

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: 2/19/2015 7:42:58 AM

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.

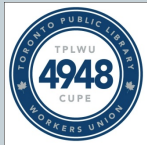
Want to focus on two issues in particular: precarious work and health and safety

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

Presentation to the TPLB Employee & Labour Relations Committee

Health & Safety: A Workers Perspective

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



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Article 30 Health & Safety

THE UNION SHALL COOPERATE IN PROMOTING AND IMPROVING PRACTICES IN THE WORKPLACE TO PROVIDE A SAFE AND HEALTHFUL ENVIRONMENT IN WHICH TO WORK. THE UNION AND THE BOARD AGREE TO WORK TOGETHER TO IMPLEMENT APPROPRIATE REMEDIES AND INITIATE PREVENTIVE MEASURES IN ORDER TO REDUCE OR ELIMINATE HEALTH HAZARDS AND PERSONAL INJURIES IN THE WORKPLACE AND TO PROVIDE SAFE AND HEALTHFUL WORKING CONDITIONS FOR ALL EMPLOYEES.

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Committees



- **Joint Health & Safety Committee – 6 workers and 6 managers**
- **Meet bi-monthly**
- **6 regional committees (N,S,E,W, NYCL and TRL)**
- **4 workers and 4 managers**
- **Meet bi-monthly**
- **2 sub-committees: Ergonomics Team and the Violence Prevention**
- **Membership consists of workers and managers**

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Top Issues

- **Violence in the Workplace**
- **Harassing Behaviour in the Workplace**
- **Working Alone**
- **Understaffing especially for In-Charge Responsibilities for Workplaces**

Author: Presenter Subject: Presentation Notes Date: 2/19/2015 7:43:07 AM
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.

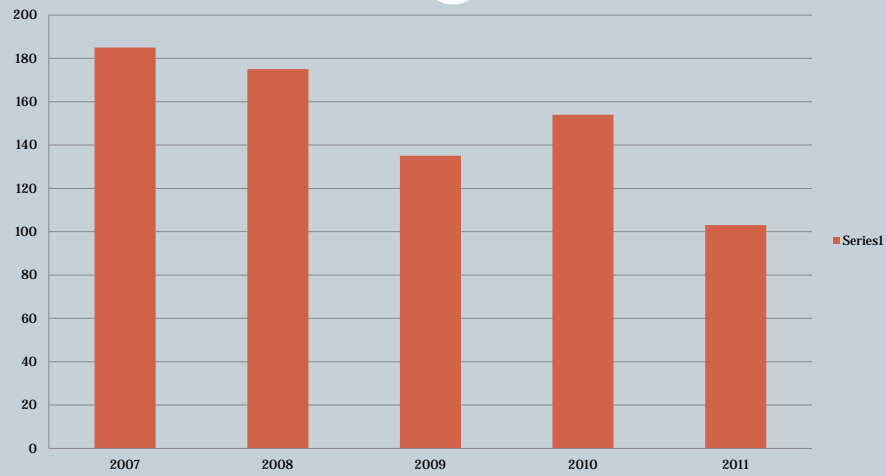
Violence in the Workplace

From Rules of Conduct
Incident Reports
System Summary 2011

Represents 20%
increase of incidents
overall from 2010

- **Violent behaviour: 103 incidents**
- **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**

Violent Behaviour



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.

Some actual incidents

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

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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Harassing and Threatening Behaviour

From Rules of Conduct Incident Reports System Summary 2011

Represents 20% increase of incidents overall from 2010

- **Harassing/threatening behaviour: 262 incidents**
- **Disruptive behaviour: 515 incidents**

The infographic features a teal header and footer, a red vertical bar on the left containing the title and context, and a white area on the right containing a bulleted list of incident counts. A decorative circular graphic is located at the top left of the red bar.

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- **Homophobic harassment against staff at MAS**
- **Member of public repeatedly posing as board member and threatening staff termination**
- **Harassment on Social media**
- **Increasing incidents of drunken behaviour**
- **Stalking staff**
- **Videotaping of staff by public**

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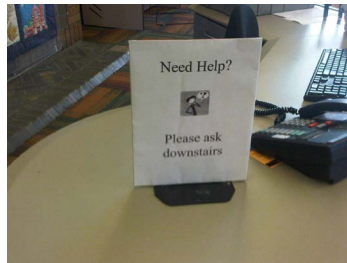
Working Alone

Article 30.06

- No working alone in branches
- No employee in a **branch** shall work alone during hours open to the public. The Labour Management Committee shall investigate situations where employees may be required to work alone in isolated areas.
- Security guards are not TPL staff
- 75% of the workplace is female

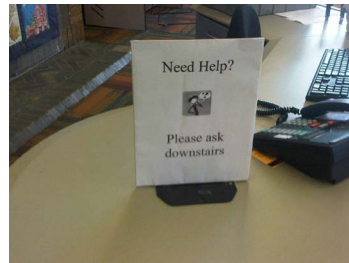
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This is how the Main Street Children's Department was
staffed the day of the murder



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Cederbrae



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S. Walter Stewart



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Understaffing

- "competent person" means a person who,
- (a) is qualified because of knowledge, training and experience to organize the work and its performance,

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Proposed Distributed:
Date: October 23, 2009
Time: 10:00 a.m.

October 23, 2009

Rob Rife
President
Toronto Public Library Workers Union
Local 498 (CUPE)
2284 Yonge St. 6th Fl.
PO Box 859
Toronto, ON M4P 2B7

Dear Rob:

Re: Letter of Understanding Number 20 - Payment for "in-charge" Duties

Under normal circumstances in-charge responsibilities in public service locations fall to the following classifications in the order listed below:

- I. Branch Head / Department Head
- II. Branch Head
- III. Services Specialist
- IV. Librarian
- V. Community Search Head
- VI. Operations Supervisors
- VII. Senior Library Assistant
- VIII. Library Assistant

The assumption of in-charge responsibilities is subject to operation and service needs and is normally based on seniority within the classification.

Any concerns relating to the assignment of in-charge duties may be addressed in Labour Management Committee.

Sincerely,


Dan Keon
Director, Human Resources

DK:dm

Director, Human Resources
789 Yonge Street, Toronto, ON, M4Y 2G8

Phone: 416-926-5660
Fax: 416-926-6965

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Fear

A growing number of library workers now express fear about incidents of their workplace

Unprecedented

Quotes from police officers from current Incident Reports

- **“call 911 immediately and do not approach him. Keep an eye on him and do not speak to him”**
- **“he showed a 5 inch knife on the afternoon of November 4th 2011”**

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Solutions

- National Day of Mourning and Violence in the Workplace Public Education Campaign
- 6 month trial period of Public Health Nurse at TRL
- Decision-makers on committees
- Hazardous assessment process fully implemented
- Training programme inadequate
- Reinstatement process

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Solutions

- **Front line staff meaningful input into renovation process**
- **Materials handling and technology**

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Let's Start The Conversation

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

SUGGESTIONS?