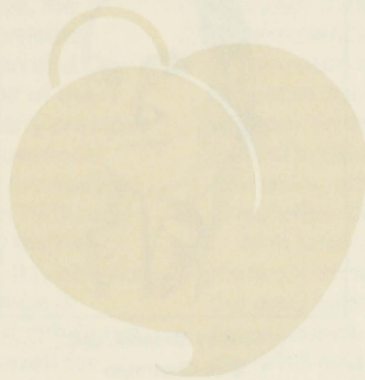

metropolitan toronto library board / annual report

1978



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tenth edition

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the board



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report of the chairman

With the opening of our new Library building in November of 1977, the Metropolitan Toronto Library Board was able, in 1978, to turn more of its attention to other regional library operations. Its major regional facility is, of course, the central collection in the new building and in Municipal Reference in City Hall, the centre of Metropolitan and City of Toronto Council activities. In 1978, the number of users was nearly two and a half times the number in any previous year, and the use of materials and number of questions asked grew by 60 per cent. This unprecedented increase in demand was handled with no more staff than in 1977, and while there were improvements in efficiency in the new building and, therefore, increased productivity, it is obvious that our staff carried a much greater workload than in earlier years. That they were able to cope with it, albeit not so effectively as they would have liked, speaks well for their enthusiasm and dedication. This report then begins with sincere commendation and thanks to the staff for their outstanding service to library users in 1978.

While much of the disparity between increased users and increased usage is probably due to the number of visitors who just came to look, some of it may be due to the lower staff/user ratio and some to the more open access to materials which makes usage counts more uncertain. In any case, there is no doubt about the great upsurge in activity and the major impact of the new building on the citizens of Metropolitan Toronto and the many visitors from all parts of Canada, the United States, and other parts of the world.

Activities continued on other fronts too. While the library is a major resource for the Metropolitan Toronto Region, one of the fourteen library regions in Ontario, and fulfils its regional responsibility to provide reference service for the region, we have also to "promote efficiency and coordination of library service among the area boards" in our region and "provide such common services as are required". Thus, interloan communications and deliveries; multilingual and audio-visual services (including talking books and catalogues); the Continuing Education Directory, for which we received this year's J. Roby Kidd medal for "distinguished service to adult education in Canada"; public relations, for which we were awarded our second John Cotton Dana Special Award through the American Library Association; and municipal reference and business reference training, gifts and exchange services, and various directories of regional and area board services, were also part of our regional activities.

Metro Area Chairman and Vice-Chairmen

While most of the regional coordination is carried out through monthly meetings of the Administrators of Borough and City Libraries (ABC), as well as at meetings of ABC committees, there is coordination at the Board level through bi-monthly meetings of the Metro Area Chairmen and Vice-Chairmen (MACAV) of the seven library boards in the region. This group was first called together by the

previous MTLB Chairman, Ed Canning, and its most notable achievement was in getting all the Boards to join the UTLAS book cataloguing system, some with assistance from MTLB. This year it made a joint oral response to the Provincial government's White Paper on the Report of the Royal Commission on Metropolitan Toronto (Robarts Report) with regard to the future of library boards, and sponsored a seminar on the requirements of an automated circulation control system for the libraries in Metro Toronto as well as discussing other matters of common concern.

Circulation Control Study

With total circulation of some 16 million pieces of material annually in the Metro Toronto area, 99 per cent by the area boards, circulation control is of major interest to these boards. A major cooperation study--half funded by the MTLB and half by the area boards--was begun and completed in 1978. A study team from two of the area boards, the Metro board, and a consultant hired for the purpose, drew on the expertise and knowledge of all the boards to put together the requirements for the system. These were discussed with the ABC and at a seminar for all trustees and senior staffs, following which a plan of action was developed. A comprehensive report was put together on this plan, including estimated costs to each board and alternatives, and this was presented for study by all Boards at the end of the year. The next step is still under consideration, but in case it is decided to proceed, the MTLB has included funds for hardware in its capital budget for 1980. Several boards see this as the most important new development in library service and are anxious to move into it together to ensure compatibility among all the area boards.

