

## Pests in the Library – Action Plan

***Note: reports of insects are considered urgent maintenance requests, and the timeline will vary based on the issue and pest. All reports of pest issues should be a phone call to Maintenance (x3536) then place a maintenance work order.***

**This document identifies the specific actions that are to be taken when pests or pest activity is found in the library. Pests include, but are not limited to, bedbugs, silverfish, roaches, lice, mites, and fleas.**

### GENERAL PEST PROBLEMS

The Library contracts with a pest control company to provide ongoing pest control as well as on-demand pest control as the need arises. The company usually handles any pest control actions during after-hours so that guests and staff are not affected by the spraying of chemicals. Please notify Maintenance (x3536) if it is unclear whether the pest control company visited when they were supposed to.

### BED BUGS

Bed bugs are much harder to eradicate than other routine pests. Chemicals and extreme temperatures kill bed bugs. Maintenance has one bed bug oven. It is large enough to put a chair in. Bed bugs die within minutes once the temperature reaches 120F. If you have potentially affected but apparently undamaged library materials, follow the cooking instructions as indicated below.

### QUICK REFERENCE

Here is a quick reference on various pest situations covered in this document:

- Pests on Person (Page 6): Educate, ask to leave, inspect and clean area, enter PITS (could lead to system suspension), notify MTC and RD
- Pests on Material (Page 4):
  - Returned: Use checklist (could lead to local suspension)
  - In Collection: inspect and clean area, inspect material around the item, if recent status date on Item with fecal matter/dead bug, follow pests on material returned. If not recent status date and/or live bug, then inspect material around the area and discard.
- Pests on Furniture (Page 2): Remove from public access (off the floor or block off), move to non-carpeted flooring, if possible, notify MTC
- Pests on Flooring (Page 2): Notify MTC
- Pests in IT Equipment (Page 2):
  - Headphones: Discard and notify IT
  - Chromebooks: Seal in plastic bag for two weeks, check out to local card while unavailable, clean after 2 weeks with canned air
  - Other situations: Notify IT
- Pests in Book Drop (Page 3): Close book drop, notify MTC, inspect material in book drop (follow material returned if needed)

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### LIBRARY FURNITURE

Staff may identify pest activity in furniture after guests have used furniture or during routine inspections of furniture.

1. When furniture is found to have signs of pest activity, if possible, move the affected furniture to a place off the public floor. If the furniture cannot be moved, mark it as unavailable for guest use such as 'cleaning requested.'
2. If the furniture can be moved off the floor, place it on non-carpeted flooring.
3. Any management team member or LIC will place a maintenance request, call 3536, and notify the Library Manager.
4. If more than one piece of furniture is affected, the Library Manager or designee will notify your library's RD to discuss the extent of the problem.
5. When furniture is returned by Maintenance, inspect the furniture. Ensure that it has been vacuumed and cleaned of any previous pest activity prior to being returned to the floor.

### LIBRARY FURNITURE INSPECTION

The system is committed to purchasing medical grade fabric and hard surfaces for all new furniture purchases to reduce the instance of furniture issues. Furniture needs to be inspected once per week. Most inspections can occur before the library opens. As a best practice for the best chance of finding activity if it exists, one inspection each month should be completed after closing time.

How to inspect furniture:

- Bring some [white latex gloves](#), a [magnifying glass](#), a small ruler, and a [flashlight](#) to inspect the furniture.
- Run your fingers or a small ruler over the furniture's surface.
- Then run your fingers or the edge of the ruler through any creases, cracks or crevices in the furniture. Remember, bed bugs like to hide in small tight spaces, so running the ruler through these areas is critical to performing a thorough inspection.
- Watch for signs of bed bugs on your gloves. Signs can include feces (which will be dark red or black stains), old skin, or bed bugs themselves.
- Use the magnifying glass to inspect anything remotely questionable.
- Use the flashlight to highlight and inspect any hidden or dark areas of the furniture. Again, these are the locations where bed bugs like to hide. They are generally not out in the open where they are easily seen.

