

## **CHATTANOOGA PUBLIC LIBRARY PEST INFESTATION POLICY**

It is the responsibility of the Chattanooga Public Library (CPL) to maintain a healthy and clean environment for all staff and library users, and to protect the community's investment in library collections, equipment, and property. Bed bugs, lice, and other pests are a potential challenge for all facilities open to the public. This policy outlines CPL's protocol for the prevention, containment, elimination, and restriction of patron use in response to pest infestation incidents in its collections or on its premises.

### **PATRON BED BUG PROTOCOL**

1. Patrons with known bed bug infestations must immediately cease borrowing tangible materials from all CPL locations, or visiting library locations.
2. If a patron finds evidence of bed bugs, nymphs, eggs, feces, or spotting associated with bed bugs, the patron must comply with the following:
  - a. If the materials are inside of the library, immediately bring the materials to a staff member and inform the staff member of the suspicion.
  - b. If the materials are outside of the library and in possession of the patron, place them into a sealable plastic bag and tape the bag closed. Return the materials directly to a staff member and inform them of the incident. Do not put these items into any book drop.

### **PATRON HEAD LICE PROTOCOL**

1. Patrons with known lice infestations must immediately cease visiting library locations.
2. When the lice infestation is no longer present, the patron may resume visiting library locations.

### **LIBRARY PROTOCOL**

- CPL staff is trained to routinely inspect all incoming materials for the presence of bed bugs, including live or dead bugs, eggs, nymphs, feces, and spotting associated with bed bugs.
- CPL staff is trained to identify head lice which may be found on programming material or in locations where affected individuals are present.
- CPL maintains both equipment and supplies used in the detection and decontamination of materials that have come into contact with pests.
- CPL maintains a working relationship with a licensed pest control company with the ability to provide interventions on library property if needed.
- In an effort to prevent further public exposure, any library material showing evidence of bed bugs will be treated before it is discarded.

## **FACILITY ACCESS LIMITATION AND REINSTATEMENT**

So as not to jeopardize the health and cleanliness of library facilities, collections, and users, if a patron returns library materials on two separate occasions or has two or more items on one occasion that show evidence of bed bugs, there shall be an immediate suspension of that patron, as well as all other members of that household. Suspended patrons and all other household members will not be able to check out tangible items, yet access to digital collections and remote services will be maintained. Patrons in the affected residence shall not be permitted to enter any CPL location.

Once the patron is able to provide the library with written proof that their residence has been treated, re-inspected, and that the bug infestation has been eradicated, library privileges will be restored. The documentation must come from a licensed pest control company or the patron's landlord. It must list the address of the residence treated and provide contact information for additional follow-up if needed. Patrons who are denied Library access for infestation reasons will be provided with reinstatement instructions and appeal process information.

In the event staff identifies any evidence a patron has head lice, the patron will be asked to leave and may return when the infestation is no longer present. Documentation is not required for head lice treatment.

## **TEMPORARY LOSS OF ACCESS TO LIBRARY FACILITIES AND TANGIBLE MATERIALS**

Incident reports will be kept on file by an Assistant Director or the Chief Administrative Officer (AD/CAO) regarding identified infestations. When infestation is identified, staff will recommend to the AD/CAO that residents of the affected address should have access limited. At that time, the AD/CAO will consult the Executive Director. If, after consultation with the AD/CAO and, when necessary, members of the staff, the Executive Director agrees with the decision to limit access, the AD/CAO will issue, or cause to be issued, a written notification to the individual involved informing patrons of the residence access to Library facilities and tangible materials have been temporarily denied. The Chairperson of the Chattanooga Library Board of Directors will be informed of this notification. The AD/CAO will inform all staff at all locations of the loss of access to facilities and tangible materials by residence of the address and identified affected patrons. The written notice shall notify the residents of the address of the process for appealing the decision, but all conditions of the access and service limitation will be in full

force and effect once the written notification has been issued unless later voided through appeal. The Executive Director will review and may reconsider the decision to impose a limitation of access to facilities and tangible materials to residents of an address upon written request of any resident of the address and may void the limitation if information submitted by the individual warrants such modification. The Director may consult with the City Attorney's Office before issuing the response to the individual. Until such time as the limitation of facility access letter has been reviewed and/or modified by the Director or reversed on further appeal to the Library Board, the residents of the address may not access Library facilities or tangible materials. Full appeal instructions and terms will be provided with

any notification of temporary limitations of access.

The Chattanooga Public Library Pest Infestation Policy was amended and approved by the Chattanooga Public Library Board of Directors at their regular board meeting on January 20, 2021.