Regional Cooperation

Since the Regional Library Boards operate under provincial jurisdiction and, except for Metro Toronto, receive all their funding from the province or from payments by local boards for services rendered, their work is coordinated through one of the ministries of the province, currently the Ministry of Culture and Recreation. Regional plans and statistics are assembled by the Provincial Library Service in the ministry, and the Minister is advised on library services by the Ontario Provincial Library Council (OPLC) consisting of one representative from each regional board and nine appointees of the Minister. Our representative for 1978 was Tom Goudge, and he has served since the Council was formed, eleven years ago.

The Chairmen of the regional boards also met as a separate group once during the year to discuss several items of regional concern.

Provincial Network Development

As one of the fourteen regional library boards in Ontario, MTLB is in receipt of special grants from time to time, in addition to the General Legislative Grant, to undertake special projects. One such project, completed in 1978, was the publication of *Canadian selection: books and*

periodicals for libraries, under the auspices of MTLB and funded by one of these special grants. Late in 1977, another grant--of \$70,000--was made to the Board by the Minister of Culture and Recreation for "an initiative in electronic data processing for public libraries". This was the Minister's response to a proposal by the Ontario Public Libraries Advisory Committee (OPLAC), recommended to him by the Ontario Provincial Library Council (OPLC), that a task force be set up to plan a framework for a province-wide library network. In rejecting this recommendation, the Minister stated that "a major EDP study is not required at this time". Instead, he asked for practical projects, not more studies, and allocated the \$70,000 to the MTLB and \$10,000 to each of the other regional boards for this purpose and other concerns.

Despite this change by the Minister, and perhaps because OPLC itself now saw the value in getting on with providing some tangible results in this field through a competent board rather than produce more words from another ad hoc group, OPLC recommended to the other regional boards that they each direct their \$10,000 to the MTLB provincial project. This they all did, so that by March of 1978 we had a \$200,000 fund to begin this work. We also set up a Network Development Office (NDO) under our newly appointed Head of Planning and proceeded to hire on contract a Network Development Manager and a Network Systems Manager. An Advisory Committee, representative of various library groups in the Province, was set up, and interviews were conducted with many people in the library community.

This project is more fully covered in the report of the Head of Planning; it will suffice to say here that in only six months of operation, the NDO has done a remarkable job of collecting and analyzing data from a population with as widely diverse opinions as those found in the library field, particularly with the change in direction laid on by the Minister and never really accepted by some of the people the office has to work with. We are expecting many practical benefits for all Ontario libraries from this project, as well as an overall "blueprint" for future development.

INTAMEL

One of the more pleasant functions of the Metro and area boards was the hosting of the International Association of Metropolitan City Libraries in Toronto this year. Visiting chief librarians from many European and American cities held meetings in various library facilities around Metro and heard presentations by staff members and trustees of several boards. They seemed to be most impressed with library activity here, and particularly with our new building, and we were happy to have them and to be able to compare notes with them.

The Board

The trustees of MTLB put in many long hours on Board business without remuneration. There is at least one Board meeting a month and an Executive Committee meeting for

which agenda material must be reviewed beforehand. In addition, trustees take on additional duties: scrutinizing accounts, discussions with administration, and attending seminars, trustees' meetings, and Metro Council budget meetings. Several also serve on area library boards.

One example--he will not appreciate being singled out this way, but he deserves special recognition--is trustee Tom Goudge who left the Board at the end of 1978 after eleven years of service. Tom was the last remaining charter member of the Board and in 1978 served as our finance liaison member and representative on the Ontario Provincial Library Council, a position he filled for the eleven years of the Council's existence. He served as Chairman of MTLB from 1968 to 1975, having been Treasurer in 1967, the Board's first year. During the building of the new library, Tom attended nearly every tender opening--and there were many under the project management method used--as the Board's representative. Tom also served on the Etobicoke Library Board from 1965 and was Chairman there from 1966 to 1973. Library users of Metropolitan Toronto and Etobicoke owe much to Tom Goudge, and we shall miss him very much on the Board.

Ed Canning, who followed Tom as Chairman and held that office until last year, left the Board in May of 1978. Ed's years as Chairman were marked by the completion and opening of the new building, the formation of the committee of Chairmen and Vice-Chairmen of Metro area boards, and the entry of all the Metro boards into the co-operative computer book cataloguing service known as UTLAS, all of which benefitted a great deal from Ed's persistence and diplomacy. Ed has given great service to the citizens of Metropolitan Toronto.

