count device. Thanks.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1459964	10/17/24 12:12:05	BRO	The thermostat unit behind the Brookfield circulation desk and directly under the batter run clock, is sending a beep sound.	Heating, Ventilation, and Cooling (HVAC)
1471110	11/23/24 17:23:42	BRO	the safe in staff room/branch manager office failed to open and close	Key / Lock Management
1474973	12/11/24 9:21:57	BRO	front door lock does not work for all issued keys; it was stuck this morning for one of the staff member's keys. Asking for someone to come and look at the lock	Key / Lock Management
1480422	12/31/24 11:23:52	BRO	Difficulty locking the padlock of building front porch iron gate.	Key / Lock Management

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1406424	5/4/24 10:28:40	CHA	The fire alarm pull station located in the lobby of the Cesar Chavez library has a plastic cover. There is supposed to be a local alarm which sounds when the plastic cover comes off. This prevents someone from pulling the fire alarm. There used to be a local alarm, but it appears to no longer be working. Is it possible to please create a ticket to repair/re-install the local alarm for the plastic cover on the fire alarm pull station at the Cesar Chavez Library? The alarm was recently pulled, causing a big problem.	Alarms (Fire Alarm, Security System)
1440788	8/15/24 17:12:42	CHA	the linoleum flooring behind the circulation desk is worn out, we can now see the concrete floor under it. It needs to be replaced.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1442019	8/22/24 10:34:44	CHA	Patio doors need to have Automatic Handicap Swing Door Opener. These door lead a shared patio with the senior center. Doors heavily used by people in wheel chairs and other dyabilities and they have a hard time opening the doors.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1445562	9/3/24 10:41:57	CHA	please program existing alarm code for Rabia Anwar to also work at the Cesar E Chavez Branch library	Alarms (Fire Alarm, Security System)
1449880	9/15/24 16:24:39	CHA	Rubber Trim on the edge of the carpet where it meets the linoleum is coming up. It is raised and presents a tripping hazard.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1452023	9/19/24 13:21:10	CHA	Round light bulbs need to be replaced: - 1 near Reference Desk 1 - 1 near Reference Desk 2 - 1 in front of Check Out Desk -2 behind Children's Reference Desk	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1453389	9/26/24 13:37:15	CHA	We want to move a card catalog to the spot where we have the self-check. We want a second Ethernet Wall Port next to the existing Ethernet port 9-2 for the self catalog.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1455346	10/2/24 17:41:07	CHA	The door to the ADA stall in the public women's restroom's lock is broken. It catches on the door and locks.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1456475	10/5/24 13:36:17	CHA	Move the file cabinet from one side of the desk to the other side—Teen Librarian wants one cabinet on each side of the desk, right now both cabinets are on one side of the desk	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1456490	10/5/24 16:55:20	CHA	light out in the children/Teen office	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1457015	10/8/24 14:58:15	CHA	large stain on the carpet by the adult magazine area.	Cleaning (Custodial)
1457578	10/9/24 18:37:36	CHA	Two round light bulbs need replacing in Teen Zone.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)