### LIBRARY FLOORING

Staff may identify pest activity in the carpeting/flooring at their location during daily operations. In these cases, any management team member or LIC or will:

1. Submit a maintenance request for pest control to treat the location.
2. Call 3536.
3. Notify the Library Manager.

### IT EQUIPMENT

Staff may identify pest activity at the public computers after a guest has used them. In these cases, staff will:

1. Remove any affected headphones, bag, and dispose of them.
2. Staff will then call the Helpdesk at 2210 for the next steps.

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For any other IT equipment, if there is a pest concern, the item should be bagged and IT should be contacted. For instances with devices, the device should be power downed before bagged.

As for Chromebooks, cockroaches can only live for one week without water, so seal the device in a plastic bag for two weeks. The item can be checked out on a local card while it is unavailable. To ensure any carcass and eggs are not in the device, it is recommended libraries use canned air on the device to push them out.

### BOOK DROPS (EXTERIOR AND INTERIOR) AND SORTER BINS

Staff may identify pest activity when emptying the book drop. This applies to exterior book drops as well as book drops that go through the wall of the building to an interior space. Staff may also identify pest activity when clearing the book drop at the service desk or when emptying sorter bins.

1. If many live insects are found in the book drop, it may need to be closed temporarily.
2. Bag all the materials and notify management immediately.
3. Tape a sign over the slot saying “Book Drop Closed. We apologize for the inconvenience.”
4. Any management team member or LIC will place a maintenance request, call 3536, and notify the Library Manager.
5. The pest control company may be consulted by the Director of Facilities Maintenance for further recommendations.
6. Determine whether any materials need to be cooked by Maintenance. Materials must be in good condition with no damage visible. Small quantities are best. Refer to Cooking section for more information.

### DIATOMACEOUS EARTH

Effective January 26, 2021, Diatomaceous Earth is not to be used in libraries.

### COOKING MATERIALS

Materials will only be cooked if they are undamaged and will be kept in the collection. Undamaged materials may be cooked when they are returned alongside damaged materials to prevent further problems. **Items should only be sent to be cooked if they came in contact with a pest infested item AND are in good enough condition that they will be returned to the collection.**

When materials need to be cooked and returned to the library:

1. Call Maintenance at 3536 to let them know material and/or furniture needs to be cooked.
  - a. Maintenance will coordinate a time for pickup as they should not be transported via normal MLS route delivery.
2. Check out materials needing to be cooked to the Maintenance library account (07680300).
  - a. Make sure to ‘override due date’ to be done one week from checkout date.
3. Send materials *sealed in plastic* and in red tote(s).
  - a. Materials need to be sent promptly and not held at the location for multiple days.
4. Clearly mark containers as “MTC – Please COOK and return by sorter.”
  - a. Materials should not be packed full in the red tote to ensure even heat distribution.
5. Maintenance will cook the materials and then send them back to the library via the sorter.

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### DAMAGED LIBRARY MATERIALS

Staff may find signs of pests in library materials during routine inspections as they are returned by guests at the desk, in the book drop, or in the sorter. They may also be found during the delivery or inventory process.

1. Put on gloves.
2. Double bag the item(s) using Ziploc or trash bags (larger items).
  - a. Even if just fecal damage is identified, the safest approach is bagging the item. It is possible that there are live bugs or eggs in places that you cannot see.
3. Notify the guest
  - a. If the guest is in front of you at the time of return, or comes back to check out, politely explain that insects or signs of insect damage were found in library materials returned by them. Discuss the situation in terms of damaged materials. Ask for management support as needed.
  - b. If the guest is not present,
    - i. For education, call / email / mail a letter (last resort)
    - ii. For warning or suspension, a letter may be mailed or emailed
4. Begin the Pests in the Library – Materials Checklist.
5. Provide the checklist to the Library Manager when the Staff Immediate Actions section is complete.

### DISPOSING OF DAMAGED LIBRARY MATERIALS

When materials are affected by routine pests they will be disposed of in sealed bags labeled as pest damaged. Sealable bags must be purchased outside the MLS supply catalog.