Another very active trustee, Pat Bergman, who was appointed by the Metropolitan School Board in January 1975, resigned in September. Pat had taken a special interest in staff matters, the new building, photocopy service, and the data base search and retrieval project. Her vitality and enthusiasm are much missed by the Board.

During the year, Gord McCowan, who had been a member of the Board since 1976, resigned when he was elected Chairman of the North York Library Board, and Wilf Royle, the appointee from York since March 1977, resigned for health reasons. These gentlemen were very helpful to the Board.

And, finally, at the end of the year, trustees Sheryl Taylor-Munro, Gloria J. Quinlan, and Mae Waese did not stand for re-appointments. Sheryl was the City of Toronto's appointee from 1975 and had taken a special interest in staff matters and art work in the library. She is going to Japan to study. Mae and Gloria, who were appointed by North York and Metropolitan Councils respectively earlier this year, made significant contributions during their short term on the Board. Both were elected to their borough Boards of Education in November and decided not to come back on the MTLB.

This leaves very few of the 1978 Board around as we enter 1979. However, to Syd Midanik, our Vice-Chairman, Controller Brian Harrison, the Metro Chairman's representative, Ray Bergin, and our new member from Scarborough, Sheila Churchmuch, we say thank you too for all your work in 1978 on behalf of the citizens of Metropolitan Toronto.

A former member of the Board from 1967 to 1970 and former Mayor of East York, True Davidson, died September 18, 1978. True ("don't call me Miss!") was an ardent bibliophile, and served on the East York Library Board for many years. She was an active member of the Bootmakers, the Toronto Sherlock Holmes Society which often meets in the MTLB's Arthur Conan Doyle room, and during her term as its president, "Mr. Myers, Bootmaker, Toronto", worked on her theory that Sherlock Holmes was really a woman. A great and gracious lady, she will long be remembered by her many friends in Metropolitan Toronto and beyond.

John S. Ridout
Chairman



report of the director

The year 1978 was one of "Sturm und Drang", as increased use of the collections accelerated throughout the twelve months, straining to the limits a staff that now had to look after doubled space and nearly doubled use and tripled patronage. Accumulated anxiety and frustration led to a near-strike situation in midsummer, putting additional burdens on management, administration, and Board and reflecting staff unhappiness over their inability to continue the high level of service that was their trademark in the old Central Library. How to deal with greatly increased public demand will continue to be a very serious problem, so long as neither Metro nor the Province will relate funding to use, and provide some relief by way of additional monies for desperately needed staff and materials. Under conditions prevailing at the year's end both staff and books will simply, and quickly, wear out.

Area board activities

Use of all Metro libraries went up during 1978, although not so dramatically; in addition to increased circulation of nearly 200,000, all systems reported more active reference use of their collections. Bookstock across Metro rose by a quarter of a million, and expenditures by over four and a quarter million dollars.

For a second year, construction of new buildings was not a feature of area board activities. Stop-gap accommodations and renovations were more in evidence. Improvements in physical facilities accounted for some of the increases in statistics, one system for instance reporting a 23 per cent increase in circulation in renovated branches in one area.

As budgets became tighter, many of the systems shared a concern for long-range planning and for the maximum use of resources. East York began preparing a statement of goals and objectives; Scarborough produced a framework for the development of library services during the next five to ten years; Toronto published a statement of goals and objectives for the next five years; and Etobicoke, with the editing of a children's materials selection policy, completed a selection policy for the system. Inventory, user surveys, examination of costs (particularly of staff, full-time, part-time, temporary), reorganization of administration and management—all were employed in the interests of rationalization and efficiency. Computerization continued to be used or looked at, or was adopted, for catalogues, assistance in circulation, film booking, reference services, accounting.

The public libraries of Metropolitan Toronto continued their high level of community services. The resulting high profile of this outreach activity has led to community interaction that frequently takes the form of initiation of activities by community groups, rather than by the libraries themselves. Involvement in many special services continued or increased: literacy and adult education; Canadiana; materials and physical facilities for the handicapped; multilingual services and collections, including

languages labs and children's materials; popular materials, such as 8mm sound films, hit records, toys. The individual reports, too, reflect the varied ways in which the area boards make use of special and Wintario grants from the province.

