

**From:** Thelma McCormack [REDACTED]  
**To:** <nmarshall@tpl.toronto.on.ca>  
**Date:** 10/24/03 3:44PM  
**Subject:** re inequities and service of libraries.

C.

I contribute annually to the Libraries of Toronto, and am quite disturbed to learn of the on-going inequities within the system. I cannot tell you how much I appreciate the services of the library, particularly the metro research branch. The librarians make it work and in my experience, they walk the extra mile to make it work. Together we usually resolve whatever problem with accessing material that I have. I am not surprised that they are unionized. Professional employees which includes academics are. And it is up to management to negotiate as expeditiously as possible. As one user I would support the librarians. Toronto should be very proud of its diverse library services and make every effort to maintain morale. I hope to hear from you. Thelma McCormack [REDACTED]