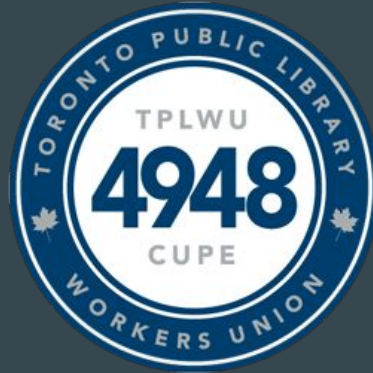


Library Workers: Our Issues



A presentation by the Toronto Public Library Workers Union
(TPLWU) - Local 4948, CUPE

Monday, October 23, 2017 - Fairview Library

Melvil Dewey's vision for libraries:



Public Domain

“A great librarian must have a clear head, a strong hand, and above all, a great heart.”

The challenges we face...



TPLWU Local 4948

Survey on Precarious Work in Public Libraries Across Canada:

Conducted by: “Viewpoints Research”
Sponsored by: CUPE National



10+ years

To obtain a Permanent Full-Time Job



40%

Have no benefits



23%

Have no pension



30%

Have no paid sick time



Our **PUBLIC**
Library

Great people, great library, great city.

NOT SO GREAT JOBS

**How does the
Toronto Public Library compare?**



LIBRARY WORKERS
75% WOMEN
50% PART-TIME
0% PENSIONS, BENEFITS
100% UNFAIR!

Local 4948

“I love [working for] the library, but if I don’t have enough money for my family, then my passion for the library is completely outweighed by the obligation to my family ... I have to make an income that provides for [them].”*

* Comments from a Part-Time Library Worker who has 11 years of service with the Toronto Public Library (2015)

It's shameful that Toronto's library system is so chronically underfunded - librarians like [redacted] make up the building blocks of a community!

I would have loved to go into library sciences but with all the cuts it didn't seem possible; my friends who studied library sciences (all under 35) have had to move onto other jobs because there just aren't enough positions to go around and they couldn't support themselves - no fault of the TPL itself, they're already stretched so thin, but it's unfortunate and saddening, they would have been amazing and dedicated librarians.

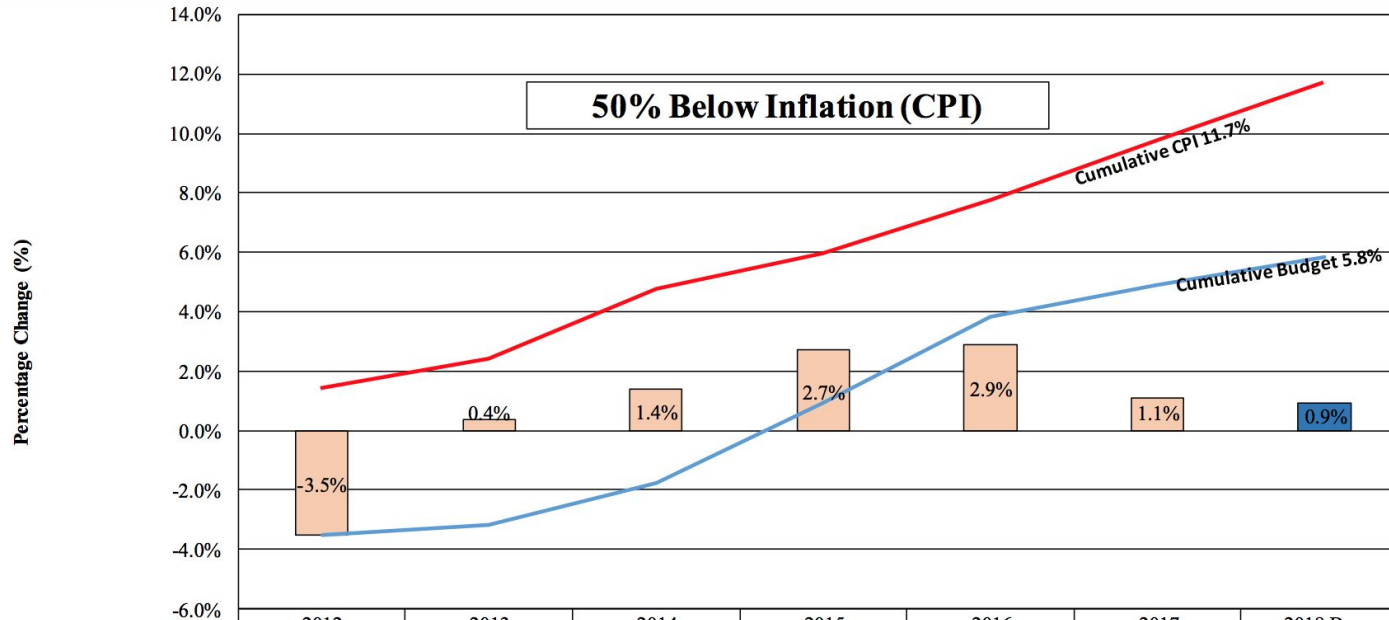
Like · Reply ·  2 · January 25 at 11:35am ·