When materials affected specifically by bed bugs are disposed of, use standard guidelines for disposing of bloodborne pathogen material:

- a. They must be disposed of in a closable container (baggie or similar if it closes).
- b. Constructed to contain all contents and prevent leakage of fluids during handling, storage, transport or shipping;
- c. Labeled (write “hazardous” on it) or color-coded red in accordance with the standard; and
- d. Closed prior to removal to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.
- e. If outside contamination of the regulated waste container occurs, it must be placed in a second container meeting the above standards.

### EXTENSIVE SITUATIONS

It is important for local management to identify when an extensive pest situation exists. Examples include (but are not limited to):

- Several pieces of furniture on the public floor are affected and need to be removed for treatment or disposal.
- Multiple shelves of library materials are found to have significant pest activity.
- Pest activity in the flooring is at a level that the library should not be open to the public.

When you determine that your pest problem is an extreme situation, it is important to inform several departments in the system with the details of the issue. To avoid confusion, the Library Manager or their designee should be the one to inform

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other departments. Here is a list of individuals who need information and an explanation for why they need the information:

- Library Manager: Library Managers need to be informed of any extensive problems so that they can coordinate discussion with other departments and their Regional Director and review any potential impacts of temporary library closings or budgetary impacts.
- Your Regional Director: The Regional Directors monitor many branches. Keeping them informed of our pest issues will help them spot patterns more quickly. They may also need to notify other branches to beef up their inspection practices. That will help contain the issue. They also need to be notified when the problem is large enough that it may involve throwing out infested furniture. Maintenance will help dispose of infested furniture. Library Managers should have a conversation with their Regional Director when needing to replace furniture.
- Director of Facilities Maintenance and Fleet Operations: This person is responsible for the buildings, for transfer of our materials between branches, and is the primary contact for pest control companies. For those reasons, they would be highly involved in pest remediation activities.
- Director of Communications and the CIS Manager: These two managers field many questions from the public. It is important to forewarn them of potential questions. That way, they will have current and correct information at the ready.
- Information Technology Manager: If several pieces of computer equipment are affected, this person may need to be involved to help facilitate disinfecting or treating the affected equipment.

### BEHAVIOR IN LIBRARY GUIDELINES VIOLATIONS

When a guest returns material affected by pests or is present in the library with pests on their body, clothing, or belongings, it is a Behavior in Library guidelines violation (*entering the library with communicable diseases, contagious illnesses, lice, or other body or article infestation*). As with other Behavior in Library guidelines violations, depending on the extent of the problem, Library Managers have discretion to educate, warn, or suspend privileges at any time that live pests or pest damage is found in a guest's returned materials or on their belongings.

For pests on their body, clothing, or belongings, a system suspension is recommended. This will be a Special Stop block.

For pests returned in library material, at the suspension stage, a system suspension is recommended to block the guest from checking out material. The guest is still able to come into the library. This will be an Urgent Note with See Notes status to block checkout.

If a guest acknowledges there is pest activity at their residence while in conversation with staff, Library Managers may immediately proceed with a suspension to prevent spreading of the problem.

### STAFF IMMEDIATE ACTIONS

In all instances, frontline staff who find the damage will complete the first portion of the Pests in the Library – Materials Checklist, including entering an incident report, and give the checklist to a Manager. Here are the steps from checklist include:

1. Find all related household accounts. Ignore accounts where the address appears to be out of date.
  - a. Do a search in CARL with that address to find household accounts
2. Note whether you notified the guest
3. Double bag the item(s)
4. Label bag with "pest damage", date, staff initials
5. Place item level holds on local &xxPest card for material on all accounts listed (see next section for instructions)

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6. Enter an incident report in the Incident Reporting Software using the following template:
  - a. [#] of items turned in at [bookdrop/circ]. Staff identified [type of damage/pest]. This is the [#] of pest incidents on this person's account and [#] of incident at household. Other accounts at this address are:  
\_\_\_\_\_.
  - i. Item numbers should not be entered in the Incident Reporting Software
7. Provide the checklist to the Access Manager or Assistant Library Manager for their next steps

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### PLACING HOLDS ON GUEST'S MATERIAL

All libraries have established a pest account that is used to place item level holds on items that are still checked out to a suspected or confirmed problem address. These accounts will be named First Name = Name of Library, Middle Name = 'Library', Last Name = &XXP or &XXPest, where XX is the library abbreviation.

