

Destroy all
humans!



Russell County Public Library

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Our Policy

FACTS



- ▶ Creation of the Pest Policy
 - ▶ Gives patron the opportunity to remedy the situation
 - ▶ Protects the staff and the library
- ▶ How we address it with the patron
 - ▶ Confidential and non-confrontational
 - ▶ Offer suggestions on treatments
 - ▶ Explain borrowing limitations
 - ▶ Comment on patron record

Catching bugs as soon as they walk through the door...

- ▶ Check every item immediately - never let items sit on the desk
- ▶ Open items and flip through books
- ▶ Clean every book



Oh no! A bug!

► Containment

It is important to contain them right away. Use a kit:

Bug Infestation Kit

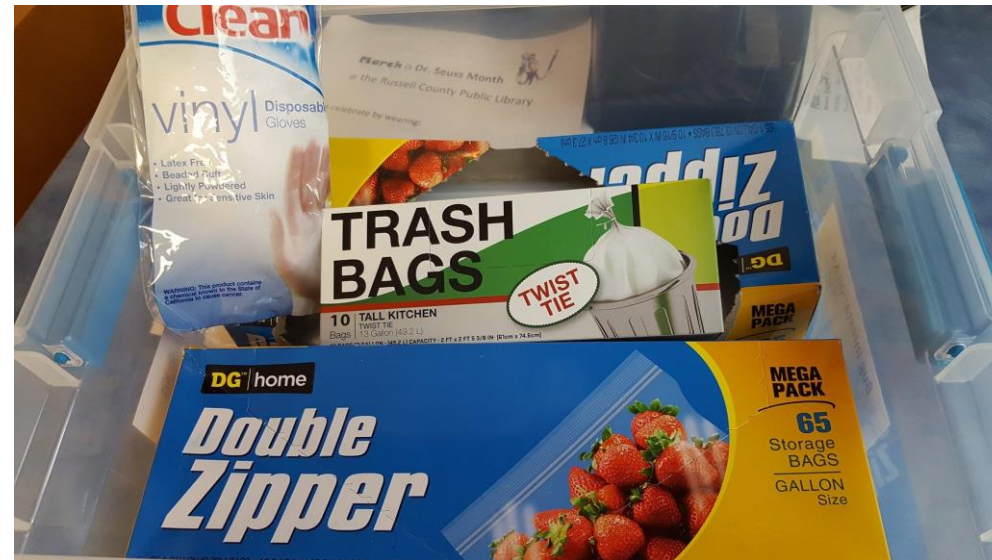
When items are returned that have evidence of bugs (either dead or alive) seal the items in one of the ziplock or trash bags immediately.

Use gloves included in this kit!

If possible, get the item's barcode number right away so that the item and/or borrower can be identified.

Speak to a supervisor or the Library Director about the situation right away.

Dispose of the items in the sealed container outside of the building ASAP.



What to do...

► Preferred Treatment



► Actual Treatment

- For bedbugs we use a ZappBug Oven which kills them.
- Others pest are dealt with differently...

Auto-Shutoff
Included timer
automatically shuts off
when completed.



Heat Reflective
Reflective lining reduces
treatment time.

Large Interior
13 cubic feet of bed bug
killing capacity - Designed
for checked luggage.

What to do...

- ▶ Other types of pests (such as roaches and ants) can't be killed by using the ZappBug Oven (I tried)



Best Option?

- ▶ Craft a policy that works for your library
 - ▶ What are your priorities?
 - ▶ What is your action plan?

Prevention

Good relationship with pest control!

Good policy in place with a staff trained to know what to do!



Pest Control Policy

Adopted 11/10/2015

Prevention

The Russell County Public Library actively works toward the prevention and containment of pests, including rodents and insects of all kinds, in the Library and library materials. Staff members are trained on bug prevention, containment, and elimination procedures and act quickly to eliminate any known issues in the Library. The Library is inspected and treated by a professional pest control company to prevent general pest problems on a monthly basis. An inspection or treatment may be ordered at any time deemed necessary by the Library Director.

