



ENOUGH IS ENOUGH

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Are you being short-changed by the Toronto Public Library?

Gapping is a big problem for the workers at your Library, and it may just be a big problem for you.

Gapping occurs when employees retire or leave the Library for other reasons and are not replaced. When this happens, those who remain must do their own work and the work of employees no longer there.

Does this practice give taxpayers more bang for the buck?

Consider this:

- Understaffing means diminished service. Library workers are people just like you. We can only do so much in a day. Yes - we are trying harder, but we know despite our best efforts, we are not doing as well as we once did.
- Understaffing means low morale. When workers dread coming to work because of a repressive workload, performance is bound to suffer. It's hard to be enthusiastic when your employer makes it impossible for you to provide the service you know patrons want and deserve.
- Understaffing means high costs. The money saved today by not replacing workers will be spent tomorrow on high benefit costs and the disruption caused by more employees absent on sick leave. It's a vicious circle.

Library workers want you to have the best possible service for the taxes you pay - but we can't do it alone - we need your help.

Tell the Library to stop the gapping. Write to:

The Library Board

C/o The Secretary, Toronto Public Library Board
789 Yonge Street, Toronto, Ontario, M4W 2G8

Phone: 416-393-7215 (9 a.m. - 5 p.m., Monday to Friday)

Fax: 416-393-7083

E-mail: Nancy Marshall at nmarshall@tpl.toronto.on.ca