Edited

Toronto Public Library Facebook page

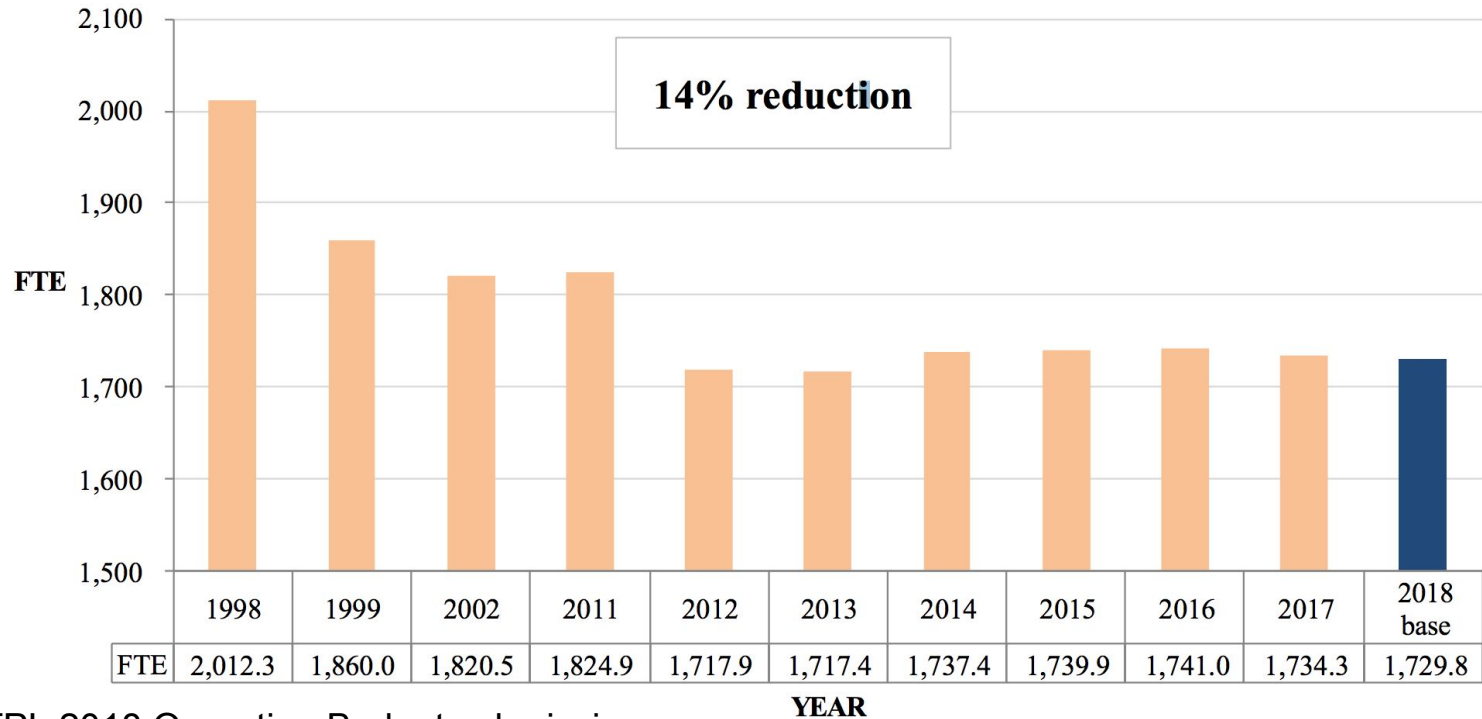
How did we get here?

Budget cuts and chronic underfunding



TPL 2018 Operating Budget submission

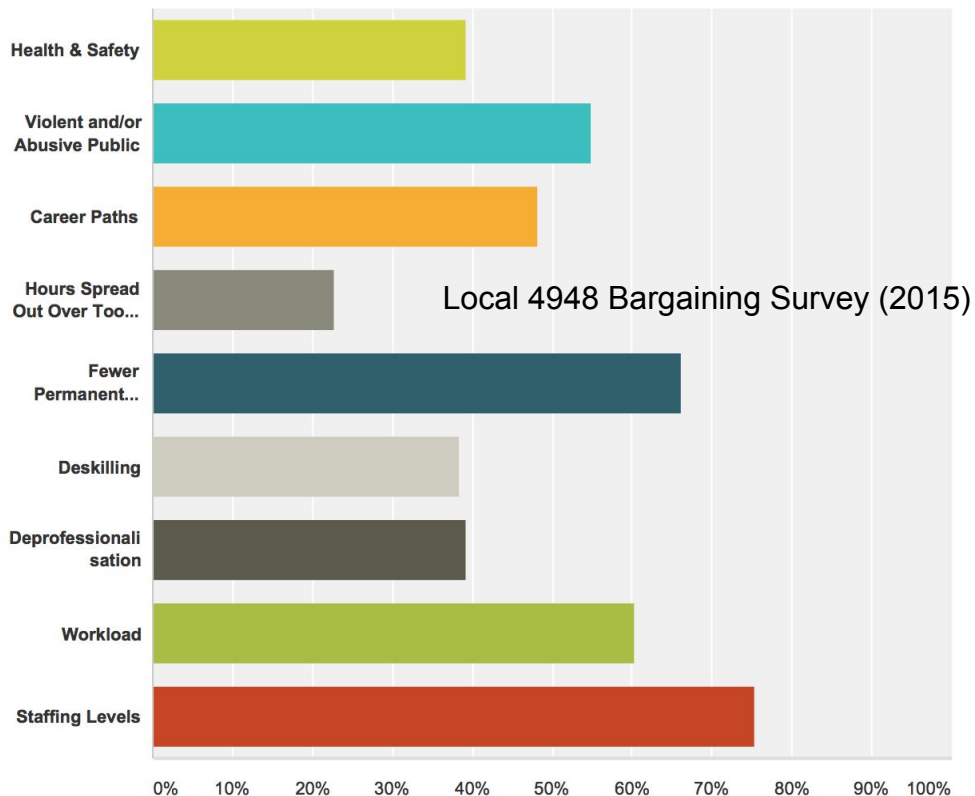
Significant cuts to staffing over the years



