

Date of Meeting: March 27, 2025

Report Number: A21-25

Report Subject: 2025 Q1 Incidents

Recommendation:

1. THAT the Clarington Public Library Board receive Administrative Report No. A21-25 2025 Q1 Incidents as information.

Report Overview:

To provide the Library Board with an updated overview of incidents in the CLMA in Q1 2025 in comparison with the increase in incidents in Q1 2024.

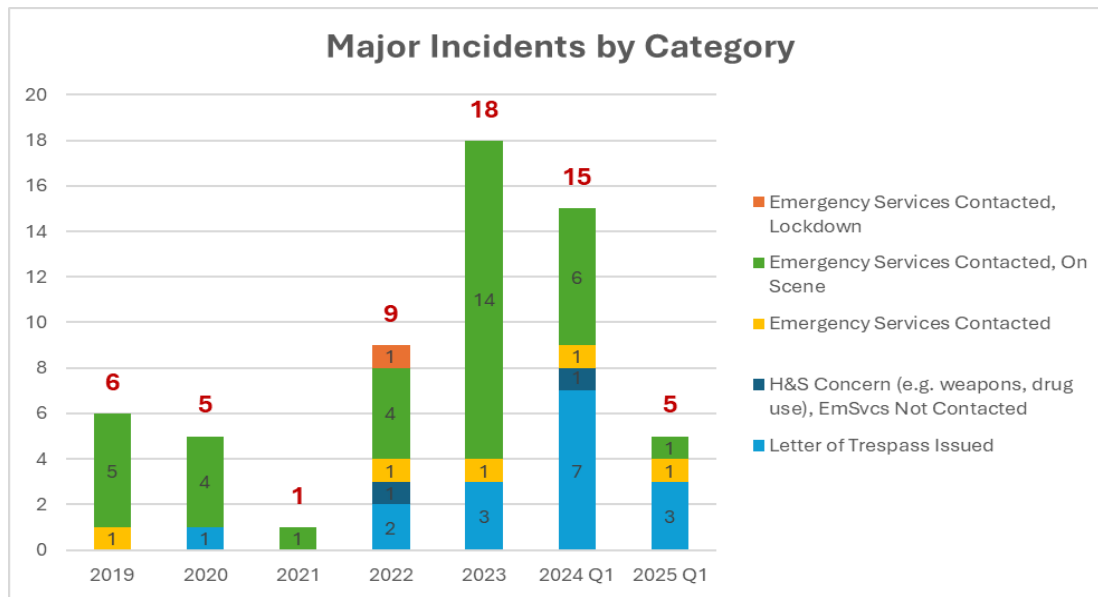
Background:

In Q1 2024, CLMA experienced a 50% increase in major incidents compared to 2023, with most incidents occurring at the Bowmanville Library with the Courtice Library closely behind. This increase, particularly in Bowmanville, was in part due to the warming centre that opened at St. Paul's, across the road from the Bowmanville Library.

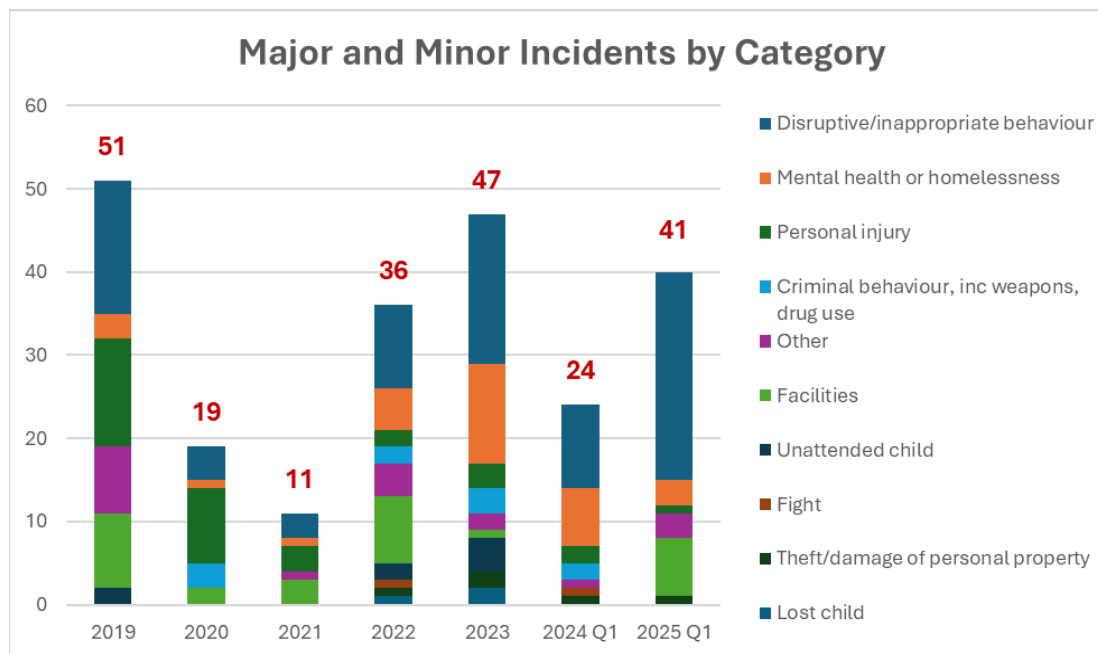
As noted in the Welcoming Spaces updated report, the CLMA took many steps throughout the year to address the rise in incidents, including:

- Review and implementation of policies and procedures
- Strengthened and expanded community partnerships
- Enhanced training, resources, and decision-making tools for staff

The mitigation strategies that the CLMA employed, in addition to the procurement of a security guard by the Municipality of Clarington for the Bowmanville Library, proved to be successful, and the number of major incidents declined significantly in Q1 2025, from 15 in Q1 2024 to 5 in Q1 2025. It is observed that the presence of a security guard reinforces compliance to user expectations and deters illicit behaviour in the Bowmanville Library.



The CLMA saw an increase in minor incidents in Q1 2025 resulting from a management directive to complete incident reports regardless of scope, ensuring comprehensive documentation is available for tracking purposes. Emergency services are not called during minor incidents.



Report Submitted by:
A. Dee, Director, Strategy & Innovation
M. Machacek, Chief Executive Officer
March 27, 2025