All materials are inspected and cleaned when returned to the Library. Any item exhibiting signs of bugs of any type, including bed bugs and roaches, is immediately treated or discarded. Items to be treated are placed in a plastic bag or container and sealed. The items are then placed in a special heater designed for bug treatment and heated to a recommended high temperature for a time long enough to kill the pests. After treatment, staff will inspect the items to determine if they can be saved or must be discarded. Items containing bug stains of any kind, especially blood or fecal matter, are not salvageable and must be discarded. Damaged and discarded items are charged to the borrower at replacement value. Items deemed to be in good condition are cleaned and returned to circulation.

Pests in Library Materials

In order to keep the Library a safe place for all patrons to borrow materials, patrons who return items with obvious signs of bugs may have borrowing privileges suspended. The following procedures will be followed for all Library users:

First Occurrence

The first time a borrower returns materials with signs of bugs, staff will:

- Speak with the patron about what was found in the materials in a non-confrontational and confidential manner.
- Show them the materials and bugs whenever possible.
- Suggest ways the patron can address the issue (keeping materials in closed containers at all times when not being used, inspect them before return, talk with landlord or management if they live in a congregate living facility, etc.)
- Offer information about bug treatment options.
- Explain that no more than three items may be checked out on the patron's account as well as each individual connected accounts at any given time until the patron provides to the Library Director proof of treatment such as a bill from an exterminator or a notice of treatment from a landlord. Or, if no other signs of bugs are found in returned materials

for a period of three months, the Library Director, upon request by the patron, may reinstate full borrowing privileges. Further sightings at any time will be considered a second occurrence, even if privileges have been reinstated.

- Explain that if bugs or signs of bugs are found in returned materials again, borrowing privileges for the patron's account and all connected accounts may be suspended until the patron can demonstrate that their home has been treated.
- Complete an incident report to be filed in the Library Director's office.
- Note the problem on the patron record.

Second Occurrence

The second time a borrower returns materials with signs of bugs, staff will:

- Speak with the patron about what was found in the materials in a non-confrontational and confidential manner.
- Show them the materials and bugs whenever possible.
- Suspend all borrowing privileges by placing a block on the patron's account as well as each individual connected account.
- Explain that borrowing privileges have been suspended until the patron provides to the Library Director proof of treatment such as a bill from an exterminator or a notice of treatment from a landlord. Or, if no other signs of bugs are found in returned materials for a period of six months, the Library Director, upon request by the patron, may reinstate full borrowing privileges. Further sightings at any time in the future will be considered a second occurrence, even if privileges have been reinstated.
- Complete an incident report to be filed in the Library Director's office.
- Note the problem on the patron record.

Sample note to write on the patron's account:

Bugs 1st offense. Returned books with roaches on 10/12/15. Limited to max of 3 items out until proof of treatment or 3 months of returned clean books. Max may be increased on 1/12/15. LBW

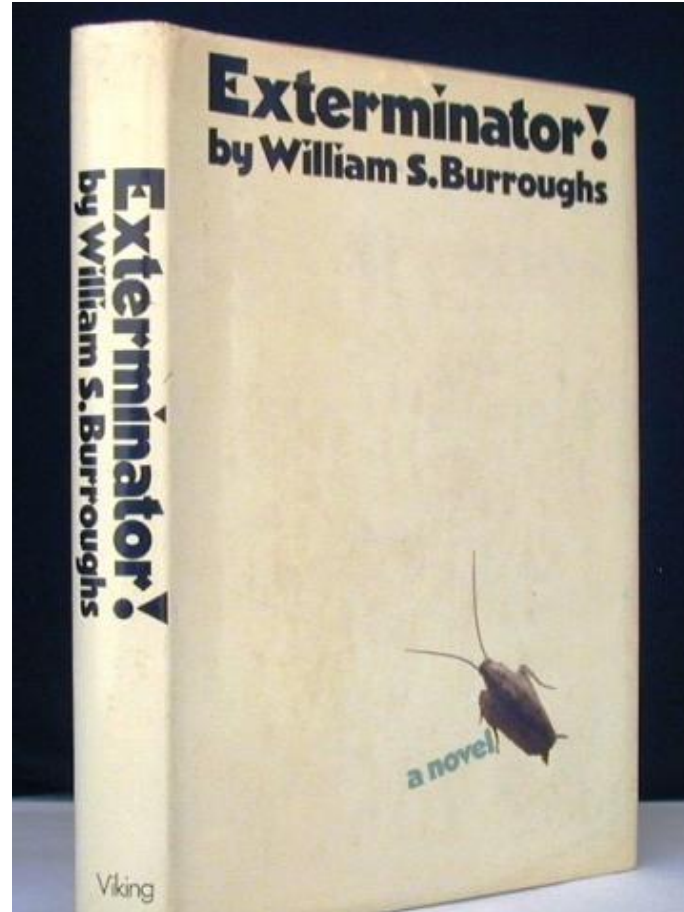
Once Upon A Time...