TPL 2018 Operating Budget submission

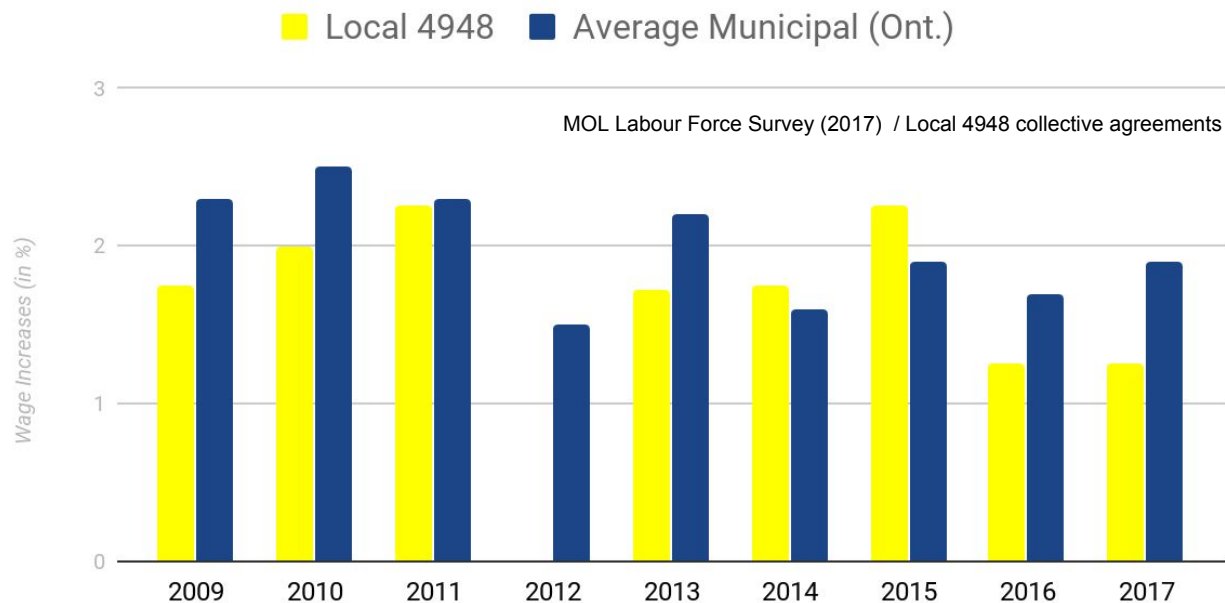
Over 650 positions
at the library
have been eliminated
since 1992

Q33 What issue or working condition have gotten worse during your employment at the library?

