TORONTO PUBLIC LIBRARY

STAFF REPORT
INFORMATION ONLY

14.

Security Measures at Toronto Public Library

Date:	February 27, 2012
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to provide information about the security measures in place at Toronto Public Library, and to provide a context for the award of contract for security guard service, which will be coming forward to the Board at an upcoming meeting.

The Toronto Public Library Board and Library staff have put in place policies and programs for promoting and maintaining a safe environment. This report presents an overview of the various policies, procedures, training and security services and systems in place at the Library. Staff in all departments play a role in creating a safe environment: Public Service, Human Resources, Facilities, Planning and Policy. The Joint Health & Safety Committee provides an opportunity for the Union and Management to work together to promote and improve practices in the workplace to provide a safe and healthful environment. Contracted security guard service complements the staff role, providing security guard presence in situations where the volume of patron usage, problems with disruptive, violent or abusive behaviour, vandalism and theft have created concerns for staff and public safety.

FINANCIAL IMPACT

There is no financial impact arising from the information in this report.

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

ISSUE BACKGROUND

Toronto residents think of the Library as a safe and welcoming environment. This is achieved within an urban setting, a diverse population and public spaces open to all. The Library has 98 public buildings and three administrative buildings with 18 million people using its facilities every year.

Library staff has the responsibility to analyze the events in our environment, how they impinge upon the safety and security of public and staff, and maintain the security of our buildings and property. With this information, staff develops appropriate security standards and responses. The use of contracted security guard services is one component of the Library's security program.

COMMENTS

In developing its policies, procedures, training and security services the Library is acting in accordance with the Public Libraries Act which states that Library Boards may make rules for the use of library services, for the admission of the public to the library, for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property.

Policies are reviewed regularly to ensure that they reflect current practice and legislation. Revised policies and new policies are brought to the Board for approval.

The Joint Health & Safety Committee provides an opportunity for the Union and Management to work together to promote and improve practices in the workplace to provide a safe and healthful environment.

Rules of Conduct Policy

The **Rules of Conduct**, a policy which outlines the rules to prevent disruptions to library services, ensure the safety of public and staff and maintain the security of library property. Two related policies describe the actions that may be taken by library staff if library users violate the Rules of Conduct and the excluded user's rights to appeal and the process to be followed. This policy was first approved in 1998 and was revised in 2007.

Rules of Conduct training helps staff build the skills and confidence needed to deal with rules of conduct issues, to encourage consistency across the system in the application of the rules of conduct and to ensure that staff are aware of the tools available to them to support their role.

Dealing with difficult people training helps staff effectively manage difficult, abusive or potentially violent situations in a safe and respectful way. A follow-up training session, **Setting effective limits & giving bad news**, helps staff learn additional strategies and practical techniques that will give confidence and skills to safely resolve situations involving challenging behaviour.

Internet Use Policy

The **Internet Use** policy describes the provision of public access to the Internet, including the filtering of designated children's workstations and outlines the legislation that regulates Internet use. The Internet Policy references the Rules of Conduct and the actions that may result if users violate this Policy or the Rules of Conduct. This policy was first approved in 1998 and has been reviewed and revised several times, most recently in 2002.

Managing Internet Service training provides a review of the policies and procedures pertaining to Internet services. The training is designed to provide a review of the factors which impact Internet services in the branches; to look at different scenarios that may arise with managing Internet services and discuss solutions; to identify the tools and resources available for managing Internet use in the Library.

Security Video Surveillance Policy

The **Security Video Surveillance** policy, adopted in 2007, provides detailed direction concerning the context, procedures and protocols within which the Library installs and operates surveillance cameras. Video surveillance is used when other methods of maintaining safety and security are not adequate. This policy ensures that the Library balances the security benefits derived from the use of video surveillance with the privacy rights of the individual. The Security Video Surveillance policy was developed in consultation with the City of Toronto's Corporate Access and Privacy Office and is consistent with the City's policy. Video surveillance is installed at 26 locations and two bookmobiles.

Occupational Health and Safety Policy

The **Occupational Health and Safety** policy, adopted in 2001, defines the commitment to provide and maintain safe and healthy working conditions for all employees.

Training on the **Occupational Health & Safety Act** (OHSA) provides an overview of the Act, its Regulations and Standards . The trainers review the roles and responsibilities of supervisors and managers; define due diligence and its implications for the supervisor and offer practical tips and techniques for the administration of the Act. **WSIB** training provides staff with an understanding of their roles and responsibilities under the Workplace Safety & Insurance Act (WSIA) and the OHSA. **Safe Materials Handling** training offers practical tips and techniques on materials handling and how to minimize risk factors with handling materials and how to prevent injuries.