Librarian Vs. Bedbug



Lessons Learned (the hard way)



Prevention

- Policy
- Check-in procedure
- Education
- But can you ever really prevent bedbugs?
- Bookmark this:
<http://lj.libraryjournal.com/2013/07/lj-in-print/dont-let-the-book-bugs-bite/#>

Treatment

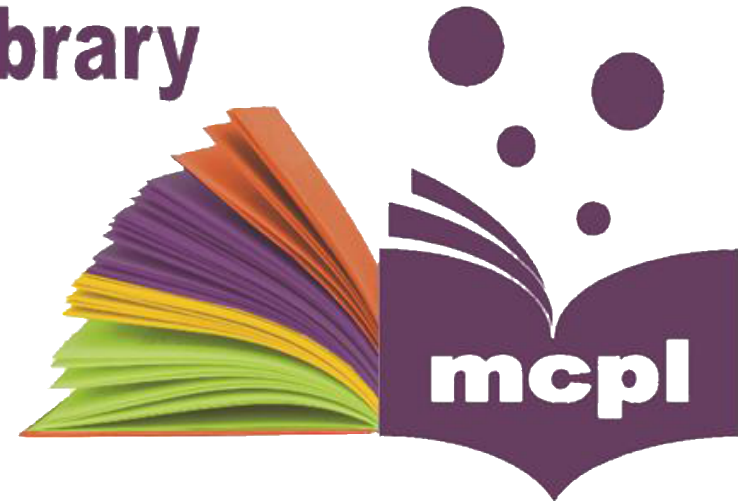
- Chemicals
- Heat
- Protective Equipment
- Treat or discard the item?
- Bookmark this: <http://www.thermalstrike.com/>

The Public* Relations Factor



* *“The Public”*
includes your staff!

marion county public library



**Not All Book Donations
Are Created Equally
Some Come With An
Unwanted Bonus,
Likewise Some Books Are
Returned With More
Than They Were Checked
Out With!**



Our first scare was actually more of a warning. A Bookmobile patron notified our Outreach Librarian that she had found bedbugs and that the books that she had checked out have been affected by this. At that time we had no real plan in place and decided to write off the items and told the patron to keep them.

We thought that “certainly” this was an isolated case and that this was the last that we’d see but then a few months later items were returned in house that a live bug was found in. (We clean all of our returned books which was when we noted this.)

We made note on the patrons account and I spoke with them privately on their next visit and suggested that they might want to look into the issue. It was then we decided that we needed a procedure and policy.



Ultimately I sought the advice and examples from the Directors Listserve and compiled that into our own employee procedure policy and public procedure policy.

When a bed bug/insect is discovered, desk staff should contact the director or assistant director, who will discuss the subject with the patron who returned the materials if possible. Desk staff should add a note to the patron's account documenting the insect(s) and the materials affected. The Director/Assistant Director should be notified if there is more than one bed bug/insect incident for a patron.

Staff should inspect returned materials for bugs. When bed bugs/insects are present on and/or in Library materials or furniture, try to preserve the insect body as best as possible. The incident should be recorded in the incident log for the exterminator. The insect body should be placed with the log and, if possible, can be taped onto a page of the log. Keeping the insect body and tracking the incident(s) will help the Facilities Specialist and the exterminator know what infestation(s) there may be and how frequently the insects are appearing.

Procedures

If bed bugs are found, quarantine the material by putting it in a sealed, plastic bag and double bagged within another sealed bag until it can be treated.

