



Local 1321 News

DISTRICT COUNCIL 37, AFSCME, AFL-CIO
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President's Message—

Easing the Transition to Six-Day Service



John Hyslop
President

FOR fiscal year 2016, New York City's three library systems asked for \$65 million for six-day service. The City Council and mayor gave the three systems \$43 million and demanded we open six days a week. We all know that our communities have suffered for years without Saturday service and that our customers appreciate the extra hours. Local 1321 members are grateful for the increased funding, and the hiring

of more staff. However, we do have serious concerns.

The last time all the branches were open six days was in 2008 and the library had almost 900 Local 1321 members. For FY 2016, the library will hire staff so that Local 1321 will have just over 830 members. We understand the administration's predicament. On one hand, our elected officials dictated six-day service without giving us the necessary funds. On the other hand, the library cannot tell the politicians that is not enough money. However, the administration appears to be tone deaf to the staff's concerns. Instead of ameliorating the extra mandatory work, they add more.

Right now, branches have shortfalls and do not have enough staff to cover the current schedule and all the programs. We have many children and adult programs. We have over-flowing adult literacy classes. We have amazingly high circulation. We have more collection development needs. We have growing attendance. We have a growing website. We have more payroll. We have more HR services. We have coworkers who are on vacation or out sick, requiring us to cover more

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President's Message *continued from page 1...*

desk shifts, work out-of-title, and skip lunches and breaks.

Now, we have more hours

The Local would like library administration to ease and accommodate the transition to increased hours, not ignore it — as was illustrated by this Sept. 25, 2015 email:

"I am very pleased to announce that six-days of service in every library location will begin the week of November 15, 2015. Our library customers are anxious to access library resources on weekends. It is exciting to be taking such a forward-looking step....To celebrate, we will be announcing special events and programs for the weekend of Nov. 21 and 22. We want our staff to celebrate, too.

All staff who work on Sat. Nov. 21 will receive extra pay (5 hours at the regular rate; 2 hours of overtime)."

Very few of the public service staff are "pleased" and are in the mood to "celebrate" working more Saturdays.

Staff needs more from the administration

We need a coherent vision, one that accommodates understaffing and informs library staff of our goals and objectives. To achieve this, we need more cohesion, explanation and dialog between the administration and frontline staff. Suddenly, the administration announces a seemingly random, new program or training: IDNYC, UPK, STACKS, tablets, evening custodial crew to clean branches and unnecessary mandatory cultural sensitivity training for all librarians. How do these programs fit into what staff does every day? Does it help the specialists get more paper for the printers? Do tablets help ITD create a better website? Does it help children's librarians with after-school programs? Does it help custodians clean branches? Yes, an administration must

create vision and offer direction, but that vision and direction must come from a concrete understanding of the staff's work. For the past 10 years we have been without a plan, with administration jumping from one "bright" idea to the next. It is ludicrous that RFID and LSM have dictated the form and function of our library system.

We need to eliminate the culture of fear that staff has been working under. This is a public library! Staff should relax and enjoy themselves. The administration needs to foster collaboration and independence. Instead, staff works in fear of reprisal.

We need more transparency of branch coverage. More often than not, staff at one branch feels as if they are being asked to do more than staff at another branch. If CLS and FES were more transparent to all staff about coverage, we could see how coverage is being fairly distributed.

We need more transparency of branch staffing. Again, more often than not, a branch complains that another branch has more staff than they do. CLS should be transparent and detail every branch's staffing.

We have a staffing shortage problem, which has been compounded by the politicians' underfunding and requirement for six-day service. Meanwhile, Queens communities need more adult programming, ESL classes, children's programs, programs for new immigrants, computers, and clean and safe branches. The library is often the first place people turn to for entertainment, information and job searching.

Queens Library administration should not add to our burden. They need to help us meet the needs of our customers. Our recommendations would go a long way towards that goal.

In solidarity,
John Hyslop
President

Through a meeting, dedicated email and confidential survey—

Library Trustees Seek Staff Input on Search for New Pres. /CEO

On September 30, 2015, the Spencer Stuart Search Firm held a series of meetings with various stakeholders to discuss the recruitment of a new President and CEO. The Board of Trustees hired the firm to handle the recruiting of a new president, after being led by interim president Bridget Quinn-Carey for the past year.