Staff concerns about health and safety can be reported either verbally to a supervisor or with the **Health & Safety Concern form**. The form details the follow-up required, including copies sent to the Regional JHSC Management and Worker co-chairs.

Human Rights and Harassment Policy

The **Human Rights and Harassment** policy states the commitment to ensure a workplace free of harassment for the employees of the Board. The policy forms part of the Collective Agreement with CUPE Local 4948.

Workplace Violence Prevention and Response Policy

The **Workplace Violence Prevention and Response** policy, adopted in October 2007, states TPL's commitment to working with employees to provide a safe work environment and to take all reasonable and practical measures to prevent violence and protect employees and visitors from acts of violence. The policy and programs arising from the policy are a requirement of the Occupational Health and Safety Act.

The **Workplace Violence Hazard Assessment Checklist** is part of a comprehensive plan by the Library to prevent violence in the workplace. The checklist is used as a preventative strategy and contributes to short and long term actions for facility planning and upgrades. All locations were assessed in 2011.

Staff training on the **Workplace Violence Prevention and Response Guidelines** also includes: Customer Service training, Rules of Conduct training, Violence Response Procedures training and Crisis Prevention Institute courses (Dealing with difficult people, Violence prevention, Bullying at work).

Joint Health & Safety Committee

Through the joint Health and Safety Committees the Union and Management co-operate in promoting and improving practices in the workplace to provide a safe and healthful work environment.

The structure of the JHSC provides a set meeting schedule, formal and system-wide communications (published minutes) and a formal process for acting on recommendations. Recommendations from Central JHSC to the City Librarian require a response within 21 days. This joint structure is a legislated requirement and described in the Collective Agreement.

The Rules of Conduct Committee provides regular reports to the Central JHSC. The Planning department has made a presentation to the Central JHSC on the Crisis Prevention and Response program it is developing. The Central JHSC has established a Violence in the Workplace Sub-Committee and the sub-committee has participated in the workplace violence hazard assessment.

The Regional JHSC are responsible for conducting regular safety inspections of Library buildings and conduct safety inspections prior to the opening of renovated or newly constructed buildings.

Every branch must have staff with current **First Aid** certification. The training session on First Aid allows staff to achieve that certification. In addition, two locations now have defibrillators and staff receive training in the use of the automated external defibrillators (AEDs).

Employee Assistance Program

There are three training sessions sponsored by the Local 4948 / TPL joint Employee Assistance Program (EAP) Committee.
- **Resiliency Response** helps staff explore the advantages of developing resiliency, deal well with change, adapt to new situations and have the ability to overcome obstacles.
- **Workplace Wellness** helps staff learn about the aspects of wellness and identify practical self-care strategies.

- **Simple Rules of Stress** helps staff examine and evaluate current responses to change and stressful events.

The EAP has been used by the Library to provide counseling support for staff after traumatic incidents. In such instances the Library asks the EAP counselor to attend a meeting with staff following the incident and then encourages staff to make use of the EAP for individual support, if needed.

Incident Reporting Procedures

The **Incident reporting form** is to be completed within 24 hours of an incident. It includes instructions for the reporting and distribution of the form. All incident report forms are copied to the Regional JHSC Management and Worker co-chairs. All incidents categorized as violent or abusive are reported to the Director responsible for the branch. In 2010, 1290 incidents were reported. Of those, 685 were incidents related to violent, abusive, threatening or disruptive behaviour and 227 were related to theft or vandalism. Trained onsite security guards help defuse or de-escalate many potentially violent and disruptive situations through early intervention.

Although infrequent, the possibility of a critical incident at the Toronto Public Library or in the surrounding areas is a reality. The level of preparedness to deal with such an incident by Library staff, police and customers will have a major impact on the outcome of the incident. The **Lockdown Procedures** have been established for the entire Toronto Public Library system for emergency situations where it is safer to stay inside.

Emergency Procedures

Standardized, system-wide **emergency procedures** provide instructions to staff in cases of: fire/smoke, flooding, injury/illness, burglary/theft, power failure/elevator malfunction, gas leak/hazardous material spill, bomb threat, climatic emergencies, disruptive behaviour, crime with violence. The procedures are printed and bound in vividly coloured paper and prominently displayed in staff areas in every branch. These procedures are supplemented with branch specific procedures and contact information.