Area chief librarians/directors continued to contribute to the rationalization of public library collections and services in Metropolitan Toronto through meetings of ABC and its committees; one system appointed a Metro Liaison Librarian. ABC also contributed to the functioning of the Network Development Office through their membership in CELPLO (Chief Executives of Large Public Libraries of Ontario), and to the resolution of other problems of large city libraries through participation in meetings of the national group, CALUPL (Council of Administrators of Large Urban Public Libraries).

The Library as host

The Library was, on a regular basis, host to a very large number of library organizations during the year (Directors of Ontario Regional Library Systems, Administrators of Medium Public Libraries of Ontario, County and Regional Municipal Libraries, Ontario Public Librarians Advisory Committee, etc.), and also received a great variety of visitors from Canada, United States and abroad. Groups of trustees, librarians, and architects planning new library buildings in Canada, United States, Mexico, Australia, etc., also came to view the library. I, and other staff, gave "arm-chair" tours to many other groups—Rotary Clubs, historical societies, library schools, the Royal Canadian Institute, the Yonge-Bloor-Bay Association.

I continued as a director of the last-named, and also had the privilege of being the Canadian member on the American Library Association's Committee on Accreditation, which accredits library schools in both the United States and Canada; I served as well on accreditation teams visiting the library schools of the University of Alberta and of Queens College of the City of New York. With the Legislative Librarian and the Director of Libraries, York University, I assisted the Chief Librarian of the University of Toronto in the preparation, on behalf of the Canadian Library Association, of a draft brief to the Special Joint Committee on the Constitution of Canada.

Audio-Visual Services Coordinator

Laura Murray

Metro Equipment Pool. There was an increase in bookings of equipment in 1978 even when compared with the artificially high 1977 bookings figures caused by extended bookings during the move to the new library. Total 1978 bookings were 564 for all equipment including 8mm and 16mm motion picture equipment, screens, slides, overhead and opaque projectors, lighting, audio and visual equipment. These total bookings amount to 4,352 days of use. *Photography Unit.* Projects included orders from over

100 publishers and almost as many writers and educational institutions. An increasing number of orders were also received from TV and film producers (32), theatres (17), other libraries (17) and photographers (8). The unit's overall workload increased by eight per cent over 1977 figures for a total production of 10,100 prints, slides and negatives of which 4,573 were produced for Metro Library and 5,527 for library users.

Technician Services. Virtually all microform and audio-visual equipment repairs in 1978 were performed by AV technicians rather than commercial repair services with resultant savings of \$9,000. The technical staff continued to provide advice and assistance to city and borough library staff when requested.

Projects included: projectionist training for 323 people in 188 classes; equipment repairs, 364, in addition to regular maintenance; 16mm film damage reports, 145; as well as videotaping for cable TV; editing staff training videotapes; audiotaping library seminars and assisting at 8mm animation workshops.

16mm Film Depot. Staff contributed to metro-wide film circulation by sending 54,159 films to the film departments of city and borough libraries, an increase of 27 per cent over the 1977 total of 42,527 films.

Talking Books Service. The talking books collection increased by 450 titles in 1978 bringing the total number of titles available to 1,803. Twenty-nine titles in French were added to the collection. Lack of titles from which to select continues to be a problem. Talking Books circulation in 1978 was 38,193 compared to 29,229 in 1977: 1,927 in East York; 5,316 in Etobicoke; 7,366 in North York; 9,513 in Scarborough; 11,565 in Toronto; and 2,506 in York. Registered users numbered 818 in 1978 compared to 794 in 1977: 75 in East York; 70 in Etobicoke; 193 in North York; 131 in Scarborough; 298 in Toronto; and 51 in York.

Languages Coordinator Leonard Wertheimer

The formation of a Metro Multilingual Operational Group and the anticipated appointment of a Multilingual Services Analyst precluded long-range planning.