In an unprecedented gesture, the Trustees invited Local 1321 union members to meet with the firm and to provide input on what they want to see in new leadership and the future of the organization. Two librarians and one clerical staff person met with recruiters in the Robert T. Groh board room and were encouraged to speak freely about

what the library staff would like to see in a new President/CEO. We are including some of their recommendations in this newsletter. Recruiters asked questions about preferred professional background and listened to the strengths and difficulties that staff experienced with the previous administration.

At the culmination of the meeting, the firm informed staff that an email will be created that all staff can use to contact the firm with considerations and suggestions of qualified candidates. In addition, we were informed that a survey has been created to capture more information about the thoughts of library staff. All comments will be confidential and seen only by the Spencer Stuart Search Firm.

A Local 1321 Member's Comments at CEO Search Meeting

Good afternoon to everyone and thanks for this opportunity.

WHILE contemplating the qualities of the next President/CEO of Queens Library, my focus rested on the individual and the need for that person to be not only a strong leader, but a leader of honesty and integrity. Someone that supports an environment where there is transparency, accountability and excellent communication with all staff regardless of title or ethnicity. Someone that is personable and approachable, and is willing to acknowledge staff when visiting agencies throughout Queens regardless of the nature of the visit.

It is also pertinent that the person selected shows a genuine concern in

relation to the day-to-day operations and issues frontline staff experiences. By having that connection, the person will be able to make sound and common-sense decisions that will have a positive impact on those same frontline staff members that always feel they are excluded.

In addition, the individual needs to be confident and be able to separate friendships by effectively leading and selecting qualified staff. There is also a need for the individual to refrain from being intimidated or prompted to adopt ideas that will not only hurt the organization as a whole, but also the service that is provided to the

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Librarian Union Members' Concerns on Recruitment of a New President/CEO

Notes for the Sept. 30, 2015 meeting with the Spencer Stuart Search Firm

A candidate for the President/CEO position at Queens Library should do/be the following:

- A librarian.
- Seriously concerned for staff safety.
- Value communication and a well-informed organization. Understand that providing background information and reasons when issuing directives will allow for staff to understand and buy-in to difficult changes and difficult requests.
- Willing to increase flexibility for staff to accommodate our family responsibilities and personal needs.
- Informed by, but not limited to, quantitative management techniques. Staff feels that libraries are not businesses and decision making should not always be dependent on numbers.
- Creative and innovative, but still committed to basic library services, ensuring that community libraries have what we need to provide the services that customers expect. Let library staff have the new books and materials, the resources for programming and the supplies that we need so that we can be creative and innovative, too.
- Willing to do the hard management work necessary to better utilize the hundreds of experienced professional librarians that the library employs, and lead a more democratic organization rather than the current top-heavy insider administration team.
- Acknowledge that the library is not a business and is interested in the long-term value of public libraries. Someone who will consider freeing the library of the business jargon preferred by the previous director like "customers" and "CEO."
- Appreciate the enduring value of print books and their vital importance to local communities. Recognize the unique character that librarians have developed in Queens Library's browsing book collections. Value the diversity of Queens neighborhoods and not homogenize collections to compensate for a dwindling book budget.
- Demonstrate a commitment to maintaining the integrity of the librarian position and adequate librarian staffing. Will not replace librarians with aides. Will maintain distinct librarian reference desks (as opposed to "information desks" seating an indistinct mix of professionals, paraprofessionals, and clericals).
- Preserve and grow librarian specialist positions (e.g., adult, teen, children's, etc.). Will not homogenize librarians under the "generalist" label to compensate for librarian shortages.

Clarification on Doctor's Notes

By John Hyslop

MEDICAL documentation is a funny thing. I always feel as if I am a child asking my doctor's office to write me a note. I try to reassure myself that every New York City employee covered by the DC 37 contract has to follow the same rules, but I still can't shake that feeling. Nevertheless, doctors' notes can become a necessity if we are out sick. Hopefully, I can clarify when we need to bring in doctors' notes.



Our contract's "doctor's note" language comes from the Citywide Section of our Contract, Article V, Time and Leave, Section 5. That section says we need a doctor's note. However, it also says (Article V, Section 5.f.) that under "normal circumstances" the library cannot regularly require proof of disability. The contract's phrase "normal circumstances" is not defined.

What is defined is when the library can ask for documentation (Article V Section 5.b). The library may waive the requirement for a doctor's note unless the employee:

- i. requests sick leave for more than three (3) consecutive work days: or
- ii. uses undocumented sick leave more than five (5) times in a "sick leave period"...
- iii. uses undocumented sick leave more than four (4) times in a "sick leave period" immediately before or after a holiday or scheduled day off....

