# Presentation to the TPLB Employee & Labour Relations Committee

**Library Workers and TPL** 

A PRESENTATION BY THE TORONTO PUBLIC LIBRARY WORKERS UNION (TPLWU) LOCAL 4948 (CUPE)



# Summary of Comments on Presentation to the TPLB Employee & Labour Relations Committee Library Workers and TPL

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:18:44 PM

Want to tell you who the library workers are and who the union is that represents them.

Want to highlight the issues we are struggling with as work

Through out the presentation those issues and struggles will be reflected by the words of our members. We did a online survey of our members last month and simply asked them how understaffing has effected them.

Want to focus on two issues in particular: precarious work and health and safety

Want to offer solutions and extend an invitation to you to be part of that solution.

Date: 2/17/2015 1:18:54 PM

# TPLWU Local 4948



Author: Presenter Subject: Presentation Notes
This is who TPLWU is.

Date: 2/17/2015 1:19:00 PM

## TPLWU Local 4948

20 Eglinton Avenue West, Suite 1109, Toronto ON M4R 1K8

416-440-7981

- Established April 21, 2009
- Formation of 6 predecessor locals and 2 non-unionized workplaces
- 2300 members
- Largest public library local in Canada
- Represents 50% of public library workers in Ontario
- Members of CUPE which has over 600,000 members across Canada
- Affiliated with the CLC and the Toronto & York Region Labour Council
- Members of CLA, OLA, ALA and the Progressive Librarian Guild

# What our members are saying

"I feel like with the under-staffing an issue across the entire system, TPL is rapidly losing the ability to deliver quality services to the public and we are losing focus on the real purpose of public library"

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:19:05 PM

This is the 1st slide on what are members are saying.

Eerily echoes the findings of the nurses survey released this morning.

Illustrates the attack by this province on the helping professions for the past 25 years:

Teachers Librarians

Date: 2/17/2015 1:19:07 PM

Author: Presenter Subject: Presentation Notes Date: 2/ Illustrates our joint work with the employer in our workplaces.

More than the few people that you see at the library board each month.

## **TPLWU Structure**

- 4 member Executive Committee
- 12 member Executive Board from all work areas
- 42 member Steward Council
- 48 members on joint Health & Safety Committee
- 6 members on joint Workplace Violence Prevention Committee
- 8 members on joint Modified Work Committee
- 4 members on joint Employee Assistance Program Committee



## **Education &** Training

**Brian Cochrane Union Education** Fund

The purpose of the Brian Cochrane Union Education Fund is to fund initiatives that will develop the leadership skills of future union leaders and activists especially youth.

The Board of Directors will be responsible for identifying the opportunities and members who may benefit from the fund and bring those recommendations forward to the Executive Board



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Date: 2/17/2015 1:19:10 PM

Author: Presenter Subject: Presentation Notes Date: 2/ TPLWU Local 4948 has declared the year of the young worker.

1 to National Bargaining Conference in Ottawa,

1 to Women's Conference in Toronto,

2 to CUPE Spring School, and

4 to the Library Workers Conference in Toronto.

Date: 2/17/2015 1:19:14 PM

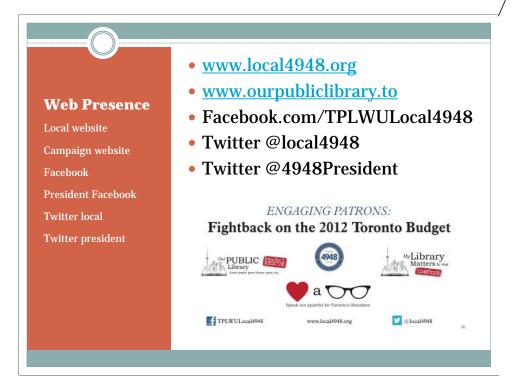
Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:19:14
This slide shows our involvement to our issues outside of the immediate local.

# **Library & Labour Community**

- Maureen O'Reilly is Co-Chair of the CUPE National **Library Committee**
- Maureen O'Reilly is the Vice-Chair of the CUPE **Ontario Library Workers Committee**
- Brendan Haley sits on the Toronto & York Region **Labour Council Municipal Committee**
- Local 4948 is the recipient of the 2013 OLA **Communications and Media Award**

# What are members are saying

"I work a lot of extra hours to try to help full time staff who are becoming run down, sick and exhausted from understaffing"



Date: 2/17/2015 1:19:18 PM

Author: Presenter Subject: Presentation Notes Date: 2 We have a very strong social media and electronic presence.