The Coordinator participated in meetings of the Metro Multilingual Operational Group (MMOG) assisting with information, mainly historical, and acting as a member of the committee set up to assist the Multilingual Services Analyst. The Coordinator's office provided the analyst with oral information as well as extensive documentation on Metro languages service and developments.

A newsletter, originally called *Hotline on multicultural Metro*, now *LCO newsletter*, was sent at irregular intervals, when material of interest was available, to members of the Group, ABC, DORLS, CELPLO, Metro PR Officers and individual MTL staff members. The quarterly *List of additions* was the subject of several discussions. All systems agreed to prepare their own lists and send to this office for coordina-

tion and press work. At the same time the feasibility of changing over their production from a manual to an automated operation was investigated.

A statement on material and distribution criteria was prepared for ABC, materials supplied to libraries were reported to the Director, and children's book lists in other languages, prepared under the supervision of the Coordinators of Children's Services in Metro Toronto, were distributed to Ontario libraries; and the Coordinator continued to sit on the DORLS Multilingual Services Committee.

Regular contact with the Chief of the Multilingual Biblioservice was maintained. When at the end of the year a cut-back of services was threatened by the National Librarian, several protests were induced by this office. Meanwhile more and more area libraries wished to benefit from the MBS and their requisitions were accordingly conveyed to Ottawa.

A revised edition of *Books in other languages* was prepared during the year and sent to the publishers (CLA) in October. This edition will be co-published by K.G. Saur and accordingly reach a market in the U.S. and Europe.

Publicity constituted a major part of the Coordinator's activities with publicity brochures taken to the Art Gallery of Ontario, Etobicoke P.L., St. Lawrence Centre, the Japanese Cultural Centre, on occasions of meetings, film shows and cultural events. Assistance was given for the *Ady* exhibition, sponsored by the Hungarian Embassy, and to the *Salon du Livre* at Harbourfront.

As guest of the Association de L'Ecole Nationale Supérieure de Bibliothécaires, the Coordinator presented a paper on library services to immigrants, in Paris.

For a seminar organized by the International Youth Library on library services to children of minority groups, held in Frankfurt, he presented a paper on the state of the arts in Canada.

For the INTAMEL conference in Toronto he arranged a panel presentation on multilingual services in Toronto and he attended the CLA conference in Edmonton to promote a project of talking books as normal library material, in preparation for the 1980 conference.

He participated as resource person in the Third Conference of the Canadian Consultative Council on Multiculturalism in Ottawa, and gave a talk on the German book in North America before the Ontario Goethe Society. Invitations to conferences of the Central and East European Studies Association of Canada at Banff, and the Canadian Association for the Advancement of Netherlandic Studies had to be declined, but the requested paper was sent to the latter.

The Coordinator contributed a review of Clough's work *A public library service for ethnic minorities in Great Britain* to the *Journal of librarianship*, was invited to contribute an article to the *ALA encyclopedia of librarianship*, to be

published in Fall 1979, and was appointed guest editor for the Fall 1980 issue of *Library trends*, which will deal with library services to ethno-cultural minorities.

Close and fruitful contact was maintained throughout the year with the Head of the Languages Centre; Judy Price, Metro Liaison Officer, made several visits to gain insight into our language activities; and many persons called either for information or for courtesy visits.

During the year, 1,719 volumes were distributed to area libraries and the Metropolitan Toronto Library: East York 23, Etobicoke 137, Scarborough 212, Toronto Public Library 536, Metropolitan Toronto Library 616, York 195.

Linguaphone sets were distributed as follows: East York 17, North York 31, Scarborough 57, Toronto 2, York 78; total 185.

Personnel Officer William Anthony

The Personnel Office in 1978 was primarily concerned with labour relations matters brought about by budgetary restraints and with management requirements relative to the effective operation of the Library after the move.

The Labour-Management Committee continued to function to assist in mutual understanding of changing work schedules, transfers, flextime and other personnel policies.

After many months of labour contract negotiations, conciliation and mediation with C.U.P.E. Union Locals 1806 (librarians) and 1582 (library assistants), one-year agreements within the 1978 Anti-Inflation Board guidelines were signed by the parties. The Collective Agreement with C.U.P.E. Local 1003 (maintenance employees) was agreed to without conciliation services.