There are two (2) sick leave periods. One runs from January 1 through June 30, and the other period goes from July 1 to December 31.

Article V, Section 5.e. talks about how a supervisor has the discretion to waive the medical documentation for "employees who have completed their third year of employment and thereafter have a current leave balance commensurate with the number of years of employment as follows:

3 years	21 days	7 years	49 days
4 years	28 days	8 years	56 days
5 years	35 days	9 years	63 days
6 years	42 days	10 years or more	70 days."

Furthermore, according to the federal privacy laws and the library's own policy on doctor's notes, you DO NOT HAVE TO let your supervisor see your note. You can send it directly to the library's Health and Safety representative. If your supervisor has an issue with it, then he/she can call the library's rep.

The Union's leadership always advises people to get a note when they can. You never know when you may have an issue.

Library to Scale Back Private Security

IN 1999, the library contracted out almost 100 percent of our security officers. That action hurt many of our brothers and sisters and severely damaged our Local. That action also had a severe impact on our city. Instead of using our tax dollars to offer a job with a salary and great benefits, the library gave that money to a for-profit company that pays its employees minimum wage with no benefits.

As most of us know, in 2014 Thomas Galante contracted out custodial work. The Local repeatedly warned him not to do this. He arrogantly ignored us. Therefore, we took action. Subsequent investigations by Juan Gonzalez of the New York Daily News and by the New York City Comptroller's office exposed Thomas Galante as an arrogant, poor manager who thought the library was his bank account, and eventually the library fired him.

We understand contracting *in* is the correct moral and ethical action required to take the security guards and pay them a living wage with medical coverage and a pension. However, does this contract make *economic* sense? And can the library also justify spending money on custodial contracts?

Because of Galante's activities, the New York State Legislature changed state law and placed the library under the Freedom of Information Law. With this new tool, in September 2014

the Local requested the existing FJC contract(s) for the contract security guards; the funding source(s) for the FJC contract; and the actual monthly dollar amount spent by the library to pay contract security guards over the last five years.

In November 2015, the library denied our request stating that this contract is subject to an ongoing criminal investigation. The DC 37 Legal Department advised us that the library had no grounds for this denial. However, given the climate at the administration level, with Galante being fired at the time, the Local's Executive Board decided to postpone our request.

After waiting ten months, we decided to make our request again. The administration supplied us with the amount of money the library spent on contract security for the past five fiscal years. We discovered that over this time period the library spent almost double for contract security than union security. With this information we requested that the administration rethink this contract, and in January 2016, during a Labor-Management meeting, the administration informed us that they would scale back the contract and hire fifteen union security guards. We greatly appreciate the administration's reconsideration of library security. This will be very helpful for the Queens Library.

Taking on Big Pharma

THE cost of brand prescription drugs is going up eight times faster than the general inflation rate. Some generic manufacturers started increasing the price of generic drugs by triple digits.

Why is the cost of drugs going up so fast? The answer is simple: because

the pharmaceutical companies think they can charge whatever they want to for drugs. But they're wrong: Many engage in illegal practices that cost you and Union benefit plans billions of dollars - and now they are being held accountable.

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Pressing to Resolve Overtime Underpayments

EVERY year the library notifies us of the hourly rate of our salary. This year, the maintainers noticed something interesting. The library was not including their shift differential when calculating their hourly rate. This is very significant because our hourly rates are used to pay us overtime.

Federal laws governing the calculation of hourly rates dictate that an employer must include all regular and consistent earnings when calculating hourly rates. For all library employees whose regular shift earns a shift differential (e.g., custodians working 6:00 am to 2:30 pm and maintainers working the night and overnight shifts), that shift differential must be included when calculating their hourly rate. For everyone else who occasionally works a shift earning a differential (e.g. librarians and clerks



"We don't pay extra for overtime. If you work more than 8 hours a day, we figure you owe us a volume discount."

who work an evening or two a week), that shift differential is not included in calculating hourly rates because it is not part of our regular shift.

With this information, the maintainers contacted their union rep-
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Fair Overtime Distribution Restored

IN our contract, Article IV Wages & Schedules, Section 7 Holidays and Overtime states:

"Holidays and overtime work, excluding Sundays, shall be scheduled on a rotating basis for all employees..."

