

Security Guard Service – Extension of Contract

Date:	June 20, 2022
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to request Toronto Public Library Board approval to extend the contract for security guard services with Garda World for the second of two optional years, September 1 2022 to August 31, 2023 with an increase of \$2.0 million for a revised cost of \$4.866 million, subject to Council approval of the 2023 budget.

Toronto Public Library (TPL) is committed to providing welcoming and comfortable spaces and excellent library services across its 100-branch network. These services are delivered within an increasingly complex and diverse urban setting, with public spaces open to everyone.

The increased cost for security services for the period September 1, 2022 to August 31, 2023 reflects the current level of guard services and will assist staff in dealing with incidents in branches.

As the increase to the contract is above the City Librarian's delegated signing authority, Board approval is required.

RECOMMENDATION

The City Librarian recommends that the Toronto Public Library Board:

1. extends the contract for security guard services with Garda World for the second of two optional years, September 1, 2022 to August 31, 2022, with an increase of \$2.000 million for a revised cost of \$4.866 million, excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The proposal is to award the final year of the security guard contract, which is the second optional year, September 1, 2022 – August 31, 2023, including a \$2.000 million increase for a revised value of \$4.866 million, in line with current service levels and spending rates. The portion of the contract for the period September 1 to December 31, 2022, \$1.622 million, is included in TPL's approved operating budget. The remainder of the contract cost will be included in the 2023 budget submission, which is subject to City approval.

The required level of guard coverage in response to the pandemic and branch incidents will continue to be monitored.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

DECISION HISTORY

At its meeting on August 16, 2018, the Library Board considered [Security Guard Service – Award of Contract](#) and approved the award of contract to Garda World for a three-year contract with two optional one-year renewals for an estimated value of \$11.609 million. This contract was comprised of a three-year period commencing September 1, 2018, for a total value of approximately \$6.772 million and delegated authority to the City Librarian to enter into two one-year renewals under the same terms and conditions, with a value of approximately \$4.836 million.

At its meeting on September 23, 2019, the Library Board considered [Security Guard Service – Increase to the Value of the Contract and Purchase Order](#) and approved an increase to the purchase order commitment for security guard services to Garda World for an amount of \$2.231 million over the five-year term for a total revised value of \$13.839 million.

At its meeting on February 22, 2021, the Library Board considered [Security Guard Service - Increase to the value of the Contract and Purchase Order](#) and approved a \$1.000 million increase to the purchase order for the third year with Garda for a revised total value of \$14.839 million over the five-year term.

At its meeting on June 22, 2021, the Library Board considered [Security Guard Service - Increase to the value of the Contract and Purchase Order](#) and approved a \$0.860 million increase to the purchase order for the third year and awarded the first optional renewal year, September 1, 2021 – August 31, 2022, with Garda, including an increase of \$0.700 million to cover additional guard costs for the period September to December 2021, for a revised total value of \$16.399 million over the five-year term.

At its meeting on October 25, 2021, the Library Board considered [Use of Security Guards at Toronto Public Library](#) and adopted the following motion: *directs the City Librarian to convene a discussion table to explore alternative safety and security strategies. The table should include representatives from Library Staff, the Library Board, CUPE Local 4948, and community organizations with expertise in providing services to socially excluded groups.* At the same meeting, the Library Board considered [2022 Operating Budget Submission](#) and approved a 2022 operating budget submission, which included a request for an additional \$2.000 million to cover higher security guard costs in response to the COVID-19 pandemic.

At its meeting on December 6, 2021, the Library Board considered [Security Guard Service - Increase to the value of the Contract and Purchase Order](#) and approved a \$1.333 million increase to the purchase order for the fourth year with Garda for a revised total value of \$4.846 million for the period of September 1, 2021 to August 31, 2022.

At its meeting on May 24, 2022, the Library Board received a staff report on [Alternate Approaches to Safety and Security at Toronto Public Library](#), summarizing the opportunity areas identified **by the Discussion Table**. The Library Board also endorsed the short-term actions as identified by the City Librarian.

EQUITY IMPACT STATEMENT

TPL's security guard services are part of a comprehensive approach to protect the health and safety of library customers and staff, ensuring equitable access to Library services for all members of the public, and especially for Toronto's vulnerable populations and equity-deserving groups.

Security guards provide support to ensure that library staff maintain a safe, welcoming and inclusive environment that is without discrimination or harassment for all users. Understanding that equity-deserving groups may experience significantly more interaction with enforcement services, TPL staff and guards are trained to mitigate the impact of these interactions.

BACKGROUND

TPL has used contracted security guard services in branches since the 1970's, and they are an important component of the Board's responsibilities as an employer and as an operator of public spaces with very high public use. Security guards are a visible, proactive, and preventative presence that increases safety for the public, staff and TPL property.

TPL takes a multifaceted approach to managing its security requirements, which includes policies, procedures, staff training, committees, space design and security services. Within this context, security guards are an important and integral part of TPL's customer service team, which provides customers and staff with a welcoming and supportive environment. Security guards at TPL work with branch staff to oversee branch activity and help to prevent and diffuse situations, allowing each member of the team to focus on serving customers and the community in their own ways.

As library service and branch access resumed in various stages throughout 2020 and 2021, guards continued to support staff with the provision of library and community services including curbside holds pickup; food bank operations; in-branch use of computers, printers and washrooms; line management; and compliance with health and safety protocols (physical distancing, masking, and branch capacity).

Currently, all branches are open, including for Sunday service, and customers are returning to library branches in increasing numbers. Security guards at TPL work with branch staff to oversee branch activity and help to prevent and diffuse situations, allowing each member of the team to focus on serving customers and the community in their own ways.

In early 2022, TPL convened a Discussion Table to explore alternate safety and security strategies. The Discussion Table report identified various opportunities and was presented to the Board in May 2022. One of the opportunities identified was to "use security guard services intentionally as part of a broader suite of resources and tools that support the prevention and resolution of incidents". Staff will be exploring this opportunity, including the training and onboarding of guards, to ensure that security guard services are being utilized as effectively and efficiently as possible and in conjunction with other actions and opportunities identified in the report.

TPL regularly evaluates security needs and adjusts security coverage across the branches as required.

COMMENTS

TPL is committed to providing welcoming and supportive spaces for the public and staff across its 100-branch network. TPL's services are delivered within an increasingly complex and diverse urban setting, with public spaces open to all. Security guards are an important and integral part of TPL's customer service team, providing customers and staff with a welcoming and supportive environment.

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SIGNATURE

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