



# Peterborough Public Library

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**To:** Library Board of Trustees

**From:** Jennifer Jones, Acting Library Manager/CEO

**Meeting Date:** June 28, 2016

**Subject:** Report PPL16-030  
Security Services for the Library

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## Purpose

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

## Recommendation

That the Library Board approve Report PPL16-030, dated June 28, 2016 of the Acting Library Manager/CEO, as follows:

That Security Services be contracted for the Library for the Aylmer Street location for evenings and weekends once the renovations are complete and operations have resumed on site in 2017.

## Budget and Financial Implications

Based on a conversation with staff from Social Services, Security Services cost \$16.50/hour based on a 40 hour work week. Overtime is payable at \$24.75 any time the guard is asked to work beyond 44 hours.

The Social Services guard works 8:15am to 4:45pm with a 30 minute lunch. This equals roughly \$660/week.

It is recommended that a security guard be engaged evenings and weekends when there are less full-time staff and supervisors in the building. If they were scheduled

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Monday- Friday 5-8, Saturday 10-5 and Sunday 1-5 as per Option B in the Enhanced Hours report, that would be 26 hours at \$16.50/hour = \$429/week, \$1,859/month, and \$22,308/year. Since it is anticipated that the library operations will not resume until at least mid-year 2017, the increase will not exceed 50 percent or \$11,154 in 2017.

In keeping with Council direction of no new programs or services without Council approval, this will be treated as a “below the line” submission as part of the 2017 Budget deliberations.

## 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 109 reported incidents, and 2016 has already yielded 50 incident reports. There has also been an increase in bans issued to patrons for terms as short as 2 months, to those as long as permanent lifetime bans (15 bans issued in 2015 and 10 issued so far in 2016).

Based on the increase in incident reports, the level of misbehaving and disrespect seems to have increased in the last few years. The increase could also be related to staff being more consistent with documenting the issues arising. Nevertheless, there are often patrons drinking in the Library, needles frequently found in the restroom garbage cans, drug dealers offering their products to staff, two fist fights broke out in the last year, a bomb threat occurred, a staff member received a death threat when banning a patron, the family washroom had to be locked to prevent sex acts and to ensure patron/staff safety, theft of Library materials, and patrons regularly being belligerent to front line staff.

Any time we ask someone to leave, we are unsure of how they will react. There is an inherent risk. It is possible that with some additional training, we would become more comfortable with these situations and how to approach our more challenging patrons. For example, the close proximity of the Library to the ACT clinic increases the general risk of patrons with dependencies and unpredictable behaviour being in the Library.

Though the CEO and Head Librarian are the main points of enforcement, often it is the Chief Custodian that is called upon to assist with these issues. When these 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. The Police have been very supportive of us, but we feel a bit uncomfortable calling them for the seemingly minor incidents requiring a firmer hand than we can or know how to provide.

Being located in the Peterborough Square during the Aylmer Street renovation, we have been able to see the benefit of having a Security Guard on site. We have not needed to call the Police and we have seen a decrease in the number of patrons misbehaving or acting against the Code of Conduct.

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. A security guard would act as a deterrent for disruptive, violent and abusive behaviour, as well as discourage vandalism and theft.

### **Full time Security**

If the Library were to contract the guard for our regular operating hours as outlined in Option B of the Enhanced Hours report, this would be 66 hours per week. At the same rates as Social Services pays, this would be 66 hours at \$16.50/hour = \$1,089/week, \$4,719/month, and \$56,628/year. Since it is anticipated that the library operations will not resume until at least mid-year 2017, the increase will not exceed 50 percent or \$28,314 in 2017.

Submitted by,

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