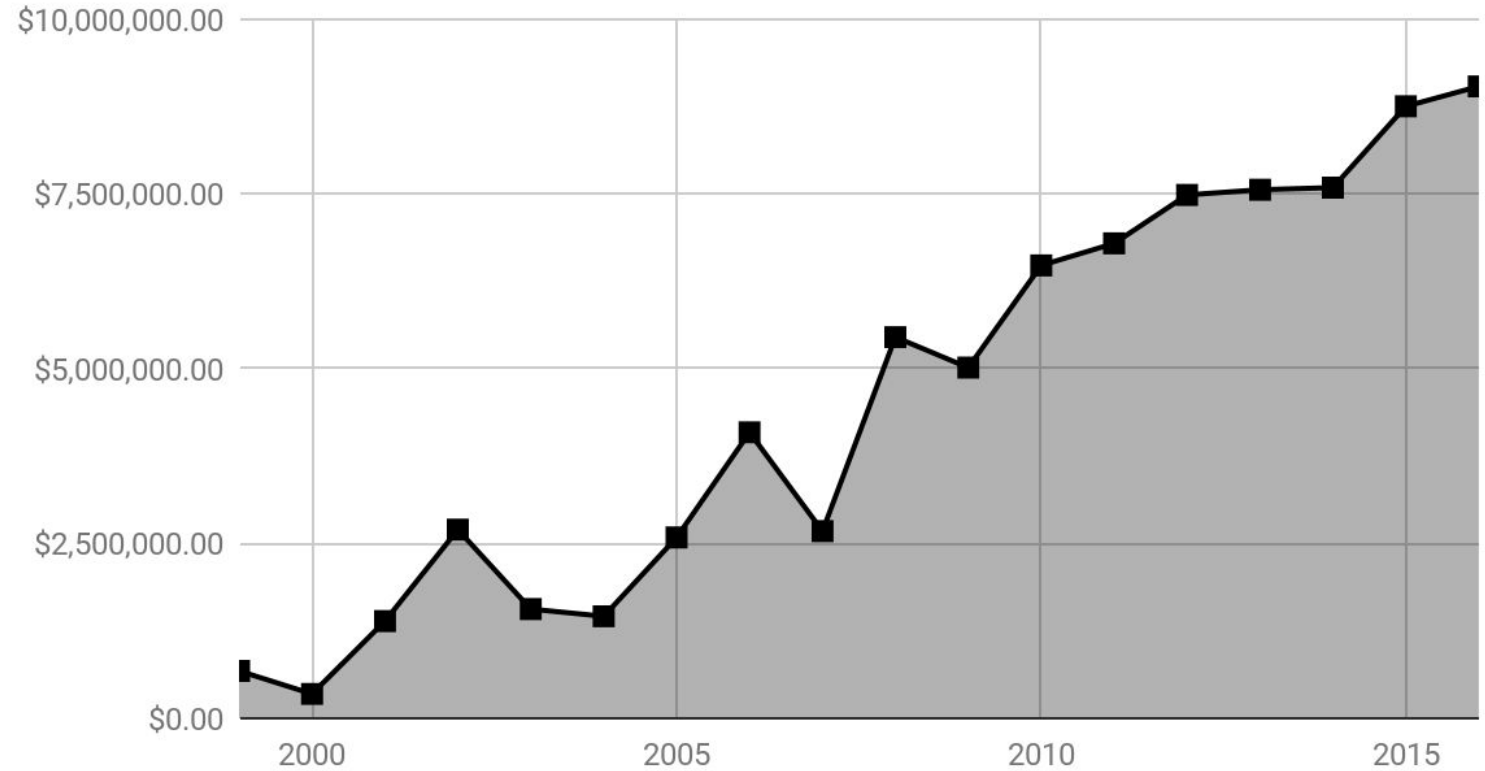


Library workers are not keeping up ...

Average Annual Wage Increases for Public Sector municipal workers
vs. Annual Negotiated Wage Increases for TPL union workers

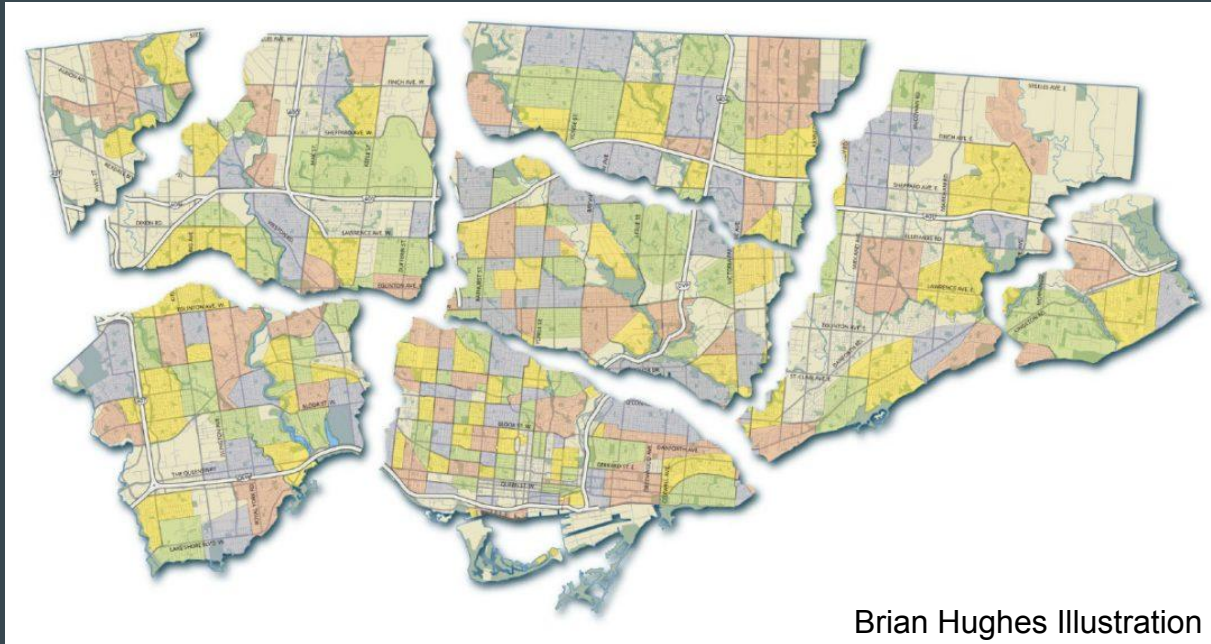


Annual salary costs for TPL Managers earning \$100,000+



Ministry of Finance

Staffing Model: 20 years in the making



Brian Hughes Illustration

What do the staff think?