In 2014, the library began offering overtime, mostly at South Jamaica. This was a great opportunity for the library to offer Saturday service and for the staff to earn some extra money. People jumped on it. Every time CLS sent an email offering overtime, staff immediately responded, saying they want it. After a couple of months of overtime, some staff noticed that they were never scheduled for overtime. No matter how fast they responded to the overtime email, they

were immediately denied.

Staff grumbled about this, and by spring of 2015 they became fed up. They contacted their Union's leadership and provided the overtime emails and schedules. The Union compiled this information and discovered that CLS was not distributing the overtime evenly, to all that were eligible, thereby violating the contract.

The Union presented the evidence that overtime was not being distributed evenly to HR and informed them that we would file a Union grievance against the library if they did not correct the issue. HR informed CLS and soon after, overtime was distributed fairly.

Local Welcome's New Members Once Misclassified by Administration

CONTRACT ARTICLE I has been in existence since Local 1321's very first contract in 1969, and it has had a huge impact on our Local. One major impact is the administration's use of it to exclude people from joining Local 1321 and from getting the protection of a Union.

They routinely misclassified new hires giving them titles that are listed in the contract's exclusions section (see page 9-11). Oddly, these titles having nothing to do with their staff person's actual work. For example, the administration intentionally gave the UPK staff the title "Staff Analyst" to exclude them from the union. Yet these are teachers, not staff analysts.

Local pushed back

Recently, when the union found out that administration was going to use the staff analyst title for the Teen Center Manager positions, we filed a grievance, threatened the library with an Improper Practice Charge and won. These workers are not staff analysts; they are community liaisons who work with their communities.

The administration's abuse of Article I is very important to the hard-working staff of our library. We are all very familiar with the rampant abuses non-union members have experienced in the past: arbitrary and capricious firings; huge raises for the CEO/President's friends and none for the non-union staff; working over 35 hours per week and not earning overtime; elimination of terminal leave; no recourse for abusive administrators and more. These people have suffered.

Non-confidential employees can join

Fortunately for these non-union staff, the contract's article is now out-of-date and everyone who is not a "confidential employee" can join Local 1321. Recently, DC 37's Legal Department reviewed Local 1321's contract to determine how secure Article I is. They determined that Local 1321 is covered under the State Employee Relations Act (SERA). It states that "confidential employees" are excluded from joining any union. Confidential employees are staff who have a role in the formulation of labor relations policy (e.g., the Library Director, department heads, Labor Relations Director, the Library's Legal Counsel and a handful of other titles). Everyone else is free to join Local 1321. To do that, 50% or more of the staff in each title must sign union cards.

Card signing underway

In late October, the local reached out to nonunion staff members in seven titles to see if they would want to join the union. Almost everyone we reached out to said yes and signed cards. We contacted the administration to ask them to voluntarily recognize these staff members' right to join a union and have asked for a meeting.

These new Local 1321 members will now enjoy union benefits: ability to earn overtime; consistent raises; one annual review; rules that everyone can read in the contract and policy and procedures manual. Most important is peace of mind that you will not be fired at a moment's notice for no good reason at all.

Local 1321 is honored to have the trust of these non-union staff members. Thank you.

Article I Recognition

Unit 1 - Inclusions

Librarian Trainee, as provided in Section 3 of this Article

Librarian

Senior Librarian

Supervising Librarian, subject to the provisions of Section 4 of this Article

Principal Librarian, subject to the provisions of Section 4 of this Article

Unit 2 - Exclusions

Chief Librarian

Assistant Chief Librarian Coordinating Librarian

Principal Librarians - 13 as follows:

1 Coordinator - Adult Services

1 Coordinator - Children's Services

1 Coordinator - YA Services

5 Assistant Department Heads: CLS, CEL, TSD (2), PSD 5 Regional Librarians

Supervising Librarians - 8 whose main responsibilities include confidential and high level administrative functions.

Excluded from Unit 1 are all positions which are specifically included in Unit 2 or specifically excluded from Unit 2.