When a hold is triggered on a library's pest account &XXPest, material should be processed at the returned location. Do not route the item to the location that has the hold. Material should be inspected for pest damage. If pest damage is found, follow the steps above for "Library Materials" to process the item. If the item is free from damage, the hold may be cancelled, and routed to the next guest / location.

### MANAGER ACTIONS

The Library Manager will review the incident report and determine the next steps.

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### DETERMINING VIOLATION LEVEL

Generally, the guest will not be charged for damaged items when they are educated. If the guest needs to be charged due to the number of materials or extent of damage, move to a warning or suspension.

Ensure that the guest is communicated with for education and warning steps. These may be carried out in person, over the phone, via email, or in writing to the address on file. Managers may use the *Pests in the Library – Warning Letter* for written warnings or the *Pests in the Library – Suspension Letter* for suspension letters. Managers may send the *Pest in the Library – Education Letter* if education is not possible to be done in person or via phone.

If a guest suspension is indicated, determine whether the guest visits multiple libraries or just yours and whether there is evidence that they are bringing the pests with them on their body, clothing, or belongings. Refer to "**Manager Actions**" below for steps on suspensions.

- If there is only evidence on library materials, borrowing privileges may be suspended system wide without suspending them from being in the library.
- If there are problems with bringing pests on their body, clothing, or belongings, they may be suspended from being in the library. As this is a Behavior in Library guidelines violation, a Special Stop will be placed on the account

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### COMMUNICATING WITH GUESTS

If staff are unable to speak to the guest at the time of return, a note should be placed on the account stating, "guest needs to be educated on above pest issue" with a See Notes status. The note should be removed, a new note should be added stating how, and the status reset to Good and when the guest was educated.

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When calling the guest, if the voicemail box is generic, staff can leave a message saying “Hello X. We have an issue on your account we’d like to discuss. Please call us back at 405-231-8650 at your earliest convenience. Thank you.”

In rare circumstances we cannot reach the guest to educate them on pests either in person or via phone, we can send a vague email stating “Hello X. Please reach out to the library at 405-231-8650 regarding an issue with your account”. Managers may send the *Pest in the Library – Education Letter* if education is not possible to be done in person or via phone. Once the guest has been notified, it needs to be added to the Incident Reporting Software.

To assist in your communication with guests, some scripting options are below.

- “[The library] found [live bugs/signs of bed bugs] in items you returned recently. Have you had any issues with bugs around your house/apartment?”
  - If yes: Explain that the library needs to maintain the safety of the collection, facilities, and other guest’s residences, so all borrowing privileges will need to be suspended.
  - If no: Ask if the items in question were loaned to anyone who might have an issue. Provide them with information/links on how to check for bedbugs.
- If they try to lay the blame on the library, explain that bed bugs are everywhere now doctor’s offices, hospitals, schools, colleges, hotels.
  - Have they traveled anywhere recently?
  - Been to the movies?
  - Been to a doctor’s appointment?
- Recommend they talk to their landlord if they are in a multifamily residence situation (i.e., apartment, duplex, condominium) -- because it could be that their neighbor has a problem that has not been treated.
- Bed bugs have been known to travel through air ducts, on wires in walls, and through pipes.
- If a guest is being suspended, explain what the library would like the guest to do to have their privileges restored.
- We need a letter or receipt from a licensed pest control company that their residence has been inspected and/or treated for bed bugs.

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### MANAGER ACTIONS

The Access Manager or Assistant Library Manager will:

1. Recommend what level of violation should be done
2. Enter an Outlook Calendar reminder in 6 months to review the CARL.X guest account notes. If there are no issues after 6 months, notes should be deleted, and checklists shredded.
3. Review the notes in CARL to ensure the guest has been notified. Notify the guest if it hasn’t been done.
  - a. For education and warning: guest notification may be done in person, over the phone, via email, or by letter. Education letters should be sent as a last resort.