86%

Not enough information
from Employer

89%

Decreased morale
at work

99%

Plan was poorly
communicated to staff

Local 4948 telephone town hall survey
(2017)

Health and Safety Issues at TPL



Addressing the opioid crisis



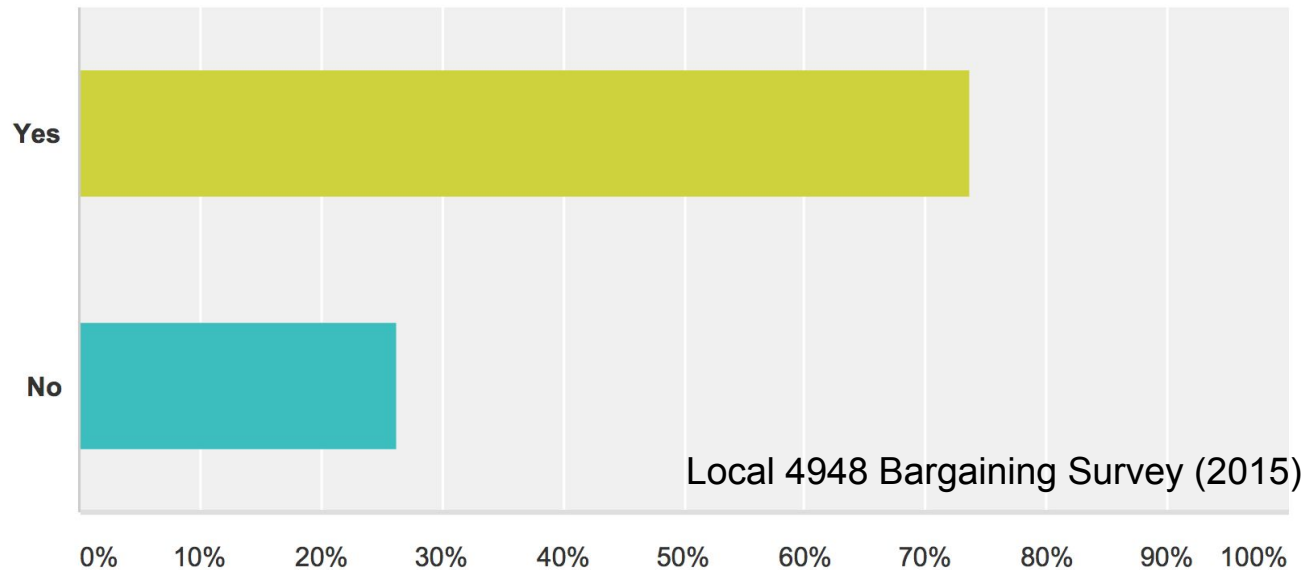
Chris Donovan / The Canadian Press

Increasing trends of violence and abuse

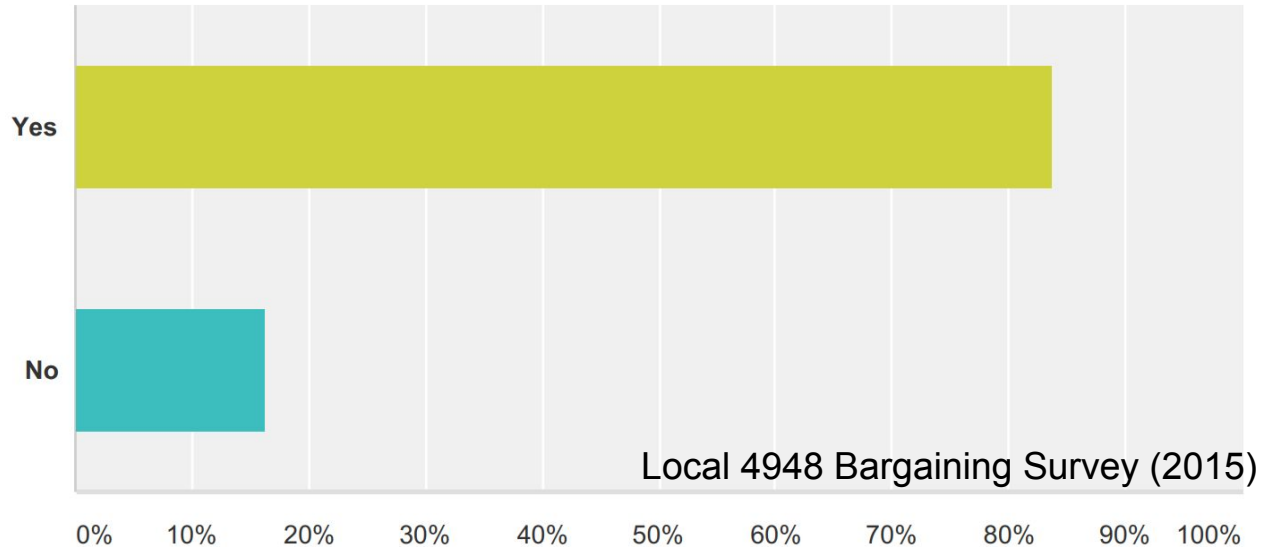
	Violent and/or abusive behaviour	Threatening behaviour/ Verbal Threat	Total	% of total
2011	103	262	365	23.5%
2015	135	363	498	25.1%