UNIT 2 - PROFESSIONAL, CLERICAL AND CUSTODIAL

Unit 2 - Inclusions

Assistant Library Custodian

Assistant Library Maintainer, Assistant Stockman, Associate Word Processor, A-V Technician

Community Associate

Community Coordinator

Computer Aide

Computer Service Technician

Custodial Assistant

Elevator Operator

Graphic Artist

Illustrator

Information Assistant

Investigator

Junior Library Custodian

Library Custodian

Library Literacy Specialist I, II

Library Literacy Assistant Center Manager I, II

Library Literacy Center Manager I, II, III

Library Maintainer

Motor Vehicle Operator

Office Aide

Office Associate

Office Machine Associate

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Welcome's New Members *continued.*

Senior Illustrator
Senior Library Attendant-Guard
Stockman
Storekeeper
Technical Support Aide
Watchperson
Word Processor

Unit 2 - Exclusions

Administrative Accountant
Administrative Public Information Specialist
Administrative Staff Analyst
Assistant Statistician
Assistant Superintendent Library Buildings and Construction Associate. Accountant
Associate Engineering Technician (2)
Associate Staff Analyst
Computer Associate (2)
Executive Director of Langston Hughes Branch Library Method Analyst
Office Associate - CLS (1)
Principal Administrative Associate
Public Relations Advisor
Public Relations Assistant
Purchasing Agent
Senior Accountant
Senior Investigator
Senior Library Custodian
Staff Analyst
Stenographer Secretary as follows: 1 TSD Secretary, 1 PSD Secretary, 1 !TD Secretary, 1 FES Secretary 1, CEL Secretary 1, CLS Secretary
Superintendent Library Buildings and Construction
Supervising Accountant
Supervising Investigator
Supervising Library Maintainer
Supervisor, Mechanical Installations

Excluded from Unit 2 are all positions which are specifically included in Unit 1 or specifically excluded from Unit 1.

Section 2.

The term "employee" as used in this Agreement shall mean only those persons in the units described in Section 1, Unit 1 - Inclusions and Unit 2 - Inclusions, of this Article.

Section 3.

Librarian Trainees hired on or after November 19, 1979 shall be included in Unit 1- Inclusions upon their successful completion of 18 credits towards

(Continued on next page)

Welcome's New Members *continued.*

a Master's degree in Library Science. Prior to such successful completion, such persons shall be deemed to be included in Unit 1- Exclusions. Librarian Trainees hired prior to November 19, 1979 and continuously employed in such title shall be included in Unit 1 - Inclusions regardless of the number of credits completed. Persons employed in other titles included in Unit 2 - Inclusions and who thereafter become Librarian Trainees and whose employment in such titles is continuous, shall be included in Unit 1 - Inclusions regardless of the number of credits completed.

Section 4.

If, during the term of this Agreement or any extension thereof, legislation is enacted or takes effect which affects the inclusion of supervisors in bargaining units or otherwise limits the composition of such units which District Council 37 represents negotiations as to the effect and implementation of such legislation shall be held at the request of either party.

In the event that, upon such negotiations, the parties are unable to reach an agreement, the question of the scope of coverage and application of such legislation may be submitted by either party to the appropriate agency having jurisdiction over the parties.

Section 5.

All personnel employed in or assigned to the Finance Department, Human Resources Department and the Executive Office shall be excluded from the bargaining units as defined by Article II, Section 1.

Pressing to Resolve Overtime *continued from pg 7...*

representatives. After much discussion and clarification, the local filed a group grievance stating: "The Library does not include all pay differentials, e.g. night shift differential, Central Library Maintainer Assignment differential, when calculating hourly rates. These rates are used to determine the cash compensation of overtime for Local 1321 members who have earned overtime."

Subsequent to the filing of this grievance, Local 1321 learned that the three other NYC library systems and cultural institutions have been calculating hourly rates incorrectly.

On August 20, 2015, a representative from the DC 37 General Counsel's Office, Local 1321 officials and maintainers held a Step 3 hearing to explain to the administration how they have been wrong for years. We

stated that we understand this was an honest mistake but needs to be rectified including any retroactivity.

We also stated that DC 37 will represent employees if they decide to sue the library for wage theft. The administration asked for some time to confer with the other systems before they respond to us. In early October 2015, DC 37's Associate General Counsel warned the administration that the union will take the next step if we do not hear from them soon.

We did not hear from the administration, therefore DC 37 started the process of filing a lawsuit. Since then, the administration contacted the union asking for a meeting with the three library systems because they all have the same problem. We will keep you apprised of what happens.

How to Win Customers and Influence Library Co-workers

By Kacper Jarecki

IT'S so exciting to see the next generation of library workers coming to work for Queens Library! When I was at Central Library one day for the free yoga training program (and later got a \$35 parking violation ticket, which reminded me of the time my mom broke her hip rushing to get to her yoga class on time: in sum, yoga from my perspective ironically causes the stress it is supposed to be able to relieve), I helped somebody carry over some cases of water for the new recruits.

