



APPLETON PUBLIC LIBRARY
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TO: Alderperson Plank, Chair
Members of the Finance Committee

FROM: Colleen Rortvedt, Library Director

DATE: January 17, 2018

SUBJECT: Notification of approval of budget adjustment and to single source safety and security services to Securitas for the balance of 2018 in an amount not to exceed \$47,000 via an internal budget adjustment from Materials Management – Books and Library Materials (16032.6315) to Administration – Other Contracts/Obligations (16010.6599)

On Tuesday, January 16, 2018 the Library Board of Trustees approved the request in the memo below.

A public library serves as an essential part of the civic and educational foundation of a community. For some a library is a place to simply get books, attend programs or access the internet. For others it is a lifeline, serving as a place where people turn for help during life transitions and where individuals and families in need seek access to resources.

The Appleton Public Library (APL) continues to respond to our community's changing needs. The strategies we use embrace the evolving role of public libraries as part of the social safety net, serving people in need via a community-wide approach. Embracing this role, APL uses a multi-faceted approach to safety and security including:

- *Keeping policies relevant. The Security and Safety Policy was updated in the fall of 2017.*
- *Exploring opportunities for utilizing and providing space for APD's behavioral health officer.*
- *Seeking alternative sources of funding to accomplish goals. APL and City staff attempted to secure Community Development Block Grant funds in 2017 to work through issues in the neighborhood but learned APL was ineligible for funding.*
- *Working proactively with populations that may not be familiar with library rules to familiarize them with library services and appropriate library behavior in a positive way.*
- *Offering regular programming and events connecting populations that are in need to area services.*
- *Exploring opportunities for agency street outreach staff to provide service in the library.*
- *Working to eliminate barriers to library access:*
 - *Expanding time limit for internet access to 3 hours a day*
 - *Eliminating fine restrictions on internet access*
- *Hosting "office hours" for social service agencies and non-profits serving in-need and at-risk populations.*
- *Holding training for staff by the Appleton Police Department (APD) and social service organizations on relevant issues of trauma, crisis, mental illness, homelessness, de-escalation, bomb threats and active threats.*
- *Working directly with homeless shelters on issues and communicating any emergency closures.*

- *Participating in local coalitions such as Housing Coalition meetings, Hmong Interagency meetings, Hispanic Interagency meeting, refugee resettlement and the Community Early Learning Center*
- *Collaborating on APD's Summer of Service.*
- *Participating in the Washington Square Neighborhood Group for over a decade, including contributing to the public-private partnership for the neighborhood security guard since 2012.*

In 2010/2011, APL created the position of Operations Clerk in response to increased security incidents. This hybrid position looks after the overall library environment including; cleaning staff areas, setting up meeting rooms, supporting small facility projects, enforcing library policies, and serving as support for staff dealing with behavior issues that do not rise to the level of police intervention. This was an innovative approach and the Operations Clerks were very effective in mitigating the increases in behavior issues at that time.

Over the past two years, security incidents rising to the level of police intervention or leading to library restrictions have doubled. This adds stress on staff to complete their work, provide quality service for the public and to have a general sense of safety. The public is also concerned. In our biannual survey, safety is cited as the top concern from the public. The needs that we have today require a new level of expertise in safety and security.

In order to respond to these needs I am proposing:

A. APL contract with a company specializing in security to provide an unarmed security guard for the remainder of 2018 during the library's afternoon, evening and weekend hours for an average of 57 hours a week.

B. An internal budget adjustment from Materials Management – Books and Library Materials (16032.6315) to Administration – Other Contracts/Obligations (16010.6599) in the amount of \$47,000 in order to pilot this program with the approved funding for the 2018 budget. While we need to continue to have strong collections, safety and security are of paramount importance.

C. APL single-source this position to Securitas USA, providing the following advantages:

Securitas provides excellent service as the security guard provider for the Washington Square collaboration. They are familiar with the neighborhood and the security issues we face. They have a workstation within Valley Transit and monitor the interior of transit and the parking structures in the surrounding neighborhood.

While APL has unique statutory requirements in regards to privacy and confidentiality, integration between the proposed library security guard, the Washington Square security guard, Library Administration and the Appleton Police Department to the extent possible by law will be improved by utilizing the same provider.

In addition, Securitas has experience working within public libraries across the country and is committed to working with the unique needs of a public library environment. The library would move forward in a similar manner as done in the hiring of the Washington Square security guard and involve Appleton Police Department in the hiring process and training. APD and Securitas have worked well together through this partnership.

I request approval of this proposal as a pilot for 2018 that will be evaluated for continuation in future years. Evaluation will include impact on staff's perception of safety at work, number of incidents recorded during the year, and whether this position allows library staff to focus on their direct work rather than on security functions.