A number of Union grievances were processed and settled through 1978. At year's end, one grievance was at the arbitration stage. The Department of Labour examined seven staff positions to determine their 'employee' status.

Staff Handbook and staff job descriptions were updated early in 1978.

The Ontario Experience '78 program, with a budget of \$64,000, was effectively coordinated by the office staff in May-June and proved most successful. After processing some 1,400 applications, 63 persons were employed by the Metropolitan and area board libraries throughout the summer months.

Overall staff absenteeism and turnover statistics were maintained and analyzed. Final figures show a slight reduction in absenteeism, 3.65 per cent in 1978 as against 3.94 per cent in 1977; staff turnover 12.35 per cent in 1978 compared with 14.01 per cent in 1977.

Comprehensive surveys and studies of sick leave, fringe benefits, job classifications and flexible hour programs within the Metropolitan area were undertaken, analyzed and reported on.

The full-time employment picture reflected 47 new employees hired and 11 promotions, as well as 10 transfers

made within the system during the year. Our part-time employment activity was very brisk, reaching a high of 65 part-time staff. (18 persons were hired for term appointments.)

The Personnel Office staff continued to work in close and cooperative liaison with the area boards, regional libraries, the Corporation of Metropolitan Toronto, universities and community colleges as well as with other recruitment, personnel and labour relations practitioners throughout 1978.

Head of Planning Patricia Zuest

The activities of the Planning Office, initiated in November 1977, gathered momentum in 1978 with the hiring of a Systems Planner, and the start-up of projects such as the feasibility study of a Metro Toronto-wide automated circulation control network, the Ontario-wide Network Development project, Metro-wide investigations of Multilanguages Services, the further investigation of the feasibility of an automated film booking system in the AVS department and an on-line reference retrieval pilot project. As well, staffing requirements throughout the organization were examined. Initial analysis led to subsequent long-term planning for detailed analysis of staff time, productivity and departmental priorities over the next two years.

The Head of Planning worked with the Head and staff of the General Reference department to implement a flextime pilot project, and the original one-month pilot project was extended to three months at the end of which time the flextime program was declared successful. Needs and problems associated with regional coordination were also studied.

The Head of Planning, the Librarian-in-Charge of the Systems Unit, and the Coordinator of AVS worked together on a project to produce catalogues of video materials held in the Metro Toronto area libraries. The Head of Planning gave considerable aid to the Librarian-in-Charge of the Systems Unit in updating price schedules to reflect more accurate cost recovery, analyze staffing problems within the Unit, and determine the resources required to take on a number of new regional library systems as clients for catalogues of periodicals and newspapers, 16mm films, talking books and video materials. The Systems Planner worked on a comprehensive report on the Systems Unit.

The most sizeable major project at the Metro Toronto area level was the feasibility and cost/benefit study of a Metro-wide automated circulation control network, cooperatively funded by MTLB and the city and borough libraries. The final project report was submitted in the Fall. The Head of Planning chaired the project Steering Committee.

Multilanguage services were also seen by the Metro area public libraries to have a high priority in terms of regional

development, and a consultant was hired on a one-year contract commencing November 1, 1978, to examine how to put the Multilanguages Services Policy into operation.

Another major project was the establishment of the Network Development Office. This project received its funding from the 14 regional library systems and a Network Development Manager and Network Systems Manager were hired on a contract for two years. Objectives of the Office were to prepare a network development plan, to revise it in light of changing technical and administrative conditions, to coordinate and provide liaison among Ontario public libraries, to aid in the development of a provincial public library user group, to aid in other projects identified as leading toward implementation of the network, and to determine whether there is a need for such an Office beyond two years. Staff prepared a working paper on the way in which circulation control mini-computer systems could form the basis for immediate action on developing networks among Ontario public libraries. A pilot project was proposed and a host library designated to work in cooperation with other libraries in the immediate geographical surroundings and the regional library system--the Ottawa Public Library and the Eastern Ontario Regional Library System.

The feasibility study of an automated film booking system done by consultants in 1977 was taken further during 1978. Approval, subject to budget restrictions, was obtained for a less expensive alternative than the proposed in-house mini-computer system.

