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# Bookshelf

THE QUEENS LIBRARY GUILD, LOCAL 1321 NEWSLETTER

## Bargaining Update Issue

- Banning Policy
- Customer Service Redesign
- MVO Temperature/Forklift
- Supervising Librarian Policy
- Queens Village and Mail-a-Book
- Contract Extension
- Working Conditions

## President's Message



Over the years, Local 1321 members and the Administration have successfully negotiated very positive changes to our members' working conditions. In 1969, the two parties were able to negotiate a brand new contract! In the intervening years, issues arose that required the two parties to agree to side letters and changes to the contract, all available here, <https://www.local1321.org/contracts-side-letters>. These agreements have an immense impact and benefit to the Library and its employees, and demonstrate the power of negotiations and collaborations.

Over the past few years, negotiations on a number of issues have not progressed and Local 1321 members need resolution. Their Union representatives have repeatedly reached out to the Administration to collaborate and come to resolutions. Unfortunately, that has not happened.

The following is a summary of the outstanding issues as of this writing.

As a note to any bargaining, this is only a summary. The Union honors and respects the bargaining process and will not negotiate details in public.

# New Banning Policy



Local 1321 members have been asking the Administration to collaborate on creating a holistic security policy to protect Local 1321 members at all library locations.

[https://www.local1321.org/system/files/vol\\_24\\_01\\_local\\_1321\\_newsletter\\_final.pdf](https://www.local1321.org/system/files/vol_24_01_local_1321_newsletter_final.pdf)

[https://www.local1321.org/system/files/vol\\_23\\_02\\_local\\_1321\\_newsletter\\_final.pdf](https://www.local1321.org/system/files/vol_23_02_local_1321_newsletter_final.pdf)

In the first meeting to discuss Queens Public Library's security, the Union's Negotiating Committee presented recommendations for holistic security in hope that the two sides would collaborate to help improve security.

September 11, 2025, two years after Local 1321 leadership approached QPL's administration with the recommendations, the Administration informed the Union that they are drafting a Banning Policy. On December 18, 2025, the Administration emailed a draft of the Banning Policy and asked the Union's feedback. On January 28, 2026, the Administration published a Banning Policy without waiting for Local 1321 negotiating committee's feedback.

According to the Working Conditions contract Article VI Section 2,

"The question of updating and revision of the said manual of Personnel Rules and Regulations shall be referred to a committee composed of three members appointed by the Library and three members appointed by the Union. Membership on the committee may vary according to matters to be discussed at any meeting thereof. This committee shall review the said Rules and Regulations and recommend changes and modifications thereof to the Library, as the committee shall deem appropriate. Upon adoption thereof by the Library, such revised Rules and Regulations shall be incorporated by reference into this Agreement. Upon completion of the review, the committee shall be discharged."

After the publishing, the Union's negotiating committee submitted its proposed changes (see below); requested the Banning Policy stand until the two parties negotiate it; or accept the proposal without dialog.

Local 1321 strongly believes that through collaboration and dialog, the two parties can create a very real and meaningful Banning Policy. Public service workers throughout the system encounter issues daily and know the tools that are needed to do their jobs. The

Administration knows the administrative issues that come with banning customers. Queens Public Library administration and Local 1321 can come to an agreement on a document that best serves security throughout Queens Public Library locations.

## **Local 1321's Proposed Modifications to Banning Policy Draft**

### **II. Violations of Public Conduct Rules, B. Initial Requests for Compliance, second paragraph.**

That paragraph needs to affirmatively empower staff with the right to call the NYPD first, and then ISD, when a customer engages "...in behavior that is belligerent or threatening to other Library customers or staff..." In those situations, staff need first responders to come immediately. If they have to call ISD to have them make a decision first, it may be too late for staff and customers.

### **III. Barring Procedure, Introductory Paragraph**

The Disciplinary Review Panel needs to have a public service staff member chosen by the Local's Executive Board, who will represent frontline staff. If public service staff have a representative on the Panel, staff will know their concerns are a part of the panel's decision.

### **III. Barring Procedure, A. Bases for Individual Library Branch Ban, 1. Repeated Violations of the Public Conduct Policy, First Paragraphs**

- In the first sentence customers should only be allowed no more than three violations of the Public Conduct Policy for the staff to request a review.
- Add the bold part to this sentence "Such requests should be submitted **to CLS Office and the appropriate Community Library supervision**, who will submit for review and approval by the Disciplinary Review Panel."
- Add this new sentence "The Disciplinary Review Panel will acknowledge receipt of the banning request within 24 hours." One issue staff have is sometimes managers do not communicate problems in their branch, and adding CLS Office and the acknowledgement will communicate to the staff that their voice will be heard.
- Add this new sentence "The Disciplinary Review Panel will review incident reports periodically to assess patterns. In the event that the Disciplinary Review Panel determines that a ban is warranted..." This will inform the Panel of issues affecting public service staff including customers who may be causing problems throughout the system, but not just at one location.
- Add "The Panel will issue a decision no more than five business days after the acknowledgement of receipt of staff's request to ban a customer."