Our website features a public side and a member's side.

For the public site, we wanted to tell the public who we are, what is the work that we do and the issues we are faced with.

Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:19:22 PM
We have been fortunate enough in this last year to have generated a lot of interest in the library workers.

Here are some of the ways that interest manifested itself.

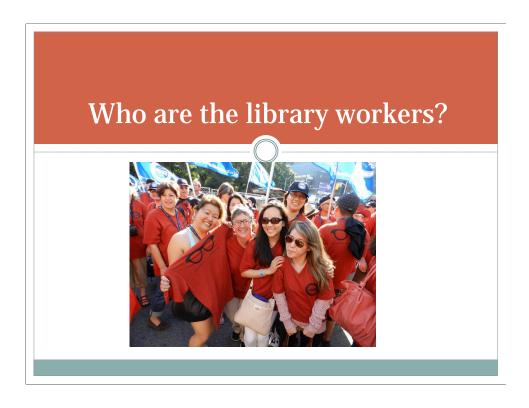
## **Recent Activities**

## **Academic Involvement**

- Sponsored intern from York University Labour Studies programme academic year 2012-2013
- Interviewed by Lia Frederickson, U of T Phd Student, Social and **Economic Role of Libraries**
- Interviewed by Kritee Ahmed, Carlton University, Masters in Political Economy
- Uof T iSchool students various projects
- U of T Engineering Students RSI project

## **Publishing/Presentations**

- Chapter in *DIY Campaigns* by Joel Harden to be published the fall by Lorimer
- Our Times article (2012)
- CLA *Feliciter* article (April)
- CAUT Conference keynote speaker (October 2012)
- Labour Council keynote speaker (March)
- OLA poster session (February)
- CLA workshop (June)





Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:19:26 PM What stands out for me is the respect that Fitzgerald shows for his workplace.

It is beyond a job for many of us.

The ability to deliver incredible statistics despite the loss of staffing illustrates that.

You have a highly dedicated staff.

Play video.

# What are members are saying

"More pressure to get materials out even though there are so many positions that have not been filled."

# **Demographics**

From internal TPL **Diversity Initiative** Workforce Survey (not published) 2010-11

- 75% women
- Approximately 51% part-time
- Only 22% of our part-timers could afford to purchase benefits
- 43% of Pages with 4 or more years of service are over the age of 25 with the majority over 45 years old
- Most of our part-timers do not qualify for the pension plan
- 50% of bargaining unit are visible minorities (8% of management comprise visible minorities)
- 86% of us live in Toronto

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Author: Presenter Subject: Presentation Notes
These demographics are important.

Date: 2/17/2015 1:19:32 PM

Shows above all else that we are members of Toronto.

If you do not show respect for the members of Toronto, our city will be the lesser for it.

Author: Presenter Subject: Presentation Notes Here is the work that we do.

Date: 2/17/2015 1:19:35 PM

Breakdown of the 3 most populated classifications.

75 all together.

# **Classifications**

2010 data produced for the Diversity Workforce Survey

- 2400 members (prior to deletion of 107 full-time positions)
- 699 pages
- 535 public service assistants (50% are part-time)
- 242 front-line librarians
- Over 75 different classifications including truck drivers, maintenance mechanics, system and network operators, accountants, planners, web designers, cataloguers, graphic designers, accountants, communication officers, conservators and more

age. ±0

Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:19:38 PM
Remember the sentiments of this slide when we get to our section on health and safety issues.