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1458047	10/11/24 12:51:20	CHA	The second-floor patio door does not automatically close. The hinge may be dirty and need to be cleaned. The sill of the door is also dirty and needs to be cleaned. When the door stays open it disturbers the air pressure in the branch and makes the other doors hard to open.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
ON HOLD	10/15/24 11:43:49	CHA	Installation of outlets in the Chavez Teen Zone Circular Stage. Similar to these: https://www.grainger.com/category/electrical/electrical-connectors-wiring-devices/plugs-receptacles-wiring-devices/nema-straight-blade-plugs-receptacles/combination-nema-straight-blade-receptacles-with-usb-ports/commercial-straight-blade-receptacles-with-usb-ports?filters=webParentSkuKey&webParentSkuKey=WP14379947	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1459928	10/16/24 15:45:23	CHA	Moving a Coarkboard onto another wall in the office, and installing a Whiteboard in its place.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1460794	10/18/24 16:16:38	CHA	windows in the meeting room are dirty	Cleaning (Custodial)
1462009	10/24/24 15:03:21	CHA	We would like to have the Teen Zone Stage removed. This has been an accessibility and space issue for awhile.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1463863	10/31/24 11:41:45	CHA	We have a push bar door that locks and unlocks from the outside. It is located at the top of our stairwell. We have had several incidents where we have had to lock down the library, where the person causing the disturbance is in the stairwell. This makes locking the stairwell difficult when you have someone threatening you on the other side. We would like the push door lock to be changed to a lock that can be locked from the inside.	Key / Lock Management
1468252	11/15/24 11:18:49	CHA	The lobby features two niches, each with a display area for flyers and built-in recessed shelving at the bottom. We want to cover the recessed shelving with plywood matching the existing wood paneling. Additionally, we want to move the corkboard area at the top moved forward, so that it aligns with the wall, eliminating the counter space.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1469926	11/21/24 12:55:29	CHA	Remove a shelf that is bolted to the wall. The wall will need to be painted once the shelf is removed.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1473730	12/6/24 15:25:32	CHA	We just received Slatwall shelving, but they are not securely placed. If possible could we have them drilled securely to the wall, or securely to the brackets.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1475068	12/11/24 11:23:27	CHA	There are several light out in the branch. We have submitted service request and some get done and they say they will be back to fix the other but do not. Many have been out for a few moths now.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1477669	12/19/24 16:13:23	CHA	remove outlets so the carpenter can remove the shelf	Electrical (e.g., Light Bulbs, outlets, computers, street lights)

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1479148	12/27/24 11:53:33	CHA	Light out near first and second stall of public women's restroom. Extremely dark over two stalls.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)

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1444012	8/27/24 15:06:25	DIM	One of the rain gutters on the second-floor roof has rusted and broken. This is causing the rain to leak heavily in that area.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1471504	11/27/24 16:38:53	DIM	A rain gutter has rusted out and water is pouring from the roof.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1476113	12/14/24 9:20:21	DIM	water is seeping into the building along the floor. This is an existing issue that was never addressed completely.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1478459	12/21/24 17:24:47	DIM	There is a leak coming from one of the ceiling tiles in the adult sitting area. It's located at coordinates 4 from the green wall and 6 tiles from the window. That's also in the attached photo.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE	Notes
1426658	7/9/24 16:22:38	EAST	The water fountain between the Eastmont Library public restrooms is not draining so it is flooding and overflows.	Plumbing	
1465966	11/7/24 11:17:23	EAST	please program the existing alarm code for Alejandra Briseno to also work at the Eastmont Branch Library.	Alarms (Fire Alarm, Security System)	

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1454319	9/27/24 16:00:18	ELM	We are requesting a soap dispenser be placed in the patron restroom. When the new restroom was built in Elmhurst during the remodel in 2023, a soap dispenser was never installed. We've been ordering soap through supply order but patrons keep stealing the soap.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1459208	10/14/24 12:56:12	ELM	Outside the library, there is a pole where the ADA access button is located. The pole is loose and the black top is cracked.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1479675	12/30/24 13:44:56	ELM	mouse spotted in library breakroom	Pest