Toronto Public Library incident reports

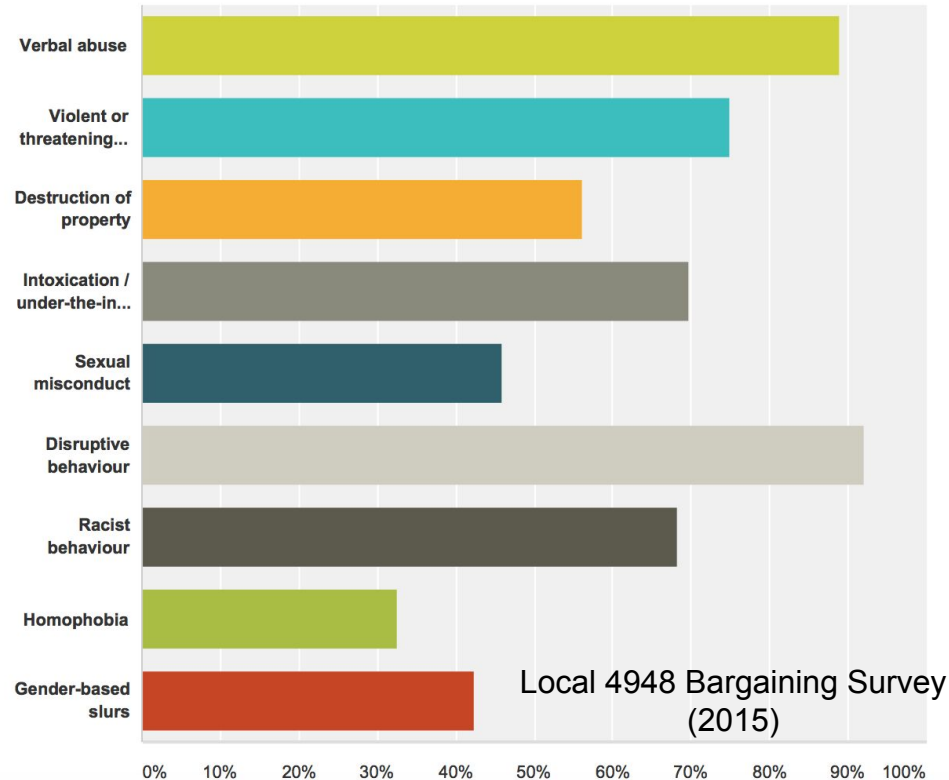
Q44 Do you feel violent and/or harassing behaviours from members of the public is on the rise?



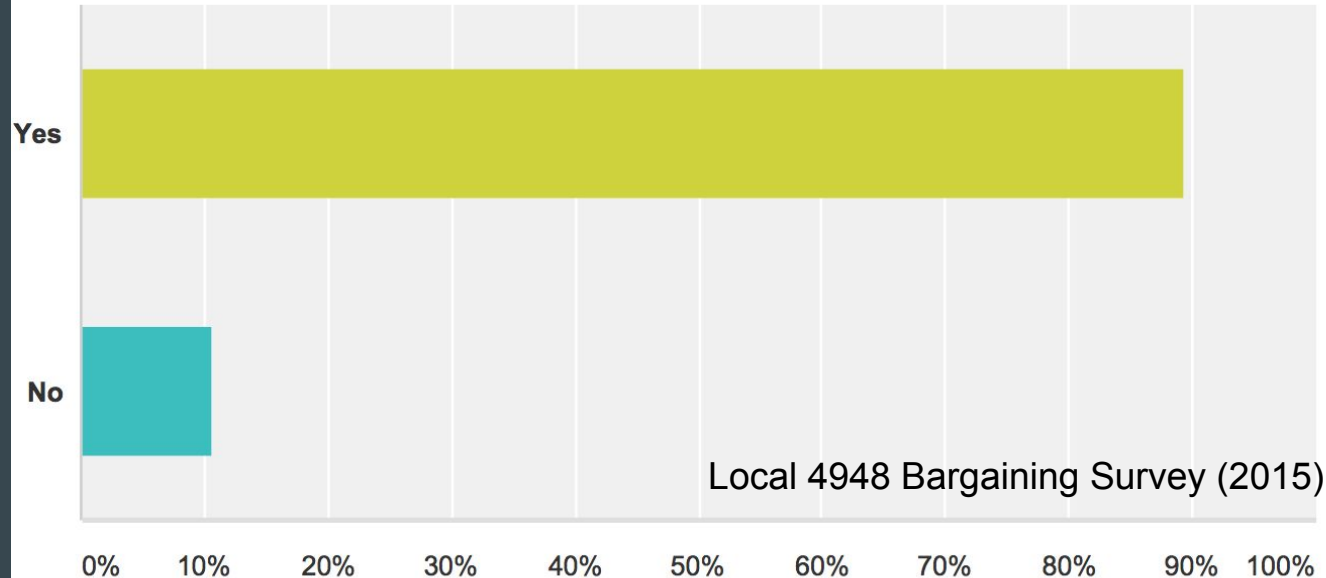
Q39 Do you feel it would be helpful in ensuring the safety of workers and the public if you had access to incident reports from all work locations?