# What are members are saying

"Violent incidents have increased and staff and public feel less secure in the branches with less staff to monitor and address problems"

# **United Way and Library Workers**

- The City of Toronto UW campaign earned \$1,125,000
- Library workers contribution represents 12% of the total raised
- Library workers represent 5 % of workers at the city



- Library workers raised \$130,535.25
- TPLWU Local 4948 donated \$5,000 to the **Community Fund on** behalf of its members to recognize their dedication to this cause

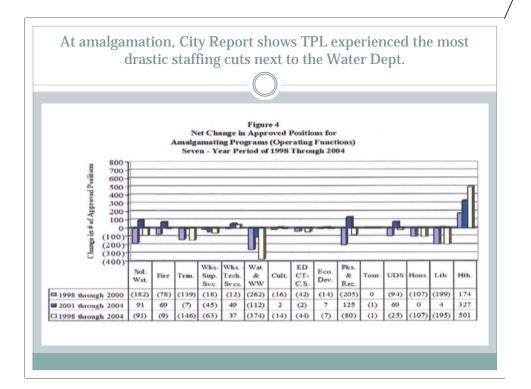


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Author. Presenter Subject: Presentation Notes Date: 2/17/2015 1:19:45 PM
This slide is very important. It shows that library workers are very concerned about their community and contribute a lot to it.

It was a shame a few meetings ago when ClIr Ainslie tried to embarrass us about our involvement about the Book Lovers Ball. Even sadder, was the anonymous twitter account that criticized us for it during the meeting - either sent by the board or management.





Date: 2/17/2015 1:19:49 PM

Author: Presenter Subject: Presentation Notes Date Even at the point of amalgamation our staffing was down.

Major cuts happened through the 1990s culminating in a shedding of almost 200 positions at the point of amalgamation.

Amalgamation was supposed to produce efficiencies after all.

Water versus library.

Interesting to see where those figures are today.

# What are members are saying

"Rumour has it that the managers are receiving a percentage bonus for how much they can reduce staffing costs. If this is true, it is scandalous that people who are already earning over \$100,000 a year would be enriching themselves at the expense of those of us who in a very good year might make a third of that."

Date: 2/17/2015 1:19:54 PM

Author: Presenter Subject: Presentation Notes Hope you are all familiar with this report by now.

The Great Equalizer: The Case for **Investing in TPL** Focus: 25% loss of staff since 1992



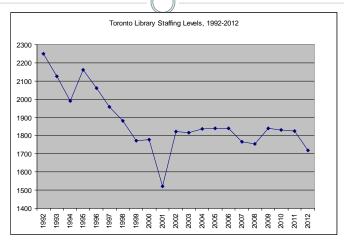
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Author: Presenter Subject: Presentation Notes At what point to we start changing this chart?

Date: 2/17/2015 1:19:57 PM

At what point is this no longer sustainable? I believe we are already at this point.

Table 9: Toronto Libraries Staffing Levels, 1992-2012



(Source: Ontario Public Libraries Statistics, 1992-2010. Published by the Ontario Ministry of Culture, and Ontario Ministry of Tourism, Culture and Sport. ata for 2011 from 2011 Library Budget. 2012 data from Toronto City Budget)

## October 2011 board document recommends cut of 100 fulltime positions



#### STAFF REPORT **ACTION REQUIRED**

## 2012 Operating Budget Submission

Date:	October 17, 2011
To:	Toronto Public Library Board
From:	City Librarian

#### SUMMARY

The purpose of this report is to request the Toronto Public Library Board to review and approve the 2012 operating budget submission of \$157.508 million net (\$174.239 million gross) which includes:

- efficiencies and additional revenues of \$9.717 million net, which represent a 5.7% decrease from the 2011 budget;
- b) service reduction strategies to save \$7.327 million, which represents a further 4.3%
- budget reduction, will achieve a total reduction target of 10% or \$17.044 million;
  c) consideration of transitional strategies to achieve the 10% reduction target in 2012;
- d) a recommended approach for public consultation on proposed service reductions.

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Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:20:01 PM

Yet in 2012, we see the loss of another 107 full-time library positions beginning with this report.

Author: Presenter Subject: Presentation Notes Interesting perspective. Date: 2/17/2015 1:20:04 PM

# What are members are saying

"Our schedules can be exhausting, which in turn affects the quality of our service, to say nothing of what it does for morale. We want to work, and we want to do our jobs well, but tpl doesn't seem to want to let us."

Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:20:07 PM
Cuts to staff in the last 3 previous years despite the evidence to the contrary.