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1309819	6/27/23 19:47:22	GG	The meeting room handrailing is separated. It's completely come apart in the corner, leaving a sharp corner and no support if someone leans on it near the break	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1316418	7/18/23 17:34:18	GG	One of the bannisters has come off of the stairwells. If you face the library from the door, it's the second up from the bottom on the left side. It's come completely off. The bannister is in my office right now on the desk. It appears it was just glued in before; there are no nail holes in it.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1341494	9/30/23 15:31:49	GG	two small neatly rectangular strips where tile is somehow missing, may be exposing the public to asbestos	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1357678	11/22/23 13:04:30	GG	One of the wheelstops has rebar sticking out of it on both sides. Last night a patron's car got stuck on it. I think it tore the splash guard off of the bottom of my car. I'm not sure why this wheelstop is even in the parking space because there is a second wheelstop behind it.	Streets/sidewalk (damage, deterioration, patios, public right-of-way)
1399943	4/12/24 16:37:00	GG	The roller of the window shade on the window facing the parking lot closest to the exit to the parking lot (northeast--facing the hills and toward Aileen street) has fallen off of the bracket. We cannot seem to get it back into the bracket; Troy thinks the bracket is bent.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1399946	4/12/24 16:40:22	GG	The right most (southwest, closest to the hills and 56th street) window in the upstairs library assistants' office has a broken window sash cord. The window will not stay open unless something is propping it open. You can see the broken rope in the window frame.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1399465	4/12/24 16:56:07	GG	The staff room has two windows in it, both facing San Pablo. The latches on both are broken, and both of them have broken shades. The shades have rails that are snapped in half. I don't know if they work otherwise. The latch on the window over the sink does not have a strike plate anymore. The latch over the fridge does not have a strike that is tight on the wood anymore. One of the window panes over the fridge is also cracked and has a hole in it. Also the roller shade on the window over the kitchen is also off the bracket.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1400033	4/15/24 13:19:34	GG	The Golden Gate Library Children's room upper window on the left side if the room (northeast side, closest to Aileen and the hills) has a broken roller shade. This window is sometimes difficult to open. The middle window will not open. I can't tell what needs to be fixed because these windows are too high.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

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1426593	7/9/24 14:58:54	GG	Golden Gate branch requests all interior doors except for the manager's office, server room, elevator room, and boiler room, to be accessible with BOTH the E10 and E10B keys.	Key / Lock Management
1453250	9/25/24 19:45:46	GG	2 inset lights are flickering in the Children's Room and 2 inset lights are very dim.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1459899	10/8/24 19:25:30	GG	Many books with mystery insects returned to circulation desk in library on 10/7/24--want to ensure no bugs remain in or around building (were disposed of in parking lot but left outside the bin overnight). Someone said these are baby roaches. I	Pest
1457408	10/9/24 11:06:33	GG	Roller shade in downstairs office window third from the right of the outer door (next to clock) is out of bracket. Shade can't be raised or lowered.	Structural (furniture, windows, doors, walls, etc.)
1463478	10/29/24 18:26:56	GG	Broken window hinge in Golden Gate computer lab. The window frame is completely broken off of its hinges on one side, and the wood is cracking on the other side.	Structural (furniture, windows, doors, walls, etc.)
1463639	10/30/24 14:58:46	GG	Window over scanner has a broken pane.	Structural (furniture, windows, doors, walls, etc.)

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1464338	11/1/24 15:50:04	GG	Window in downstairs library assistant's office doesn't latch securely. Pops open when door is slammed shut.	Structural (furniture, windows, I
1464797	11/2/24 16:27:41	GG	Golden Gate Library toilet clogged with branches, feces, paper seat covers and possibly other materials	Bio-waste / biohazard (Bodily Fl
1467811	11/13/2024 19:44	GG	The elevator is dirty, and makes the ride into the building feel scuzzy.	Cleaning (Custodial)
1477656	12/19/24 15:55:48	GG	Two upper outdoor lightbulbs out at Golden Gate in the back of the building, one by the elevator and one by the offices (globe).	Electrical (e.g., Light Bulbs, outle
1478195	12/20/24 16:20:15	GG	At Golden Gate: Ants in kitchen, in teen area, across from reference desk, guard area (inside front door) and in holiday closet (in meeting room, next to entry stairs)	Pest
1478226	12/20/24 16:22:38	GG	Golden Gate: Need new lockers anchored to wall in staff lounge	Structural (furniture, windows, I

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1332969	9/5/23 17:24:08	KING	We would like to request that all our paper towel dispensers be of the same style, so only one type of refill is required. We've had issues with custodial staff being able to access and restock all three different paper towel varieties. This streamlined approach	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1429097	7/16/24 17:17:12	KING	We would like to to replace or repair the door sweeps at the front door (in order to keep pests from entering the building)	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1438691	8/12/24 17:25:29	KING	The window is broken, and not closing properly. Apparently a screw popped out when staff tried to close the window.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1455722	10/3/24 17:24:52	KING	Graffiti on the mirror in the right hand bathroom needs to be removed. It looks like it might have been made with a Sharpie.	Graffiti
1456474	10/7/24 10:06:43	KING	Entrance area, inside and outside of metal gate needs power washing. There is a strong smell of urine at the library entrance. There is also something sticky coating the ground.	Cleaning (Custodial)
1460174	10/18/24 10:49:02	KING	red marker drawings on bathroom wall need to be removed	Graffiti