Card Access Systems

The purpose of the **card access system** in the library is to give entry authorization to staff, security guards, cleaning contractors, and maintenance contractors without having to issue keys. The access card system allows control of access to the buildings while being extremely cost effective. It controls who can have access and at what times and tracks who enters the facility and when. At the end of 2011 there are 66 locations with exterior door card access. In a limited number of locations the card access system controls access to interior staff rooms and offices, elevators serving non-public spaces, and mechanical rooms.

Building Electronic Security Systems

The purpose of **building electronic security systems** is to discourage break-ins and vandalism. These security systems are monitored by off-site security companies who, when receiving an alarm from a library location, then call the Library's security guard

service who then sends a patrol car to investigate. If warranted, the security guard company contacts the police and library manager.

Security Guard Services

Security guard services are deployed when staff have determined that trained security guards are needed to supplement the work of the staff in implementing the Board`s policies and procedures and in maintaining a safe and welcoming environment.

The purpose of having contracted **security guard service** at library locations varies. It can be due to the volume of patron usage, problems with disruptive, violent or abusive behaviour and to discourage vandalism and theft. The security guard schedules depend on the requirements of the library location. In addition to on site guards, the security company contracted by the Library provides dedicated mobile patrol cars to the library during library hours. These mobile patrol car guards act as supervisors and support to the on site guards, and are available to public service staff at any library location should an emergency situation require their support. The mobile patrol guards also do periodic site inspections of library identified sites, where there is no need for scheduled on site guard service. Currently, 31 branches have on site guard services.

All security guard service at the Library is provided through a contracted service. In comparison, security guard service at the City is provided through a combination of City staff and contracted services. Parks, Forestry and Recreation uses City services for its community centres. The City provides mobile guard service, regularly scheduled guards, emergency guards, cameras and monitoring of the cameras and a hotline number for security issues that do not require a call to 9-1-1 At some shared use facilities, the Library is a separate physical entity, with a separate entrance, and the Library provides its own security guards, if needed.

Security Guard Duties

The Security Guards' duties may include, but are not limited to the following:
- Assisting Library staff in providing residents of Toronto with fair and equitable access to a wide range of library services in a welcoming environment that is free from discrimination and harassment, as prescribed by the Toronto Public Library Rules of Conduct, and maintaining the security of library property without disruption to library services;
- Providing support and assistance to Library Staff and/or customers in any violent or potentially violent situation involving Library staff and /or patrons to ensure the safety and security of the Library's patrons, staff, collection and other physical property;
- Playing an active role in identifying, monitoring and reporting potential problems during all patrols, including internal and external building patrols;
- Responding to emergency calls in a timely manner;
- Delivering and reinforcing Library building exclusions as directed by Library staff including removal of banned customers as per the Trespass to Property Act;
- Knowledge of the fire alarm system and procedure to follow in the event of a fire alarm, including public exit and re-entry into building;

- Knowledge of the door monitoring system, and procedure to follow when door alarm is activated;
- Operation of book security systems, including inspection of briefcases, backpacks, packages for library materials not properly checked out;
- Security and supervision of public meeting rooms, and regular checks of public washrooms, including security for some after hours rentals.

Training

Guards employed by the Toronto Public Library Board must have a good standard of training and must be able to deal effectively with security issues.

Security Guard staff must be trained to:

- Interact with public service staff on routine matters on a daily basis, and in emergency situations (ie. fires, bomb threats, etc.);
- Assume a lead role in controlling unruly patrons;
- Manage and defusing situations involving patrons who may become physical and/or violent;
- React in an appropriate manner in stressful situations;
- Demonstrate good judgment and tact;
- Identify potential safety and conflict issues;
- Use his/her knowledge and training of emergency first aid and CPR procedure should the need arise. Security Guard on duty must be trained in emergency first aid and CPR procedures, use of defibrillators, and hold valid certificates.

Conclusion

The Board and Library staff have put policies, procedures, training and security services and systems in place at the Library to promote a safe and welcoming environment. The Joint Health & Safety Committee provides an opportunity for the Union and Management to work together to promote a safe and healthful environment. Contracted security guard service complements the staff role, providing security guard presence to address concerns for staff and public safety.

CONTACT

Ron Dyck; Director, Information Technology & Facilities; Tel: 416-393-7104;
Email: rdyck@torontpubliclibrary.ca

SIGNATURE

_____
Jane Pyper
City Librarian