I remember when I started working for Queens Library, it was just like yesterday, but it was actually like 8 years ago! I'm so old, everybody!!! Please come to my retirement party – at your mom's house, just kidding ;-)

Anyway, I looked at the first page of the curriculum while I put the water down, and on the first page it said how employees should wash their hands – good advice!!! Now I also wanted to give my own two cents, if anyone cares, which possibly nobody does, but like they say, "Nothing matters in this world," so I'll just go ahead and tell you because you can't stop me!!!!!!!!!!!!!!!!!!!!

I started working in a little agency called Windsor Park: those were the days!!! Being from Brooklyn myself, I had a hard time finding Queens on the map, so I had to do lots of research on how to take public transportation. This was before I saved enough money for my own set of wheels – a motorcycle!!!!!!!!!!!!!!!!!!!!!! MY manager was Julia Tan and my supervisor was Charlie Jiang. They were so nice! They let me do lots of programs! Programs are so much fun! Sometimes working in a library can be boring and redun-

dant – like how many times can you tell people where the bathroom is and how to print ("Press print").

I remember when I made my first book club! It was held on the day of my mom's birthday for good luck! I was so happy! I was like, "I'm actually doing something with my life!" I even splurged and bought buttons that said, "Windsor Park Library Founding Book Club Member," for all the members! Then we made a Windsor Park Library Newsletter, a Windsor Park Library Game Club, Night Book Club, and Teen Documentary Club. I invited a lot of different authors to do author talks, and they said yes! I didn't even know the authors, I just messaged them randomly on Facebook! Those clubs gave me the confidence to see that I could actually do things and not fail so badly!!! Then I became Assistant Manager, and then I became Manager!!! In sum, that's how you do it, in case you were wondering!!!!!!!!!!!!!!!!!!!!!!

Clubs are so amazing! I can't recommend them highly enough. They let you engage with customers on an informal basis, and to bond with them. I bond with my customers so much that sometimes they try to sit on my lap (I mean mostly the kids)! This upcoming May, I'm even planning to go to Japan with a customer! And I've gone to see wrestling with a customer!

I love customers!!!!!!!!!!!!!!!!!!!!!! But I'm not perfect, and sometimes I don't pick up the phone when customers call me late at night on my personal phone, I'm sorry! Some people hate customers, but you should love your customers! Work is more fun if you enjoy it, and you're obviously not doing this job

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New Annual Leave Agreement

IN 2009, our disgraced former President/CEO exploited the city's cut to library funding by threatening lay-offs and forcing all the staff to change how they accrue and use annual leave. No union members were laid off, but some non-union staff was fired. All of us had friends who were deeply affected.



have throughout the year. This has proven a challenge and many mistakes happen. Therefore, staff take the easy way out, and schedule their annual leave at the end of the year. The library ends up with many people on vacation in May and June. That leaves CLS and public service staff scrambling for coverage.

Labor-Management meeting

With the Comptroller's audit and in an effort to remedy a wrong, the Union's leadership approached the administration to change our annual leave carryover. On September 18, 2015, we held a labor-management meeting at which we had fruitful discussion that would bring about positive change to how we accrue annual leave.

Agreement reached

We revisited the issue on January 7, 2016 and came to agreement. At the beginning of the new annual leave year, July 1, everyone will be given their annual leave that they accrue for the coming year and be allowed to carryover ten annual leave days. With this new adjustment, we will now have plenty of annual leave for the summer months if need be.

This is a financially prudent move and a positive development for all the Queens Library staff. It will go a long way towards rectifying the wrongs of the previous administration and improving staff morale.

Comptroller's audit

This summer, the Comptroller's audit found that our disgraced President/CEO fabricated these deficits. He stashed money in separate accounts. The library had enough money for him to give obscene raises and salaries to himself and a handful of his cronies. The library had enough money for him to spend lavishly on his office furniture and renovations, liquor, gas and more. Obviously, we could have weathered the city's cut with prudent spending, but for some bizarre, unfathomable reason he decided to extort our benefits thereby hurting all of the staff.

Most staff needs to have their annual leave in the summer time when their children are out of school. For us to carryover more than ten days of annual leave, we have to ask HR. Many staff members do not take that extra step.