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1469754	11/20/24 17:29:05	KING	Purple area of carpet in the Adult NonFiction section/southwest corner of MLKing Branch library is very soiled. Needs to be replaced to match the rest of the gray carpet tiles in the rest of the branch. (There are currently 8 matching 19.5" x 19.5" gray tiles in the custodial closet)	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1469904	11/21/24 14:04:17	KING	Trash and debris all along parking lot fence/backyard of KING branch	Illegal Dumping (debris, appliances, mattress)
1476104	12/13/24 12:58:37	KING	<p>Sidewalk area outside of the library entrance (both inside the gate and around the outside of the gate) needs to be power-washed. There is currently something stick all over the ground and there often appears to be drug or cigarette residue on the ground. It also smells like urine in this area.</p> <p>Is it possible to have this are power washed regularly, once a week or even once a month?</p>	Cleaning (Custodial)

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1350142	10/27/23 13:11:51	LAKE	There are three large potholes that have continued to get bigger over the course of the past year here at Lakeview. They are unavoidable when you enter the library's parking lot. There have been many patron complaints about this issue.	Streets/sidewalk (damage, deterioration, patios, public right-of-way)
1384101	2/22/24 12:22:12	LAKE	There are several large potholes located in our asphalt parking lot that are causing damage to cars. The public and library patrons are repeatedly complaining to library staff about the potholes.	Streets/sidewalk (damage, deterioration, patios, public right-of-way)
1409056	5/14/24 11:13:01	LAKE	The windows on the left side of the branch do not open and we would like to have them repaired so that they open.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1409127	5/14/24 11:31:09	LAKE	The subflooring in the branch is unstable and in need of replacing, specifically behind the information desk. The floor behind the desk is slanted and unstable. We are requesting a full evaluation of the subflooring for repair.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1443245	8/23/24 12:48:02	LAKE	Fruit flies in staff kitchen near sink/counter area.	Pest

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145553	10/3/24 13:21:39	LAKE	Hole in screen in meeting room window at Lakeview. Screen needs to be repaired/replaced.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
145541	10/3/24 13:25:25	LAKE	BB Hole located in window in reading room of Lakeview Library. Glass needs to be replaced. This is NOT the same BB hole that has been previously reported and subsequently repaired.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1476706	12/17/24 13:03:08	LAKE	Graffiti on exterior wall. We are requesting removal.	Graffiti

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1392165	3/19/24 9:24:40	MAIN	Wood panels on the shelves - the glue has dried out and the panels are sticking out and loose, creating a tripping hazard. Can you please glue the various panels back soon? Patrons have also complained as this is a popular browsing collection.	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1408688	5/13/24 13:48:57	MAIN	Please re-install security mirrors after renovation work with new hardware.	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls,
1465942	11/7/24 9:35:21	MAIN	Main library restrooms need TILE (floor and wall) replacement in two restrooms:	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1465941	11/7/24 9:38:30	MAIN	Main library restrooms has broken mirrors:	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1465954	11/7/24 9:46:05	MAIN	Glass has spots and stains at the bottom portion of mirror, One Soap Dispenser is Completely Broken off the Wall	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls,