# Cuts, Cuts, and More Cuts to Staffing

- Librarian cut from the Hospital for Sick Children
- Library assistant cut from Bridgepoint Hospital
- The service desk at the Centre for People with Disabilities closed down
- Leading to Reading literacy outreach staff cut in half
- All positions cut from the Urban Affairs Library
- 11.1 full-time equivalents cut in 2011
- A further 107 positions cut from the overall complement in 2012 (plus 6.5 positions cut from the previously approved 2011 budget)

# What are members are saying

"Patrons are no longer coming to TRL as the specialized tools and research help are no longer available. There have been instances where patrons now feel it is worth it to purchase a readers card at U of T library rather than use TRL."

# **CUPE Toronto** Winter 2012 Public Services/Labour Relations Survey – Wave Four (March 9-12, 2012)

REPORT: March 13, 2012





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Date: 2/17/2015 1:20:14 PM

Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:20:14 PM
I would like to share with you now some polling that was done in the Winter/Spring of 2012 while the municipal locals were in

I will focus on the library questions.

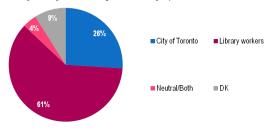
Please note the date that this survey was undertaken. This shows how out of step this board is with what Torontonians really want in their library service.

Opinions about library negotiations

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# The majority of Torontonians sympathize with the librarians in the current negotiations

In City/library worker negotiations, sympathize more with...



Although just over four in ten residents *generally* support the City in labour negotiations, in the dispute with librarians the City loses ground: six in ten sympathize with the library workers in this fight.

Support for the workers is the dominant view across the City and across most population subgroups, even among groups less likely to use the library's services (although there is somewhat more expressed support for the City among those groups). The only groups more likely to support the City than the librarians in this dispute are those who generally support the City (49%) and those who believe Mayor Ford is on the right track (47%). It should be noted, however, that even one-third of those who *strongly* support the way Mayor Ford is addressing the City's priorities say that they support the library workers.

Q.13 There are contentious negotiations happening right now between the City of Toronto and its library workers. Whose side are you on? Would you say that you are more sympathetic to the City or more sympathetic to the library workers?

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# Torontonians continue to believe that cutting full-time librarian positions is a bad move

#### Replacing full-time librarians with low paid part-timers



■ Good move - will save millions ■ Bad move - qualified librarians will be lost ■ DK

Over six in ten Toronto residents continue to believe that cutting full-time librarians is a bad move, while only onequarter think it is a good move. Thinking it is a bad move is the dominant position across the City and across all subgroups, with the sole exception being those who strongly feel Mayor Ford is on the right track and, even here, four in ten strong Ford supporters say it is a bad move. Even half (49%) of residents who never use the library say this is a bad move.

Q.14t More and more, the city is moving to replace trained full time librarians who make decent wages with part timers working at much lower wages with no benefits. Would you say that. . READ AND ROTATE: This is a good move because it will save the city millions of dollars / This is a bad move because qualified librarians with decent paying jobs will be lost.

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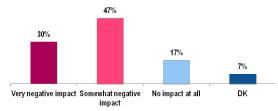
Author: Presenter Subject: Presentation Notes

Next two slides are truly unbelievable.

Date: 2/17/2015 1:20:20 PM

# Most Torontonians believe that a further cut in library worker jobs would negatively impact services

Impact of further 10% cut in number of library workers on quality of TPL services and programs



Torontonians were told that, since amalgamation, the number of library workers has been reduced by 17 percent, and then asked what they think the impact would be on service and program quality if a further 10 percent of positions were cut, as Mayor Ford wants. Close to eight in ten believe the impact would be negative, either very (30%) or somewhat (47%). Subgroup positions on this issue mirror those of the previous question.

Q.16 Over the last 14 years since Toronto was amalgamated, the number of library workers in Toronto has been reduced by 17 percent. Mayor Ford wants further cuts in the number of library workers. If there was a further 10 percent cut in the number of library workers, what impact would it have on the quality of the services and programs offered at Toronto Public Libraries? Would it have a very negative impact, a somewhat negative impact or no impact at all?

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# What members are saying

"Understaffing really affects newcomers and seniors when staff are rushed and can't spend quality time to serve the needs of these patron groups - decreases employee morale in workplace."

Author: Presenter Subject: Presentation Notes
Actual cuts that were made.

Date: 2/17/2015 1:20:28 PM

See your packages and the deputation presented to this board on June 25, 2012.