If the damage is extensive, the item should be discarded.

Don't forget to inspect those green ILL bags. Bed bugs are known to hitchhike on anything that has a place where they can hide – like seams of bags.

For the full document go to: http://www.marioncopublic.org/?page_id=1849

After the quarantine the items are then put into the heating unit that we purchased to treat items.

We actually had an issue with this however. Bagged items were put into the unit to be treated as soon as we had time to watch it for the full time period. Items were also put into the heater a few times and were stacked or weren't placed in such a manner that the air flowed evenly throughout the items.

We were horrified when a staff member found two live specimens and a dead insect under the unit and by a staff desk. (We house this in the processing/cataloging room)

That's when we had to have a full blown inspection. I checked into some groups that were further away. Some actually offer the service of a bedbug seeking dog. After comparing cost and realizing that distance to these resources was an issue we ended up going with our local exterminator who has had to jump up his game because it is becoming more and more an issue in our community.

- **Heat:** Most affordable option for circulating collections.



Zapp Bed Bug Oven: About \$200



How did we prepare for the inspection process?

First we cleaned. We got rid of any odd and end papers, junk and clutter. We made hard to reach areas easy to get to, made sure things stored against walls were moved. Because we had only seen any evidence of a bedbug in one area of the building, which consequently was the processing room and where we store our heater and investigate donated items, we were only focusing on this one space. While we weren't told it was needed we did decide to sprinkle Diatomaceous Earth around the base boards and entrances to the room. (This is a white talc like powder that is the fossilized remains of marine phytoplankton. When a bug that has an exoskeleton, like bed bugs, ants or fleas crawl through it, it scratches their waxy coating, and exposes their insides so that they dry up and die. It isn't however toxic to mammals, even of the human variety.)

Who inspected us? As I said we looked into inspectors from further reaching areas and toyed with the notion of having the entire building done but in all sincerity we didn't feel that this went beyond the confines of the room and didn't want to have to close the facility or draw attention to the issue more than was needed. We ended up going with our local exterminating group who brought in a team of three and spent over two hours investigating every drawer, crevice and cranny within the confines of that space. They used lights to illuminate all areas and sprayed any space they had question about. In the end no live specimens were seen but two exo-skeletons were found in two chairs in the room. Each had fabric seating, although one was a wood frame and the other plastic. We decided that we would remove those chairs and dispose of them rather than risk the chance that anything remained.

ARE SOME TYPES OF FURNISHINGS RESISTANT OR BETTER AT RESISTING?

The smoother the surface the more resistant it is to bed bugs.

WOOD can be porous if not finished and can offer bed bug hiding places. The more smooth and scratch resistant the furniture finish on all areas of the furniture, the more inherently bed bug resistant a piece is. If a piece of solid wood furniture is lacquered it can work in your facility but it is often not the favorite choice to deter them.

METAL has become a popular option for facilities with a high risk of bed bugs. Like the finished wood, it resists bed bugs due to its smooth finish but still has joints, bends and weld points that can offer bed bugs safe harbor. An advantage of metal is that it resists chemical damage and can be “washed” clean after bed bug treatments.

MOLDED PLASTIC Molded furniture is a single piece construction. Molded plastic offers a smooth surface that resists bed bugs. There are fewer joints than wood or metal furniture but there is still surface area on the underside of the furniture that can be a nesting area for bed bugs. Again, plastic can be “washed” after chemical treatments.

FABRIC because of its porous nature, especially paired with wood because often times it's attached to the rougher unfinished wood areas, is none too resistant. There are however new types of coverings that look and feel like fabric but are in fact a type of plastic that can have color and print and even be cleaned with a partial bleach solution.

We are about to begin a renovation expansion project. Our Architect and Furnishing Consultant have begun to joke about my incessant need for anti bedbug materials and easily cleaned items. It makes a difference though and I think it's only prudent to think about the future .

Because it is more frequent there are good books and sites to visit for information. Another good resource is Your Local Extension Office Where They'll have Publications For You And Your Patrons. Here's a link:

[University of Kentucky Entomology Department Is A Good Resource](https://entomology.ca.uky.edu/ef636)

<https://entomology.ca.uky.edu/ef636>