SRID	TIMESTAMP	LOC	ISSUE ITSELF	PRIORITY	ISSUE TYPE
1470214	11/21/24 16:38:09	MAIN	Rug cleaning in children's room (2 rugs) and in Room 6 (one large rug). Rugs are dirty and need to be cleaned, especially in preparation for opening!	3. Medium - routine maintenance, scheduled work, general complaints	Cleaning (Custodial)
1472571	12/3/24 11:04:42	MAIN	mezzanine women's restrooms - first stall is leaking	2. High - safety hazard, liability issue, malfunction of equipment or prevention of equipment failure	Plumbing
1473288	12/4/24 16:52:35	MAIN	Paint needs touching up in several areas on the white wall above the green couch. Color is Kelley-Moore Paints in KM5332 "Spotlight."	3. Medium - routine maintenance, scheduled work, general complaints	Painting
1474984	12/11/24 9:22:17	MAIN	The soap dispenser in the children's bathroom (red circle) is mounted too high above the sink to reach. Apparently the previous location on the backsplash did not work for some reason. Direct quote from a 5-year-old patron who needed assistance: "Why is the soap always up so high? Why don't they think about the little childs?"	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1474771	12/11/24 15:01:04	MAIN	We need the hallway door to the garage adjusted. A keypad was installed on one side earlier this year, but we intended for keypads on both sides. Currently, staff can enter without a key/code but cannot exit, creating a safety issue. If installing keypads on both sides isn't possible, please revert to the previous locking mechanism that required a key on both sides.	3. Medium - routine maintenance, scheduled work, general complaints	Key / Lock Management

SRID	TIMESTAMP	LOC	ISSUE ITSELF	PRIORITY	ISSUE TYPE
1475640	12/12/24 17:13:20	MAIN	Remove and stump grind large Liquidambar tree. Tree is 75 years old with a reported history of significant safety hazards (SR 828495, 1051231, 1219411). Replace with a different variety, in consultation with library. Also plant tree lot in parking strip immediately adjacent at the same time.	3. Medium - routine maintenance, scheduled work, general complaints	Landscaping / Trees
1475666	12/13/24 12:36:30	MAIN	Please hang a key box thing on the wall and secure it.	4. Low - less urgent maintenance request	Key / Lock Management
1476507	12/16/24 10:21:34	MAIN	Perhaps the hedges need to get trimmed	3. Medium - routine maintenance, scheduled work, general complaints	Landscaping / Trees
1476592	12/16/24 15:14:53	MAIN	Please install handles so that we can open shelves in the upper cabinets easily.	3. Medium - routine maintenance, scheduled work, general complaints	Structural (furniture, windows, leaks, doors, walls, flooring)
1476533	12/17/24 8:49:05	MAIN	rodent infestation on library grounds	3. Medium - routine maintenance, scheduled work, general complaints	Pest

SRID	TIMESTAMP	LOC	ISSUE ITSELF	PRIORITY	ISSUE TYPE
1479172	12/27/24 12:21:30	MAIN	<p>Need to hang 2 signs.</p> <ul style="list-style-type: none"> - Move the "Current Magazines" sign already hanging from the ceiling to the space between the two fans closest to the emergency exit. It should stay at the same distance from the windows, just moved in a straight line into the space between the light fixtures, Please center the sign as much as possible between the lights. - Please hang the Microfilm Readers sign (now sitting behind the desk) over the old machines, centered between the two pillars. 	3. Medium - routine maintenance, scheduled work, general complaints	Sign
1479695	12/30/24 12:37:13	MAIN	Hand Dryer in women's Mezz restroom not working	3. Medium - routine maintenance, scheduled work, general complaints	Electrical (e.g., Light Bulbs, outlets, computers, street lights)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1278236	4/6/23 17:11:50	MEL	The window shades covering all upstairs windows are old and tattered. We need new shades that can help block heat, glare and UV and help us deal with the building overheating.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1336313	9/15/23 15:28:44	MEL	We need to have Solar Control Film applied on all windows located on the east, west and north side of the building. Film was applied last year on south side.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1405613	5/2/24 15:57:17	MEL	Please remove old cameras throughout downstairs hallway.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1469565	11/20/24 13:49:40	MEL	Tree trunk needs removal. This tree was cut in July leaving a large trunk. Please remove.	Landscaping / Trees
1469572	11/20/24 13:52:57	MEL	Large window blew open in strong winds. The window latch is malfunctioning.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1474802	12/10/24 15:51:22	MEL	glass mirror in public restroom needs replacing	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1399093	4/11/24 15:16:52	MON	Front door, window shade needs replacing.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1462748	10/26/24 12:31:51	MON	The upper hinge for a Cabinet door has broken off. This cabinet is used daily, and needs to be fixed or the bottom hinge will soon also break. We are not able to fix the issue here.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1479586	12/27/24 17:13:22	MON	Water sprays out sideways from staff restroom sink faucet when water is turned on.	Plumbing

