

2015 Operating Budget – Security Guard Update

Date:	January 19, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to respond to a Toronto Public Library Board request for information regarding security guard services, specifically: a list of branches affected by the reduction of security guards on site, plus roving guards, as at present-day, with the \$150,000 reduction and the combined \$150,000 and \$513,000 reduction.

FINANCIAL IMPACT

There are no financial impacts resulting from this report beyond what has already been submitted as the Toronto Public Library Board-approved operating budget submission for 2015.

Given the timing of budget approval in March 2015 and the requirement to negotiate a 40% reduction in the security guard service contract, it is anticipated that full-year cost savings will only be achieved in 2016. Negotiations are underway with the security guard service provider regarding the significant changes to the contract. Full savings may only be achieved with the implementation of a new security guard services contract. The current contract ends on July 31, 2015 and the Library will be requesting proposals in a public competition in the second quarter of 2015.

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

DECISION HISTORY

At the December 15, 2014 meeting, the Board adopted the following motion:

requests staff to provide Board members with a list of branches affected by the reduction of security guards on site, plus roving guards, as at present-day, with the \$150,000 reduction and the proposed \$513,000 reduction, and report back at the January 2015 Board meeting.

ISSUE BACKGROUND

At its meeting of November 17, 2014, the Toronto Public Library Board approved an operating budget submission for 2015 that included a \$513,000 decrease to the budget for security guard services, in addition to the \$150,000 in savings already identified by library staff, bringing the total reduction to \$663,000 or 40%.

Toronto Public Library is committed to providing a welcoming and safe environment for the public and staff in all of its branches. The Library employs a variety of strategies, including the Rules of Conduct, staff training, building design, video surveillance and community partnerships (including community police services), as well as the use of security guard services to maintain welcoming and safe environments.

Toronto Public Library employs three strategies in providing a safe and welcoming environment:

- A **proactive** approach focusing on safety, facility improvements, staff training, community partnerships and, in certain locations, an on-site security guard;
- **Preventative** measures to maintain order and a welcoming environment that may involve the use of an on-site security guard;
- A **reactive** approach to specific incidents, most often involving staff response and the support of mobile guards and police.

Toronto Public Library is committed to making effective and efficient use of its budget and staff resources to provide excellent library services.

Toronto Public Library has statutory duties as both an employer and as an operator of public spaces to take reasonable measures to ensure that staff and members of the public entering library premises are safe while on the premises. Staff review the security guard service requirements annually and specific situations as needed, and make recommendations about the appropriate level of guard service.

COMMENTS

Budget

The 2014 budget for security guard services was \$1,663,540. The Board-approved 2015 budget for security guard services is \$1,000,540.

Security Guard coverage in 2014

The 2014 budget for security guard service provided for on-site guards at 31 branches, during identified time slots of branch open hours resulting in on-site security guard coverage for 27% of the open hours per week. The typical requirement is guard service in the afternoon and evenings, Monday - Friday and guard service during open hours, Saturday and Sunday. The start time for guard service Monday - Saturday varies with the location, according to

local needs. TRL and NYCL had a guard on duty 24/7. A list of branches with guard service in 2014 is attached (Attachment 1).

Impact of \$150,000 budget reduction

After the annual review of security guard services, staff recommended a \$150,000 reduction to the security guard budget. The reductions, which were implemented on January 5, 2015, resulted in the following changes:

- removal of security guards at three **neighbourhood** branches: Eatonville, Fort York, St. James Town;
- the removal of the overnight guard at North York Central Library;
- the reduction of one guard at Toronto Reference Library;
- the removal of the guard at the Computer Centre;
- the reduction of one mobile guard.

The removal of on-site security guards at Eatonville is made possible by renovations to the program room, which provide better sight lines for supervision. The need for on-site security guards at Fort York was assessed after being open for a half-year, and resulted in the removal of the guards. The St. James Town Branch is in a community centre with on-site security guards and therefore a decision was made to remove the Library's security guard. The reduction of the overnight security guard at NYCL does not have an impact on operations during public service hours; adjustments have been made to branch opening operations that were provided by the overnight security guard. The elimination of one security guard at TRL was made possible by eliminating the mandatory bag checks. That decision was based on all the steps that have been taken to provide additional levels of security for the collection; the implementation of RFID security, RFID tagging of open shelf collections and increased video surveillance of Special Collections. The staff schedules at the Computer Centre have been adjusted to ensure staff are not working alone and made it possible to remove the security guard service.

Impact of additional \$513,000 budget reduction

The Board approved an additional reduction of \$513,000 to the security guard budget, which would result in a further removal of guard service at:

- four **district** branches: Albert Campbell, Barbara Frum, Richview, S. Walter Stewart;
- seven **neighbourhood** branches: Centennial, Dawes Road, Downsview, Jane/Dundas, Jane/Sheppard, Oakwood Village, Riverdale.

CONCLUSION

The accumulated impact of the reductions would result in the elimination of security guards at four district and ten neighbourhood branches and the Computer Centre. Eliminating on-site security guards in branches will require staff to devote more time to patrolling public areas, monitoring patron behavior and intervening when behavior becomes disruptive and/or violent. Further staff training will be offered to recognize and deal with problem behavior.

Other strategies, such as building layout changes and increased video surveillance will be investigated, which may require capital investments.

The Board's recommended budget of \$1,000,540 will be considered as part of the 2015 budget review process by the City of Toronto's Budget Committee, Executive Committee and then City Council.

CONTACT

Ron Dyck; Director, Information Technology & Facilities Management: Tel: 416-393-7104;
E-mail: rdyck@torontopubliclibrary.ca;

SIGNATURE

Vickery Bowles
City Librarian

Attachment 1: List of branches affected by reductions