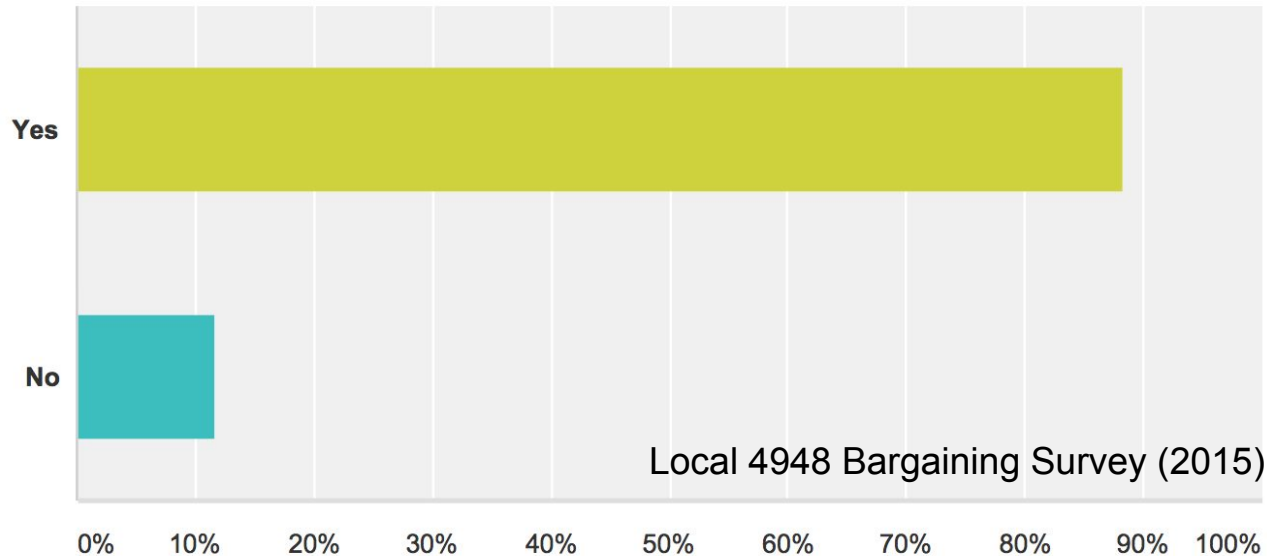
Q36 How many of the following have you personally experienced and/or witnessed from members of the public while at work?



Q46 Do you feel there should be a higher level of security in work locations that would allow more intervention by the security guards?



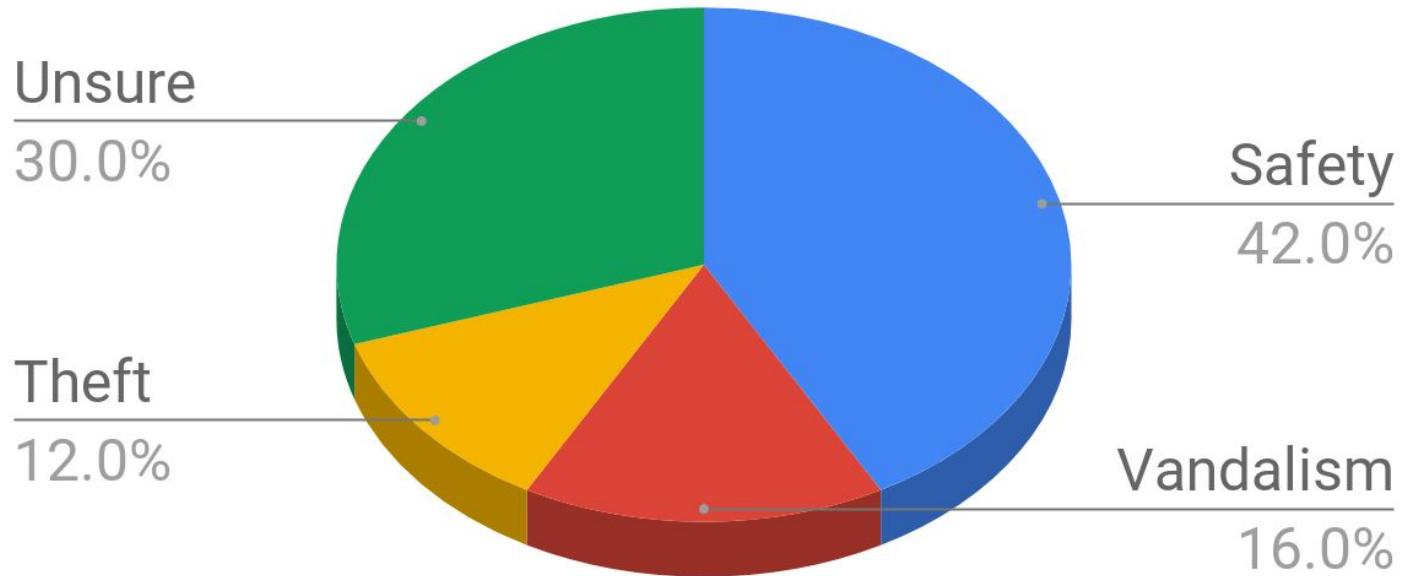
**Q50 Do you feel that a zero-tolerance policy
in regards to harassing and/or violent
behaviour by the public in the library would
result in an increased safety for workers
and the public?**



“Staff-less” Libraries



Biggest concern about Staff-less Libraries




Local 4948 "Mainstreet" survey



DID YOU KNOW?