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1350887	10/30/23 15:37:50	PIE	There is a leak on the roof that leaks when it rains, and it runs through the white strip (I believe it is where the two portables are joined.) A service request went out last year but was not fixed. I do not know the service request number for last year.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1464239	10/31/24 15:08:03	PIE	There is a section of the ramp that has two dips where water accumulates when it rains.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1467277	11/12/24 16:34:08	PIE	There is a gap between the threshold and the carpet. The carpet is coming apart in this section. it has become a tripping hazard for both patrons and staff. I'm not sure if it can be replaced with carpet or another material.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1470226	11/22/24 11:33:04	PIE	Toilet seat in public bathroom is loose.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1479517	12/28/24 12:35:21	PIE	Bottom of 3rd section of the front ramp need to be replaced. The piece of wood that is across at the bottom of the railing has decayed.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1380826	2/9/24 16:56:17	ROC	<p>We received a comment card saying: I went to the Rockridge Library around noon on Thurs 1/25/24 and parked in the City lot next to the library. While I was unbuckling my seat belt and reaching for my keys, a young man in a hoodie walked up to the red Tesla parked next to me, smashed the rearmost windows and reached inside. The incident took ten seconds and then he hopped into the car pulled behind me. Please post numerous signs about the smash and grabs in the lot! These thieves are fast and they are everywhere!!</p> <p>Could "Please do not leave valuables" or something similar be posted in the parking lot? Thanks</p>	Sign
1414585	5/31/24 17:14:16	ROC	<p>The soap dispenser in Restroom A near the trash can is broken and needs to be replaced. Our custodian recommended that we ask Public Works to install a new one.</p>	Appliances / Clock / Fire Extinguisher
1423976	6/28/24 17:05:55	ROC	<p>We have 7 metal grates that are situated underneath window seats at Rockridge branch. These metal grates have become detached. We would like them to be re-glued/re-cemented so they don't tip over when patrons are sitting there.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1436532	8/6/24 14:36:29	ROC	<p>There are a few windows with handle issues. The one in the adult area is on the center of the window near the paperback section. The handle is rubbing against the glass to the point that the glass is wearing away.</p> <p>The one in the Children's area, the handle has broken off. Also, the handle to the right of that one is on facing the opposite direction as the others, making it difficult to open.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1458048	10/11/24 11:25:58	ROC	<p>Somebody got trapped inside our Zenbooth after somebody else moved the latch on the barrel bolt lock to the lock position. Can the lock be replaced with one that can be locked in the open position for when people are inside?</p>	Key / Lock Management
1474410	12/6/24 17:21:33	ROC	<p>Our automatic front door opens VERY slowly. Patrons accidentally run into the door on a daily basis.</p>	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1317499	7/19/23 16:07:10	TEM	All of the wood, in each room, of every window, surrounding each doorway, that shelves all the books, and makes the front entrance needs re-staining	Painting
1377153	1/30/24 16:58:23	TEM	Requesting installation of locks on closet doors in the meeting room to keep contents and space secure in this publicly accessible area of the branch. In addition to a keyed lock (F-10 key, please), the closets will require a slide latch on the inside of the closet because there are two doors to each closet.	Key / Lock Management
1381439	2/13/24 14:41:37	TEM	Two windows are cracked and need to be replaced in the basement office. These are the two middle windows facing Telegraph Ave. Tool staff also would like the new glass panes to be spray painted since the room serves as a lactation space.	Structural (furniture, windows, I
1445590	9/3/24 10:57:23	TEM	Our bookdrop bin needs two new tires! The tread is completely gone on one tire and half worn out on another.	Structural (furniture, windows, I
1456467	10/7/24 12:04:04	TEM	Staff request replacement glass to the window to the staff bathroom which is now boarded up with plywood on the inside	Structural (furniture, windows, I