## **Voluntary** Separation **Package**

Actual cuts that were made

4948 position is that most of the cuts were made in the public service and will have an impact on direct service delivery to our patrons

- 87 of these deletions full-time
- 30 public service assistant positions eliminated
- R&R 25 front-line positions eliminated
- Bloor/Gladstone/Brentwood/Richview District 14 front-line positions eliminated
- 26 front-line librarian positions deleted, 21 full time
- 5 full time positions providing services for people with special needs eliminated (4 in HLS, 1 dedicated to Services for Peoples with Disabilities)
- 12 library assistant positions system wide
- Equivalent to 1+ position in every library across the city

## Leading to Reading Literacy Outreach Matches readers and voluntary tutors

- 10 front-line library workers were cut from the 24 front-line position
- Most of position came from high needs neighbourhoods
- Cuts are in conflict with approved TPL strategic plan's major goal to provide literacy and outreach
- Work downloaded onto already overworked branch staff
- Fewer staff must cover larger areas
- Fewer staff to supervise / screen volunteers working directly with young children
- De-professionalization as dedicated staff for literacy now dispersed

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:20:57 PM

Highlight one service that was cut outside of the budget process. Staff were redeployed into vacancies to address the extreme staffing shortage.

Note bullet being contrary to TPL Strategic Plan.

Author: Presenter Subject: Presentation Notes
This is not an exhaustive list.

Date: 2/17/2015 1:21:00 PM

The equation at the top is the most important.

# **Top 10 Issues Facing Library Workers**

## **Less Staff = Reduced Ability to Provide Quality Service**

- Loss of highly-skilled staff with few career paths
- Elimination of full-time positions and increase of PT precarious work
- Over expansion of self-serve technologies eliminates the frontline service culture identified by the public as integral
- Increasing reliance on electronic formats at expense of specialized collections and expert staff
- Outsourcing our work to vendors unable to match library standards

- Failure to recognize importance of neighbourhood libraries
- Gutting of mid-level income positions resulting in transitory workforce
- Short staffing with increasing service demands
- Retailing of libraries at the expense of quality library service
- Loss of meaningful interaction with our patrons diminishes job satisfaction & breaks connections with our diverse communities

# What are members are saying

"When staff are under stress the quality of service is not the same. For me as a supervisor, it is hard to motivate and expect staff to push themselves beyond their limit."

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:21:04 PM

Recent issue

Grappling for some of these issues for years with no resolution. Circumstances only getting worst in many cases.

# Our Issues

Some recent issues of concern for our membership

- Elimination of circulation positions with introduction of self serve technology
- Work downloaded to pages at minimum wage costs
- Library technicians no longer recognized
- Elimination of front-line librarian positions
- De-skilling and de-professionalization
- Increase in part-time and precarious work (many of our members juggle 2-3 pt jobs)
- No full-time jobs
- No opportunities for youth
- Takes about 7 -10 years to get a full-time job for someone who seeks full-time work
- Increase in split shifts and part-time jobs stretched over 6 day schedules
- Outsourcing of our work particularly in areas of collection building
- Violence in the workplace

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Author: Presenter Subject: Presentation Notes
Note 1st bullet above all else.

Date: 2/17/2015 1:21:07 PM

Fantastic figure in bullet 2.

6th bullet too.

### "Sunshine List"

The list published annually by the Ministry of Finance reporting on public servants making \$100,000 or more

- There are no bargaining unit members on the list
- 1000 % growth of "Sunshine List" comprised entirely of management and exempt staff since amalgamation
- In 1999, six managers for a total salary \$678,120
- In 2012, 61 managers for a total salary \$7, 496,990.90.
- 1,004.08 % increase in management salary from 1999 to 2012
- 10.207% increase in management salary from 2011 to 2012
- High management to worker ratio high particularly in facilities and support services. There is 1 manager for every 19 bargaining unit staff members



### Violence in the Workplace

From Rules of Conduct Incident Reports System Summary 2011

Represents 20% increase of incidents overall from 2010

- Violent behaviour: 103 incidents
- Harassing/threatening behaviour: 262 incidents
- Disruptive behaviour: 515 incidents
- Theft(personal): 144 incidents
- Theft (library materials): 35 incidents
- Vandalism: 73 incidents
- Injury/illness: 127 incidents
- Fire: 8 incidents
- Flooding: 9 incidents
- Near miss: 19 incidents
- Other: 253 incidents

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:21:10 PM

This is one of the issues that isn't ever discussed though we have an annual recognition against violence in the workplace. 1 week a year. This was something workers really wanted.

