

A performance measure that is a ratio of incidents to visits provides a more realistic picture of the impact security incidents are having towards the Library's stated goals of a welcoming and safe experience for visitors. In 2017, the percentage of security incidents compared with visits has fluctuated between 0.02% and 0.04%, that is, one incident for every 2,500 to 5,000 visits. A performance measure that includes both the number of security incidents and the number of visits ensures that context is considered when analyzing and assessing the risk that is present.

Recommendation 3

The Director, Service Delivery recommend, to the CPL Board's Audit and Finance Committee, an update to the Risk Matrix document that demonstrates a specific security incident objective, such as 1 incident for every 5,000 visitors (0.02%), to take into account the expected increase in the number of visitors in the NCL, and articulate associated risk tolerances (acceptable variations for the objective) and planned responses.

Management Response

Agreed.

Action Plan	Responsibility
<p>As visits at Calgary Public Library continue to increase, along with the corresponding increase in interactions with the public, the potential for incidents increases.</p> <p>Recommendations will be brought to the January 2018 CPL Board's Audit and Finance committee meeting and Library Board meeting. The suggested adjustment to the Risk Matrix metric is outlined as follows:</p> <p>Insignificant: 0 – 0.50 (incidents) / 10,000 (visits) Low/Minor: 0.51 – 1.50 (incidents) / 10,000 (visits) Moderate: 1.51 – 4 (incidents) / 10,000 (visits) High/Major: Greater than 4.01 (incidents) / 10,000 (visits)</p> <p>CPL administration has prepared strategies to address each level of risk, including continuing collaboration with City of Calgary Corporate Security.</p>	<p><u>Lead:</u> Director, Service Delivery</p> <p><u>Support:</u> CPL Board, CPL Board's Audit and Finance Committee</p> <p><u>Commitment Date:</u> February 28, 2018</p>