Access to staff-less
libraries would be
restricted for children.

**What is the public saying about
“staff-less” libraries?**

@JohnTory Staff-less libraries would be
heartless libraries. @Local4948 Library
Workers keep us safe, happy and informed #i
libraryworkers

Twitter

A library without librarians is like having a cool car but no gas. [#LibrariesMatter](#)

10:22 AM - 19 Mar 2017

Twitter

Toronto Public Library system is a great asset for our city. A staffless library is a senseless, idiotic notion. Live librarians, please.

6:01 AM - 7 Apr 2017

Twitter

We need to debunk the spin re staff-less/self-serve libraries, it's not about access or 'innovation' or being '21st C' it's about cuts.

5:58 AM - 14 Apr 2017

Twitter



OLA

@ONLibraryAssoc

Follow

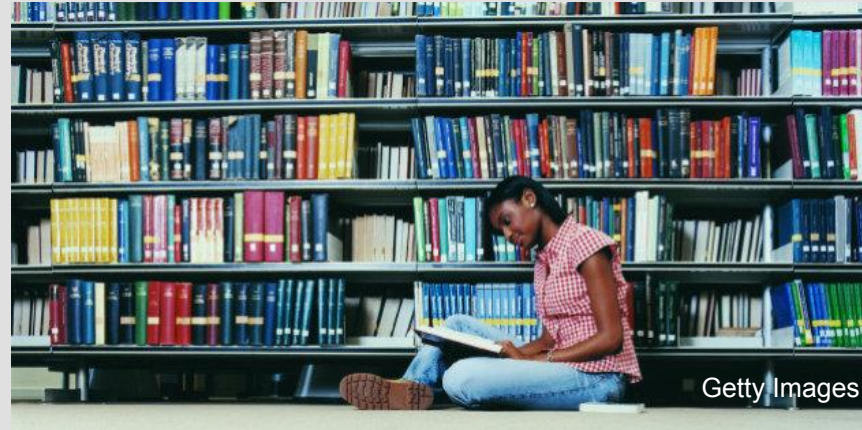


Replying to [@morningshowto](#)

Do we need library staff? Absolutely! 4 million Ontarians visited libraries in 2016 to take part in 250,000 programs

Twitter

Diversity:



... Promises broken

4. Visible Minority

	Management	Non-Management	Union FT	Union PT	Union Pages	Union PT Pages
Yes	8.24%	41.38%	29.42%	53.42%	49.78%	52.21%
No	85.88%	55.17%	56.76%	33.42%	40.36%	37.75%
I prefer not to answer	5.88%	3.45%	13.81%	13.16%	9.87%	10.04%

Report: "Diversity at Toronto Public Library"

TPL's Diversity Plan:

2010

**Diversity Plan is
first rolled out**

2011

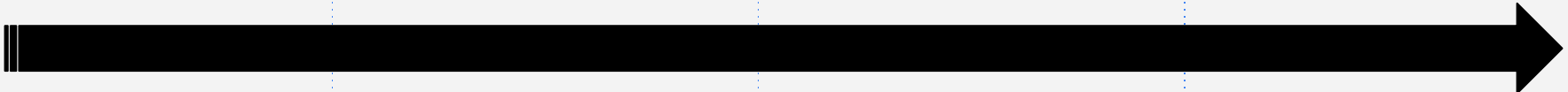
**Diversity Survey
sent to staff**

2012

**Diversity Training for Senior
Managers and Managers**

2013

**Diversity Training
for All Staff**



TPL's Diversity Plan (cont'd):

2014

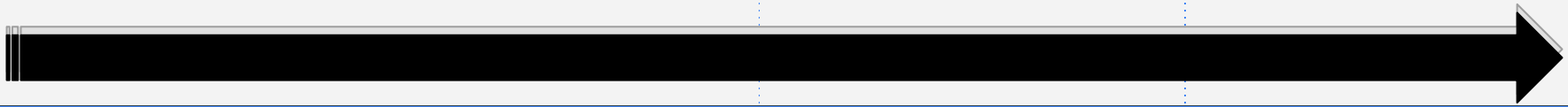
**Results of Survey
sent to Library
Board, along with
recommendations**

Diversity Training for All Staff continued

2015

2016

2017



Diversity Initiatives at TPL:



- Results never shared with Library staff
- “Employment Diversity Review” (2014)
- City Council direction to analyze TPL budget with an Equity Lens

How are you measuring up?



Neglected Services, Plans, and Programs:

- Automated sorter at the Ellesmere hub
- Instrument-Lending Library at Parkdale branch
- “The Spot” at Malvern branch
- Open Hours Vision
- Children’s literacy

Where do we go from here?

Solutions

- Creation of more Full-Time jobs
- Study the impact of past cuts to staff and proposed cuts in future
- Re-investment plan for TPL
- Service-based model rather than “retail” model
- Renewed focus on core library services
- Acknowledgment of unionization in the workplace

Looking ahead to 2019...







Let's have a
conversation.

Maureen O'Reilly
president@local4948.org
416-440-7981 ext. 4800

Questions?



CUPE National