

Public service departments at all MCLS locations will be provided with a bug infestation kit containing zip lock bags of various sizes, rubber gloves and spray bottle of isopropyl alcohol and a tip sheet. When evidence of a bed bug or roach has been identified at any MCLS location staff will take the following steps:

Bug(s) seen in an area or department

1. Immediately spray with Steri-Fab. If any bugs are captured or killed, get a bag, put on gloves, put the bug(s) in a bag and seal it. Wipe down area with rubbing alcohol.
2. Notify the Custodial Staff and then dispose of the insect if possible.
3. Custodial Staff will contact the exterminator if necessary. If the bug(s) are found near furniture, the Custodial Staff will inspect the furniture.

Bug(s) found on/in returned library materials

1. Put on gloves.
2. Place items in a bag and seal. If the item is an AV item, do not lock item. Double bag all items.
3. Inspect other items that were returned and surrounding area. This includes the book drop and counter space. If no evidence is found, wipe down these items and reshelve later. If evidence is found, double bag these items also and wipe down area.
4. Record the barcode of the item and check in to identify the borrower. Once borrower information is written down (name, card number), check affected item(s) out to the location's Quarantine card. Fill out the Bed Bug form:
https://docs.google.com/forms/d/e/1FAIpQLSfAMD1uCPVbbb5H-a2BwqIL8AHs8Qk9mwbxQ1QiTCdel5nGUw/viewform?usp=sf_link
5. Place a note on the customer card with the type of insect and incident number. (For example: 7/7/17 bed bug found in DVD—1st offense). If the incident is particularly bad, use a personal cell phone to take photos and email photos to supervisor.
6. If the items are not too damaged, take items to Outreach to conduct bug oven treatment. Double-bagged items from branches can be transported to JM. Follow Oven Operation Procedure below.

Note: If an item is too far damaged to put in bug oven, record barcode of item to have it removed from the catalog. If at John McIntire, contact Custodial Staff to dispose of items, including gloves, immediately in an outside dumpster. If at a branch, immediately dispose of items in an outside dumpster. Do not send the item to another location or department.

7. Follow-up with the customer. Offer a fact sheet or how-to guide for treating bed bugs. If bugs are spotted while the customer is still in the library, talk with them at that time. If not,

contact a supervisor to send a notification letter. For the first offense, patrons will receive a notification letter. For the second offense, patrons will be charged for items and given a notification letter. For a third offense, patron accounts will be blocked until proof of extermination is given and approved by a supervisor. Depending on the severity and frequency of occurrences with items borrowed by the same customer, further action up to and including losing borrowing privileges and/or library privileges may be taken. Resources for bed bugs:

<http://www.zmchd.org/bed-bugs/> <http://centralohiobedbugs.org/treatment/>

8. Notify supervisor. Supervisor will notify Custodial Staff and selectors. Selectors will determine if materials need to be replaced.

Bug(s) found on a Shelf

1. Follow above procedure 1 - 8 for bagging and disposing of infected items.
2. Check materials on the entire range of shelving. Make selectors aware in case they want to replace the item in the collection.

Lost and Found

If lost and found items left in the library are determined to be contaminated with insects, those items are to be disposed of immediately. Other items are to be placed in a sealed Lost and Found tub.

Oven Operation

1. Seek Outreach assistance, if available. If not, proceed to step 2.
2. If oven is flat, pop oven and check to see if the heater is attached.
3. Click the timer on the outlet to 2 or 4 hours, depending on the amount of materials needing treatment.
4. When the heater is on, place bagged items in oven on the net or heater blocks. Do not place items against sides of oven.
5. Zip up the oven. Items should spend 1 hour at 120 degrees or above. Oven will turn off when timer indicates.
6. Remove items once they are cool enough to handle.
7. Once removed from the oven, all bug, larva and eggs will be dead and risk of infestation is gone.
8. Carefully look at item(s) removed from oven. If dead insects, staining or damage is too great, discard item. Otherwise, wipe and reshelve.
9. If item must be discarded, follow Bug(s) found on/in returned library materials procedure numbers 6 – 8.