**Pueblo City-County Library District**

 **Insect Infested Materials Guidelines**

Occasionally items may be returned to the library infested with bugs or other pests. The procedure below outlines steps PCCLD staff should take when confronted with this situation. Items infested with insects, including bed bugs, should be immediately contained and segregated from the general collection and the rest of the library. Utilize the insect containment kit located at each library location and notify Facilities immediately.

**Important:** Notify your supervisor immediately. They will coordinate with Facilities/Admin to assess the area and put in place appropriate cleaning and/or professional pest-management treatment.

**When the customer returns items in person to staff:**

1. Place items in a double layer of plastic trash bags (found in the Containment Kit).  Be sure to securely tie bags.
2. If items are clearly infested (visible, live bugs), politely explain that we cannot accept the return of these items and that replacement costs will be added to their account.
3. If the patron refuses to keep the items, place the items in trash bags in the sealed containment trash can and follow disposal/quarantine procedures outlined below.  .
4. View the item in the patron’s record to determine payment amount. Enter the replacement cost as Damage using the Bill User option in SIRSI and add a $5.00 Processing Fee to the account.  Discard the item from the library system.
5. Add a note to the patron’s record explaining the reason for the Damage and Processing Fee charge.

**When the customer is not present (Book drop, AMH return, etc.):**

1. Add Damage fee (replacement cost of the item) and $5.00 processing fee to the patron’s library account only if it is clear the infestation occurred while item was in the patron’s possession.
2. Notate patron’s account explaining the reason for the fees.
3. Discard the item from the library system.
4. Double Bag infested items and follow disposal/quarantine procedures outlined below.

**Note on Interlibrary Loan Materials**

Interlibrary Loan materials that are returned infested should be handled using the procedures for a lost/damaged interlibrary loan item.  A $100.00 replacement fee should be add to the patron’s account.

Additional Steps with ILL items:

1. Follow the procedures dealing with disposal/quarantine outlined below.
2. Notate the patron’s account explaining the reason for the Lost/Damage ILL charge.
3. Notify the Interlibrary Loan Department of the situation. They will need to work with the owning library regarding these items.

**Important:** Never send infested items through the courier system.

**Disposal/Quarantine Procedures**

1. Place infested item in a trash bag. Tie the bag.
2. Place bagged item in a 2nd trash bag and tie this bag.
3. Place double bagged item in the plastic container (provided as part of the containment kit).
4. Seal the lid of the plastic container.
5. Place sealed container outside of the building. Preferably away from the public entrances to the library.
6. Notify the Branch Supervising Librarian or Person in Charge at your location to have them coordinate disposal and clean up.

**Insect Containment Kit**

**Use these supplies to help quarantine and/or dispose of library materials infested with insects and other pests.**

**Included in this Kit:**

1. **Roll of trash bags**
2. **3 pair of vinyl gloves (small, medium, large)**
3. **1 plastic container with sealable lid.**

Items included in this kit are to be used only for insect containment and disposal.

**Building Closure Procedures**

If notified Facilities/Administration to close the building for treatment, complete these tasks:

1. Place a sign on the door stating, “Library is closed for emergency maintenance.”
2. Notify customers with meeting room reservations, providing information about other available rooms throughout PCCLD when possible.
3. Notify other PCCLD locations about library closure.
4. Manager will reassign staff to other library locations to fulfill your shift. Leave may also be taken.
5. Manager will contact Community Relations to communicate closure and request updates to website.
6. Manager will notify Customer Relations Manager who will communicate information to Call Center.
7. Manager will address book drop materials throughout the day.