PESTS IN THE LIBRARY – MATERIALS CHECKLIST

☐ FIRST OFFENSE/EDUCATE ☐ REPEAT OFFENSE ☐ Notes removed after 6 months no issue

☐ Date returned/found: _____ Account Number:_____
☐ Guest Name: _____
☐ Address: _____
☐ Household Accounts at this address: _____
_____
☐ Phone Number: _____
☐ Item number(s): _____
_____
☐ What is the pest: ☐Bedbugs ☐Roaches ☐Silverfish ☐Fleas ☐Mites ☐Lice
☐ Type of Pest Damage: ☐ live pest ☐dead pest ☐ skin casts ☐ eggs ☐ fecal matter

STAFF IMMEDIATE ACTIONS:

☐ Fill out top part of form
☐ Notify the guest (if guest is known and present)
  ☐ Guest acknowledged there are pest problems at home
☐ Item double bagged
☐ Label bag with "pest damage", date, staff initials
☐ Place item level holds on local &xxPest card for all items on accounts listed above
☐ Enter incident in PITS – incident # _____
☐ Give this sheet to Access Manager or Assistant Library Manager

ACCESS MANAGER or ASSISTANT LIBRARY MANAGER DECISION/ACTIONS:

☐ Violation Recommendation (Educate / Warn / Suspend)
☐ Note on calendar the date to remove any CARL.X notes for these guests after 6 months of no issues
☐ Review notes to ensure guest has been notified; notify guest if they have not

LIBRARY MANAGER DECISION/ACTIONS:

☐ PITS follow up action added – steps may be skipped as appropriate
  ☐ Educate – be sure incident report describes how guest was educated
  ☐ Warn – be sure incident report describes how the guest was warned; send pest warning letter template in LMT SharePoint
  ☐ Suspend - add CARL.X note text below; send pest suspension letter template in LMT SharePoint
  ☐ Upload any letters sent to the guest
☐ Notify staff to proceed with next steps

ACCESS STAFF NEXT ACTIONS (based on manager decision):

☐ Place Standard Note on guest account. (see note text below)
☐ Place Standard Note on all household accounts. (see note text below)
☐ IF COOKING MATERIAL: Items should be checked out to Maintenance card (07680300, 'override due date' to be due in one week), routed in red tote, and have no visible damage.
☐ IF EDUCATED: Withdraw the item using the withdraw procedures in CARL Manual.
☐ IF WARNED or SUSPENDED,: Follow instructions for charging material to a guest as Damaged in CARL Manual. Use standard "pest" wording for the manual fine. Dispose locally as hazardous.

Wording for PITS report:

- [#] 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: _____.

Wording for Guest Notes in CARL (copy/paste):
*For education, warning, and suspension notes in CARL, use a **standard** note (not urgent).*
Warning and suspension letters should be updated to PITS.

Education:

- 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"
- 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"

Warning:

- 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"
- 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"

Suspension:
- 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"
- 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"

Library Manager CARL.X Actions for Suspension:

- ☐ 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"
- ☐ Change the guest status to See Notes
- ☐ If applicable and household borrowing privileges are being suspended, add the following note to household accounts:
  - o 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"
  - o Status should be set to See Notes
- ☐ Remove notes, reset status when guest provides requested info. Ensure main account has documentation uploaded into PITS to clear ban.