

To: Library Board of Trustees
From: Jennifer Jones, Library CEO
Meeting Date: February 13, 2018
Subject: Report PPL18-012
Security Services for the Library

Purpose

A request to the Board to approve the contracting of Security Services for the Library.

Recommendation

That the Library Board approve the recommendation in Report PPL18-012, dated February 13, 2018 of the Library CEO, as follows:

That Security Services be contracted for the Library for the Aylmer Street location.

Budget and Financial Implications

If this recommendation is approved, there would be budget and financial implication.

Based on the 2018 increase to minimum wage, current rates are as follows:

Security Guard Regular Rate	\$20.88/hour
Security Guard Overtime Rate	\$31.32/hour
Security Guard Statutory Holiday Rate	\$52.20/hour

If the Library were to contract the guard for our regular operating hours this would be 57 hours per week, which would likely mean 2 part-time guards. At the regular rate of \$20.88/ hour this is would be 28.5 hours each = \$595.08 x 2 guards for a total of \$1,190.16/week, \$4,760.64/month or \$57,127.68/year.

An alternative would be to only have the security guard present evenings and weekends when there are less full-time staff and supervisors in the building.

A below the line request was made in the 2018 budget for security to be scheduled Monday-Friday 5:00 - 8:00 p.m., Saturday 10:00 a.m.-5:00 p.m. and Sunday 1:00 - 5:00 pm for a total of 26 hours. The original estimate was calculated previous to the minimum wage increase. With the current numbers of \$21/hour, the costs would be \$546/week, \$2184/month and \$26,208 for the year.

The actual yearly total would be slightly less as there would be no need for a guard on days when the library is closed such as statutory holidays (which vary from year to year).

Background

The library is meant to be a place where everyone is welcome. We have a basic Code of Conduct to ensure the enjoyment of the library for all patrons. From time to time, some patrons disregard this code of conduct and will be asked to leave.

In 2015 there were 121 reported incidents. 2016 yielded 68 incident reports, 2017 produced 20 reports. In 2018, there have already been 3 incidents reported, mainly involving empty alcohol containers being found in the washrooms.

Based on the number of incident reports before the library moved to Peterborough Square in May of 2016 and the decrease of reported incidents while at the Square, it could be said that having the presence of security at the Square was a deterrent. It is worth noting that the Square is private property and they are able to handle trespassing differently than the library.

In general, the staff continue to advise that the levels of misbehaving and disrespect has increased over the last few years. The time at the Square provided a respite but as soon as we returned to our Aylmer St location certain old habits were quick to resurface, notably needles and empty alcohol containers being found in the washrooms.

There are currently no patrons banned from the library, other than those under a lifetime ban. Banning patrons can be a challenge as many patrons who misbehave are of no fixed address and no known identity. Another challenge is consistency, as we do not currently have guidelines to determine what constitutes the reason for a ban, or how long that ban should be for.

Any time we ask someone to leave, we are unsure of how they will react. There is an inherent risk in this task. It is possible that with some additional training, we would become more comfortable with these situations and how to approach our more challenging patrons. This is not an issue when they are acting within the parameters of

the Code of Conduct, but when the rules are being broken, unpredictable behaviour may show itself.

Though management staff are the main points of enforcement, often it is the Chief Custodian that is called upon to assist with these issues. When these 3 staff members are not available, most other staff may not feel that they are empowered or in a safe space to enforce the rules of conduct in the library. Staff have been encouraged to call the Police if they do not feel safe in any way. Although the Police have been very supportive of us, we feel a bit uncomfortable calling them for the seemingly minor incidents requiring a firmer hand than we can or know how to provide.

The Security Guards at the square add a sense of safety for both the staff as well as other patrons. We do not wish for security services to deter patrons from coming to the library, but we would like ensure that staff and patrons feel safe and are safe when they are in our building. Staff feel that a security guard would act as a deterrent for disruptive, violent and abusive behaviour, as well as discourage vandalism and theft.

At the June 28, 2016 Board meeting, the Library Board approved report 16-030 regarding the implementation of a Security Services Pilot project to have a security guard present evenings and weekends when there are less full-time staff and supervisors in the building. The funding for this project was submitted as a below the line request as part of both the 2017 budget and the 2018 budget processes, however it was not approved.

There is the possibility for the Library Board to fund the costs out of reserves as a pilot project to determine the need and value of this service.

Submitted by,

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