Invited to attend our joint programme at TRL on April 24th at 2 pm in the Beaton Auditorium.

Workers still believe not being supported enough.

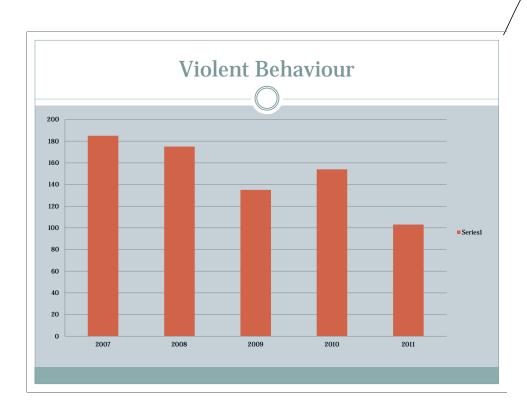
Although great co-operation with HR with the programme, Marketing doesn't seem as keen.

# What are members are saying

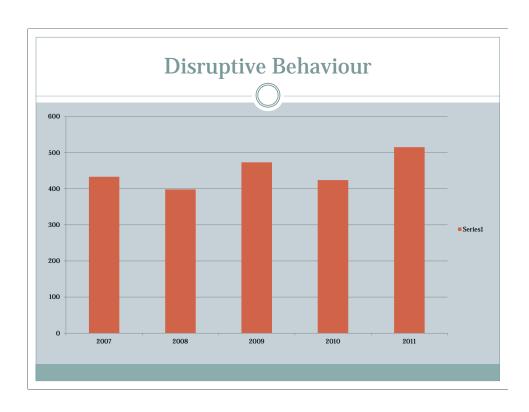
"I am alone at the desks with long lineups I feel I can't help everyone resolve their issues as I am rushing to help the next person in line. I have had people leave without being helped because they are tired of waiting in line. Those that stay are often frustrated by the time I get to them."



Author: Presenter Subject: Presentation Notes The next 3 sides tell a difficult tale. Date: 2/17/2015 1:21:14 PM







Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:21:19 PM Remember the family issue when we get to precarious work issue.

# What are members are saying

"The lack of staff has increased the workload and has in turn taken a toll on my physical well being. This results in my not being able to spend quality time with my family because I am too tired when I do have time with them. Time with family is also at a minimum because I always have to work different shifts every week because it's the only way to get enough hours to make a decent amount of money."

# Some actual

Changes to the reporting definitions give the appearance of a drop in violent behaviours

incidents

Short-staffing contributes to sense of unsafe working environment

Often only one staff member on the floor in large multi-story libraries

- Physical assault of staff at LHS
- Patron brawl at MAL; 1 arrested; 1 hospitalized
- Death threat against staff at SA
- Murder of patron at MA
- Homophobic harassment against staff at MAS
- Gun shots fired at several branches
- Dangerous sex offender apprehended at NYCL
- Stabbing of patron at CH
- Racial harassment of TRL staff via social media

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Author: Presenter Subject: Presentation Notes

Date: 2/17/2015 1:21:22 PM

We are one incident away from disaster.

Almost no discussion of this at the board.

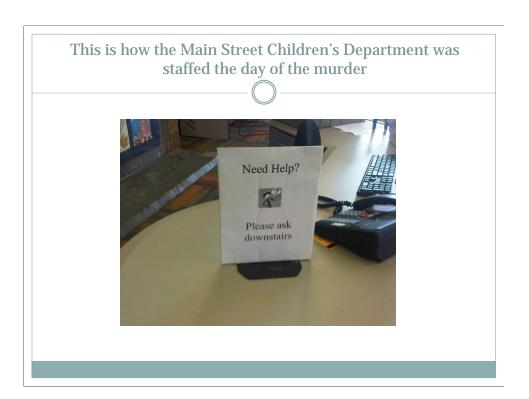
When the murder happened at Main Street, administration told you everything had been addressed.

First time there had really been a closure.

Health & Safety Committee representatives would not sign off on the report. 2 reasons.

1st employer refused to install a steel door on the staff room to provide a safe place for the staff.