The Library Manager will:

1. Enter the follow up action in PITS.
  - a. Upload any letters sent to the guest to PITS.
2. For warning:
  - a. Send a letter to the guest via email or mail.
  - b. Frontline Managers may send the warning letter if the Library Manager is copied in the process.

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3. For suspensions:
  - a. Suspensions must be delivered in writing. Suspension letters must be sent by the Library Manager. Use the sample *Pests in the Library – Suspension* letter in the LMT SharePoint.
  - b. In CARL.X:
    - i. Add an Urgent Note with text as follows: “PEST CHECKOUT SUSPENSION: Guest unable to check out material at any library branch until address is updated OR proof of pest control treatment is provided – rsr”
    - ii. Change the account status to “See Notes”.
    - iii. Remove note when guest provides requested info, set the status to Good, delete the notes, and upload the documentation to the PITS report
  - c. If guests are prevented from checking out material, them and accounts at that address will be suspended. Household accounts will have the following notes:
    - i. Add an Urgent Note with text as follows: “PEST CHECKOUT SUSPENSION household account: address unable to check out material at any library branch due to pest issue on [account number] until address is updated OR proof of pest control treatment is provided – rsr”
    - ii. Change the account status to “See Notes”.
    - iii. Remove notes when guest provides requested info and set the status to Good.
  - d. Note on material suspensions:
    - i. Guests (and the household) may have their account blocked from checking out material if they are checking material out and returning them with pest damage.
    - ii. Guests can come into the library until they bring pests into the library on their person and/or belongings then a separate PITS will be created on that issue.
    - iii. If the address changes, then the pest suspension should be removed once the address is verified. A single pest issue at the new address may warrant an automatic suspension.
    - iv. If pest treatment is provided, a copy should be uploaded to PITS.
  - e. For pests on persons, see Responding to Disruptive Procedures 320.1.
4. Return the checklist to the access staff. Staff will then proceed with the following appropriate steps.

### STAFF FOLLOW UP ACTIONS

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#### EDUCATION

1. Add a standard note to this guest’s account and all households with the same address:
  - a. For Primary Account: “[# of] items returned [option to list item numbers] with pest damage as [fecal spotting, skin casts, eggs, visible live bugs], guest educated by [staff initials] @ [library abbreviation] on MM/DD/YY; see Incident Report for more information”
  - b. For household members: “Household account: Multiple items returned with pest damage as [fecal spotting, skin casts, eggs, visible live bugs], guest [account number] educated by [staff initials] @ [library abbreviation] on MM/DD/YY; see Incident Report for more information”
2. Use the procedures for withdrawing materials as found in the CARL Manual on the intranet.
3. Follow instructions above for locally disposing of library materials.

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#### WARNING

1. Add a standard note to this guest’s account and all households with the same address:

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- a. For Primary Account: “[# of] items returned with pest damage as [fecal spotting, skin casts, eggs, visible live bugs], **damaged letter sent**; guest warned by [staff initials] @ [library abbreviation] on MM/DD/YY; see Incident Report for more information”
  - b. For household members: “Household account: Multiple items with pest damage as [fecal spotting, skin casts, eggs, visible live bugs], guest **[account number]** warned by [staff initials] @ [library abbreviation] on MM/DD/YY; see Incident Report for more information”
2. Follow instructions for charging material to a guest as damaged in CARL Manual. Use standard damage “pest” wording for the manual fine.
3. Follow instructions above for locally disposing of library materials.

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### SUSPENSION/BAN RECOMMENDED

1. Add a standard note to this guest’s account and all households with the same address:
  - a. For Primary Account: “[# of] items returned with pest damage as [fecal spotting, skin casts, eggs, visible live bugs], **damaged letter sent**; see Incident Report for more information”
  - b. For household members: “Household account: Multiple items with pest damage as [fecal spotting, skin casts, eggs, visible live bugs] , guest **[account number]**; see Incident Report for more information”
2. Follow instructions for charging material to a guest as damaged in CARL Manual. Use standard damage “pest” wording for the manual fine.
3. Follow instructions above for locally disposing of library materials.