

## **PEST CONTAINMENT PROCEDURE**

The Wells County Public Library provides a collection of materials available to community members. The Library strives to keep these materials in good condition as a service to our community.

Roaches, bed bugs, and other insect pests are a problem in many cities and towns, and all public spaces are susceptible to pest traffic. As an open community space, we cannot effectively prevent pests from traveling into our facilities, and therefore must have a plan for mitigating the effect they have on our staff and patrons. As an organization, we will attempt to address occurrences in a way that balances the cost of remediation with the effort to keep our facilities and materials from contributing to the problem.

### **Communication**

- The Library Director will be informed of the incident as soon as possible.
- If ILL items are involved in the incident, appropriate contacts will be made to the home library.
- Staff working in the affected area will be informed when a problem is discovered. They may need to be involved in containment, or may need to take precautions with their clothing and personal items.
- Staff will be notified if any treatment will affect library services and when there is new information that may be helpful.
- The public will not be notified of individual instances, unless library services will be affected.
- The Library will maintain a Key Talking Points document for staff to respond to public questions about pests and the Library.
- Inquiries from the public which attempt to link an infestation problem to the Library shall be directed to the Library Director.

Every occurrence will need to be evaluated on an individual basis and decisions will be made based on the situation.

### **When items returned contain pests:**

In instances where the source of the pest contamination is determined to be a patron, the customer will be notified and his or her borrowing privileges will be temporarily limited. The Director will educate the customer on pest identification and treatment and staff will monitor customer materials as they are returned.

**On the first occurrence,** the patron will be informed of the condition of the materials(s) as well as of the consequences of future infractions.

1. If possible, the patron will be shown the materials and bugs. Tape the bugs to the book.
2. The patron will be given a copy of the Pest Policy and a sealable plastic bag in which to return materials in the future.
3. A note will be placed on the patron's record indicating that pests were found. Notes will also be placed on other patron records in the same household.
4. Upon acceptance of extermination or inspection receipt, the patron will automatically revert back to normal checkout procedures. In addition, either receipt must match the patron's address in our ILS system.

**On the second occurrence,** the library patron will be banned from checking out items until a paid, dated receipt for pest extermination or a relevant receipt for a pest inspection with clean results is submitted to the Library. Upon acceptance of extermination or inspection receipt, customer will automatically revert back to normal checkout procedures. In addition, either receipt must match the customer's address in our ILS system.

## **PART A: IMMEDIATE RESPONSE**

Staff members will be educated as to the appearance and behavior of the insects, as well as the signs of their presence on materials. Staff should be reviewing all items returned to the Library. Books should be flipped through and AV cases should be opened.

### **Immediate Response Steps for All Staff Members**

1. Contain the affected materials in zip-top bags.
2. Check materials in and then check-out materials to "Containment".
3. Write date on bag with a permanent marker.
4. Place sealed bag in designated plastic container in Maintenance Office for treatment.
5. Maintenance Manager will identify the insect and report the problem to the Director.

6. Check the patron's record for any outstanding items and place a hold on all items on the patron's account with a comment that reads, "Quarantine. Please bag item and give to Maintenance Manager".
7. Put a note on the patron's account in the Note field that says "Patron is Quarantined"
8. Spray and wipe down surfaces with 100% alcohol spray.

## **PART B: SECONDARY RESPONSE**

The Maintenance Manager/Director/Supervisor/Person in Charge will decide on the best secondary treatment for the item(s) and affected areas. The following steps should be used as guidelines for response:

1. Confirm that the staff contained the affected materials, if possible.
2. Assess the affected material(s).
3. Determine the amount of affected material or area by working with the staff that discovered the problem. Ensure that they checked materials adjacent to those where they noticed the problem.
4. For items belonging to another library, the ILL librarian will contact the home library of the item(s) and report the information to the appropriate staff member at that library.
5. For manageable amounts of material, quarantine the items for treatment.
6. For furniture, spray the affected item with Steri-Fab and remove it from public space.
7. For large amounts of materials or furniture, the pest control company will be contacted to determine the most economical treatment method.
8. The Library will remain in service unless closure is required for treatment.

## **PART C: TREATING INFESTED MATERIALS**

1. Maintenance Manager will place the sealed bags in the Zapp Bug Oven and cook
2. Bags will be removed from the oven and inspected by the Maintenance Manager, who will determine if the materials can be put back in circulation or need to be disposed of immediately

3. The Maintenance Manager will clean print materials and return to the Circulation Services Manager.
5. When materials are checked in, customer record notes will remain.

### **Handling of Materials That Cannot Be Successfully Treated**

1. Materials will be given to Material Services Manager for discard procedure.
2. The Material Services Manager will dispose of the bags containing the damaged items

## **PART D: PREVENTATIVE STRATEGY**

- **Regular Cleaning Schedule**

A regular cleaning schedule is in place at the Library. Staff is encouraged to keep work spaces clean and clear of clutter. Jackets and bags should be kept off the floor and personal items should be kept in lockers, metal drawers, or plastic bags.

The Director will work with our pest control provider to recommend optimal timing for any chemical treatments deemed necessary.

The existing Customer Conduct Policy prohibits offensive bodily hygiene which constitutes a nuisance to others. The visible presence of pests on a person will be considered a violation of this rule, and staff will ask them to leave the Library. (July update to Patron Behavior Policy?)

- **Furnishing Selections**

New furnishings will be selected with consideration given to designs that are not conducive to infestation, including limiting upholstery, foam, and other soft fabrics.

- **Zip-top Bags**

Each circulation desk will maintain a supply of zip-top bags for emergency containment purposes only. The Administration Assistant will stock bags; public service staff will be responsible for requesting additional supplies as needed.

- **Centralized Treatment**

Staff will not attempt to treat bugs in public areas. All stages of remediation will be handled behind the scenes.