The implementation of the current annual leave system is a challenge. Every year, staff must figure out how much annual leave they will

How to Win Customers and Influence *continued from page 12...*

because you want to get rich ;-) And who-ever you are, you can work with your manager or supervisor to start a club, or if you're the manager already, congratulations, you can basically do whatever you want now!

To illustrate: our page at South Hollis does a Hip-Hop Dance Club, our customer Service Rep does a cooking class, our Customer Service Specialist hosts an English class, our Customer Service Supervisor did a Nail Art program, our librarian made a Batman Club, our Children's librarian does a pre-school story time, and I do a ping pong club. So basically, you can – and should – host a club today no matter what your job title!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! At Long Island City, the custodian even helped kids with after-school homework after he finished work at 2:30 pm!

As long as you have a pulse, you can make a program! This is my secret how you win customers! Another

secret is that a lot of customers cannot come to the library because they may have disabilities. At South Hollis, we host a program weekly at the local day-care for disabled kids! When I was at Seaside, I went to the local convent and brought them books every week and even gave them mailing addresses to different prisoners so that they could have pen-pals. At Seaside, we hosted a Yoga-on-the-Beach program. Remember, you are not chained to your library desk! Be free!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

And the way to win over your co-workers is to give them candy! True story!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! Also, Local 1321 is such a "kewl" union! If you want to get involved fighting for your colleagues, this is the place! If you have any other questions or if you have a motorcycle and want to ride cross-country with me, e-mail me at: kacperjarecki@gmail.com. But no spam please!!! Arigato gozaimasu!

Taking on Big Pharma *continued from pg. 6...*

To address these abuses, the DC 37 Health and Security Plan, which oversees the union's popular prescription drug benefit, participates in nationwide class action litigation against the drug manufacturers that engage in unlawful practices. For instance:

- Our plan sued a drug wholesaler that unlawfully inflated the price of many brand drugs. This suit settled for \$350 million and the plan was able to have the cost of these drugs rolled back to their pre-inflated prices, saving millions more.
- We also sued a manufacturer for pushing a drug for a use that had not been approved by the Federal Drug Administration, leading to increased suicides among youngsters. That case settled for \$40 million.

- The plan is currently participating in two other cases. One involves a brand manufacturer bribing generic manufacturers not to make their less expensive generically equivalent drugs available to you. The other involves a drug company that deliberately ceased manufacturing a brand drug that was soon to lose its patent and re-creating the same drug in time-release form with a much higher price and a new patent. Here the court ordered the company to continue to produce the older less expensive drug. This case is on appeal by the manufacturer.

Our plan participates in these lawsuits to curb bad practices in the pharmaceutical industry, and it has taken in millions of dollars in awards.

Making Strides Against Breast Cancer



LOCAL 1321 participated in the annual Making Strides Against Breast Cancer Walk held at Flushing Meadows Corona Park on Nov. 8, 2015. The early Sunday morning walk turned out to be a pleasant day with hundreds participating to support the American Cancer Society's efforts to raise awareness, support those who have or had cancer, and raise funds to defeat this debilitating and deadly disease.

Our Local group met at the start and strolled through Flushing Meadows Park on the three-mile route. At the end, participants were able to visit the booths for refreshments and

information. Our Local members enjoyed the walk and supported a good cause. We thank everyone for their contributions and participation.

Special thanks go to Mattie Bell, Customer Service Supervisor, Pomonok; Deborah Wynn, Library Custodian, Flushing and a Local 1321 DC 37 Delegate; Ann Marie Joseph, Community Library Manager, Woodhaven and Local 1321 Secretary; and Dorrett Hextall, Customer Service Supervisor, Poppenhusen and Local 1321 Delegate. These four women worked very hard to coordinate the Local's efforts and **raised over \$2,000!**

Member's Comments at CEO Search *continued from page 3...*

communities Queens Library serves.

It is necessary that the individual be a good listener, one who will allow staff to express concerns or share ideas in a more open and non-threatening environment. (In the past, staff was publicly humiliated and embarrassed for asking a question that was a legitimate concern.)

It is a *must* to have a President/CEO that demonstrates a genuine concern

for staff members and their personal well being. For example, staff safety, especially when there is inclement weather and it becomes treacherous.

Ladies and gentlemen, it is very important that the next President/CEO of Queens Library respects and understands that *Queens Library is the heart and soul of the community, and the staff members are the heart and soul of Queens Library.*

Queens Library Guild **Local 1321 News**

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