2nd representatives wanted an acknowledgement regarding short staffing and this was refused. Children's department on second floor not staffed. BH went upstairs on her own when staff and public evacuating to ensure no children were upstairs and in harms way. Think how a phone call to a children's librarian would have been able to assist that kind of evacuation.



Date: 2/17/2015 1:21:27 PM

Author: Presenter Subject: Presentation Notes Date: 2/17/20 Collective bargaining survey. 5-7 years. We believe it is more now.

### Rise of **Precarious** Work

Selected information drawn from 2009 bargaining survey

- 7 10 years to get a full-time job
- Split shifts
- Increased work loads
- RSI and other workplace injuries on the rise
- Few ties to base communities due to short-staffing and lack of permanent employment opportunities
- Many PT staff work 2-3 jobs to survive
- 51% of TPLWU membership PT
- Threatens ability to meet family responsibilities

# What are members are saying

"High needs areas need better service and staffing, not less. But look at the high needs areas — Mount Dennis, Flemingdon Park, Parkdale, St. Jamestown, and Malvern, and where are the staffing levels? Down."



# McMaster University and the United Way of Toronto report on precarious work: "hurting our communities" It's More than Poverty Employment Precarity and Household Well-being McMaster University University Turked Way

### Page: 50

Author: Presenter Subject: Presentation Notes Read from report. Date: 2/17/2015 1:21:33 PM

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Remember what I said about family time in a few slides ago.

Author: Presenter Subject: Presentation Notes Date: 2/17/2015 1:21:38 PM

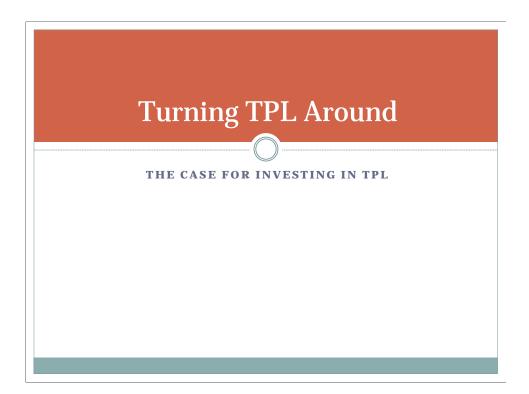
Youth particular victims. No future. They don't have the same opportunities as I did. I am only 52.

# Youth: The Biggest Victims of Precarious Work



# What are members saying

"It is more difficult to provide outreach services to schools and family centres due to lack of staff either to perform the outreach or to cover the branch for me to go. My department has had to cut back on the number of programs offered because we lack the qualified staff. There is more pressure to raise the statistics but little support to make that happen."



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Author. Presenter Subject: Presentation Notes Date: 2/17/2015 1:21:43 PM
Want to emphasize bullet number 5. Retail model versus library and service. Too far down this road, cease to exist as a library.

### **Solutions**

TPL's reputation as a "good employer" is questionable

TPL is no longer a leader in library service but a follower

TPL used to be a leader in the provision of children's services with the establishment of the Osborne Collection. Now, there are NO children librarians at TPL

- More full-time jobs (see LOU 21)
- Implement Career Paths (see LOU 15)
- Produce report about impact and justification of staff cuts no data ever produced
- Produce organizational chart that shows future configuration of TPL
- Return to a service plan that emphasizes service and not a retail model
- Create a Children's services director and staff dedicated to children's work
- more staff to ensure safe workplaces and the provision of excellent service
- Culture that addresses the resolution of violent incidents
- Focus on our core library services
- Administration that acknowledges unionization in the workplace

# What are members are saying

"Frequently, information desks in my location have to be closed as there is no one to staff them. How can an empty desk provide quality service?"

Author: Presenter Subject: Presentation Notes Distribute survey for reading only. Date: 2/17/2015 1:21:48 PM

# An important quote to ponder

Herbert S. White, "Respect for Librarians & Librarian Self-Respect," *Library Journal* 111, no. 2 (1986), 58.

- Is it possible to have good libraries without good librarians?
- Is it possible to have good libraries with fewer librarians?
- Is it possible to have good libraries with no librarians?

# Let's Start The Conversation

WE NEED TO TALK ABOUT THE ISSUES AFFECTING OUR MEMBERS AND YOUR WORKERS

**SUGGESTIONS?**