### III. Barring Procedure, A. Bases for Individual Library Branch Ban, 2. Behavior Warranting an Immediate Ban

- Add Stalking to the "non-exhaustive list of behavior..." Adding stalking to this list acknowledges the terror it causes.
- Add the bold to this sentence "If Library staff believe that a customer's behavior warrants an immediate ban, they should submit an Incident Report, and notify the CLS Office and the appropriate Community Library supervision, of the request for an immediate ban." for the same reason listed above.
- Add "The Disciplinary Review Panel will acknowledge receipt of the banning request within 24 hours." for the same reason listed above.
- Add "The Disciplinary Review Panel will review incident reports periodically to assess patterns. In the event that the Disciplinary Review Panel determines that a ban is warranted..." for the same reason listed above.
- Add "The Panel will issue a decision no more than one business days after the acknowledgement of receipt of staff's request to ban a customer. If a full panel is not available, ISD will issue an intermediate immediate ban until the full panel can meet. The full panel decision should not be more than fifteen business days." When one of these incidents happens, staff are under extreme duress and they need immediate action.
- Add "Banning Notices will be posted on the Staff page." We have received numerous complaints that not everyone has access to the notices when they need them, (e.g. the folder is lost, it's in the manager's office, it's on the bulletin board, in the basement, etc.)

### III. Barring Procedure, D. System Wide and Permanent Bans, third paragraph.

- Add the word "will" bold to the following sentence - "In the event that a customer banned at one Library branch engages in behavior warranting a ban at another Library branch within the time frame of the initial ban that **will** be considered grounds for the Library..." Public service staff need to know that our Library has a zero tolerance for this behavior.

## Customer Service Redesign



Without an announcement or implementation plan, the Administration stopped hiring Customer Service Representatives and started making the Specialist perform Representative and Specialist work. Public service staff are confused and frustrated.

The Union's Negotiating Committee, composed of Lisa Soler, Barbara Halloway, Roma Ramdhan, Margaret Gibson, our DC 37 Negotiator Leo Morris, Star McGhee, and John Hyslop, officially found out about this during a November 2024 Labor-Management meeting.

To create a rational and common sense process to improve and streamline public service operation, the Union formulated a proposal that is rooted in fairness and equity.

- consolidate the Specialist and Representative work into one title;
- have them be supervised by the Supervisor;
- revise their job descriptions;
- and compensate everyone for this extra work.

The Administration countered the Union's proposal. On October 29, 2025, the Local submitted a counterproposal to the Chief Librarian, COO, Chief of Staff, HR, CLS Directors, and General Counsel's office. On January 13, 2026, the Union proposed three dates to meet: January 29, 30 and February 12. As of this writing, the Administration has not responded.

Since November 2024, when the Local had its first labor-management meeting about this, the Administration advertised \$1.3 million for positions that are not front-facing employees. The Administration should prioritize its financial and administrative resources to upgrade these classifications; increase public service staff; and improve branch and Central operations.

## **MVO Vehicle Temperature and Forklift**



As you know for 19+ years the Administration allowed their drivers to drive trucks with broken air conditioners. This travesty put QPL MVOs in harm's way, and they are furious that their supervisor allowed this to happen.

The Administration recognized their mistake and proposed a form of compensation for the MVOs when the City declares a Heat Advisory, and that they operate the forklift without compensation.

On behalf of MVOs, the Local countered the Administration's proposal that any emergency temperature compensation should be invoked using thermometers, not the subjectively declared Heat Advisory. Furthermore, operating a forklift is out-of-title work for an MVO. If the Administration needs the MVOs to operate a forklift, they should be

adequately compensated.

The Administration is opposed to using a thermometer that measures temperatures to trigger the emergency temperature compensation. They did propose a forklift compensation but the MVOs believe it is not enough.

Since the two parties are at a logjam, the Union proposed to the Administration that this matter be mediated by an independent mediator.

## **Accretion of Non-Union Staff Analysts**



Twenty-four QPL non-union Staff Analysts agreed to join Local 1321 and get union protection after a months-long organizing drive. On November 25, 2024, the court certified this group's right to join a union.

Over the next few months, the Local met with the Staff Analysts to determine classifications that match what they do. In the Spring of 2025, on behalf of the Staff Analysts, the Local presented the proposed classification changes to the Administration.

The Administration has repeatedly told the Union that they agreed to the proposed titles, yet they have not finalized the deal. The new Local 1321 members are miffed as to why this is taking the Administration so long.

## **Policy C #3 Supervising Librarian Promotion**



The Administration asked the Union to negotiate and update C #3 Supervising Librarian Promotion Policy. On December 18, 2025, Local 1321 offered dates to discuss the matter but never heard back from the Administration.

The Administration asked the Union to negotiate an issue involving Queens Village staff and working with Mail-a-Book. On January 13, 2026, the Local responded asking for dates and have not gotten a response.

## **2021-2025 Contract Extension**



The Union and Administration agreed to extend the 2021-2025 working conditions contract, which expired December 31, 2025, for one year. On December 18, 2025, the Local's DC 37 Negotiator sent a letter signed by Local 1321 and DC 37 for the Administration to sign. The Union has not received a signed copy of the letter.

## **Bargaining for a New Working Conditions Contract**



As you are aware, the Local's membership approved demands for a new working conditions contract at the November 2025 General Membership meeting. The Union is now gathering signatures from all the members affirming their commitment to these demands. In March 2026, on behalf of Local 1321, the DC 37 negotiator will request dates to negotiate a new working conditions contract.

## **Finally**



As you can see, Local 1321 members have many open issues with this Administration. Everything Local 1321 members are proposing will make working for Queens Public Library better and vastly improve morale. To achieve that, Local 1321 members need a compassionate and engaged Administration who will collaborate to make Queens Public Library one of the best places to work. In negotiations, one can get a good understanding of a party's priorities. Local 1321 members' priorities are to improve and uplift each other.

Local 1321 will keep you abreast of developments and actions the members will need to take.