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1464105	10/31/24 14:30:36	TEM	We require a new bathroom fan in the staff bathroom following the break in on Oct 6.	Heating, Ventilation, and Cooling (HVAC)
1475176	12/11/24 16:14:21	TEM	Please clean the accumulation of dust inside the vent located above the door to the back office downstairs.	Cleaning (Custodial)
1477821	12/20/24 14:28:46	TEM	A lightbulb is out in the corner of the Children's area of the Temescal Branch.	Electrical (e.g., Light Bulbs, outlets, computers, street lights)
1478233	12/23/24 9:48:05	TEM	The upstairs floor of the library smelled strongly of toxic odor upon entry. Perhaps from the heater, but it was a unique and indistinguishable smell that was thick and toxic smelling. The air quality meter was not on to take a reading of the internal air quality, but I opened many windows to move the smell out of the building.	Heating, Ventilation, and Cooling (HVAC)
1479517	12/28/24 12:35:21	PIE	Bottom of 3rd section of the front ramp need to be replaced. The piece of wood that is across at the bottom of the railing has decayed.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1479522	12/28/24 12:59:54	TEM	Tool staff reported the slatwall panel system installed in the front tool room is coming apart. It has become a safety hazard to hang brackets where large tools usually reside. Essentially the panels need replacing and must be secured on the walls.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1394898	3/27/24 13:16:51	WEST	All of the windows in the branch have a film on them. On the north side, the windows are opaque. The rest of the windows are translucent. We would like for all of the windows to be TRANSPARENT so that we can see outside and light can enter the dreary branch.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1407722	5/9/24 15:28:34	WEST	Fan doesn't ventilate in staff restroom.	Heating, Ventilation, and Cooling (HVAC)
1410948	5/21/24 10:40:51	WEST	Toilet seat in women's public restroom (3rd, last stall) is in bad shape with stains and chips and needs to be replaced.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1429325	7/17/24 11:16:47	WEST	The carpets need to be shampooed in both staff spaces.	Cleaning (Custodial)
1431200	7/22/24 17:11:01	WEST	Two loose floor tiles in the lobby. Marked and being held in place with duct tape.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1446169	9/4/24 15:16:08	WEST	The toilet seat in the farthest stall from the door, in the public men's room, is loose and coming detached from the rest of the toilet.	Plumbing

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1460159	10/18/24 9:38:31	WEST	The wrist[pad on the under-desk keyboard holder is missing a pin that holds it on, causing it to shift	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1468757	11/18/24 11:08:53	WEST	The glass in a fire extinguisher case is broken out	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1470239	11/22/24 15:47:19	WEST	Leak in the meeting room kitchen, leaking onto the stove. This is a recurring issue that happens any time it rains.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1470935	11/23/24 10:20:24	WEST	Security guards and patrons report that the toilet in the left-most stall in the public women's bathroom is flushing slowly.	Plumbing
1471435	11/25/24 12:09:49	WEST	A shadowbox needs to be mounted in the lobby to brick wall	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)

SRID	TIMESTAMP	LOC	ISSUE ITSELF	ISSUE TYPE
1472576	12/2/24 17:12:10	WEST	There is an ant infestation/ nest under and inside our document scanner. This is a pest, cleaning and equipment issue.	Pest
1476422	12/16/24 16:04:33	WEST	Abandoned vehicle found in the parking lot. Security says window was smashed in last week, but we found that it had been stripped this morning, with the hood gone and the engine exposed (potentially parts of the engine are missing too), as well as the license plates missing.	Abandoned vehicle
1478292	12/23/24 11:46:59	WEST	The internal screen has come off of a window on the children's side of the library. The entire piece including the frame is now detached and just balancing on the window.	Structural (furniture, windows, leaks, doors, walls, hanging, flooring)
1479203	12/27/24 16:13:13	WEST	Ants found on the standing catalogue computer desk (a bunch of them were under the scratch paper holder), and also in the plant on that side of the circulation desk.	Pest