On-line reference retrieval, felt by the MTLB to be a possible logical extension of services, was experimented with during 1978. This service was provided to the public free of charge for four months on a pilot project basis. The Systems Planner worked with subject department staff throughout the planning, implementation and evaluation phases of the pilot project. A regular service on a user-pay basis may be instituted in 1979.

Public Relations Officer Margaret Chartrand

The high visibility of the Metropolitan Toronto Library, and consequently the Library Board, has led to increased activity in the Public Relations Office.

The Library received more and more attention in 1978 as not only library users but the media learned about the special collections and services of public libraries. To increase awareness even further, ABC asked the publicity and programming officers in each system to meet on a regular basis to discuss and plan Metro-wide public relations activities.

In addition, the Public Relations Officer was invited to join a DORLS group responsible for province-wide promotion of public library services.

The *Metropolitan Toronto Library Board News* was re-instated during 1978 after a brief absence caused by the opening of the Metro Library in 1977. It reappeared in a new format under the editorship of Jytte Birnbaum. Publications for the year include *Annual report 1977*, fall and winter editions of the *Continuing education directory*, *Directory of public libraries*, *Guide to the Metropolitan Toronto Library collections and services*, *Guide to periodicals and newspapers*, *16mm film catalogue*, *Talking books catalogue* and supplement, and posters, brochures, press kits, filmographies, the *Telephone directory* and letterhead. The total number of publications for 1978 was 362.

The Public Relations Office has new responsibilities in the exhibits program for the Library as the result of adoption of a comprehensive exhibits policy by the Library Board. Major exhibits were provided by outside organizations and groups, notable among which were photographs of Henri Cartier-Bresson, Polish Week book exhibit, the Great Canadian Art Draw, Ukrainian Book Month exhibits in Languages and Literature, the works of Hungarian writer Endré Ady and Portuguese writer Alexandre Herculano, television designs of Nikolai Soloviov, Patents Week exhibits, and *People of the Last Unknown: Highlanders of Papua, New Guinea*. Exhibits in 1978 totalled 31. The Library Board also participated in MetroShow at the CNE to celebrate the 25th anniversary of the Municipality of Metropolitan Toronto.

Rental of the Library's public meeting rooms accounts for much time and energy. Rentals totalled 554, with library-oriented use being 213 and use by non-library groups amounting to 341.

The staff at the General Inquiry Desk answered 76,291 questions in 1978, received 980 compliments on the Library and its services, and attempted to deal with 180 complaints.

Late in the year the Graphics Unit, formerly with Audio-Visual Services, joined the Office. The Unit produced 1,298 signs for Library use as well as being involved with the publications and exhibits programs.

With automation of the cataloguing, card production in the Press Room continued to decrease in 1978. Total impressions were 1,958,869: 555,550 for stockroom items, 547,300 for catalogue cards, 830,019 for publications (including the printing of the MTLB News formerly done by an outside printer) and 26,000 for catalogue supply cards.

MTLB continued to distribute posters and flyers through the public libraries for cultural and educational organizations--over 365,119 items for 356 organizations.

The MTLB received two major awards in 1978 for its public relations activities: the American Library Association's John Cotton Dana special award for the public relations program on the opening of the Metro Library in 1977, and an honourable mention from the International Association of Business Communicators for the *Guide to the Metropolitan Toronto Library collections and services*.

Systems Unit

Josephine Tsui

Librarian-in-charge

Systems Unit had a busy year with the start of the Videotape catalogue, a new project, and the expansion of existing projects. Twenty requests were made for new catalogues to be produced in 1978 and 1979 from various data bases.

To assess if Systems Unit's services to other institutions are truly recoverable, cost studies were conducted for all projects. As a result, an increase in charges of approximately 45 per cent was recommended, approved by the Board, and accepted by the Unit's customers.

A report, Systems Unit Regional Projects, requesting additional budget and staffing for the new projects, was approved but no changes were made to the staff structure.

The Talking Books project was expanded to a provincial level with the addition of the holdings of Lake Ontario Regional Library System. Catalogues and supplements were also produced for the Metro region.

A video project proposal, prepared in cooperation with the Planning Office and Audio-Visual Services, was approved by DORLS and MTLB. Eight other regions expressed their desire to join the project. Work on the video catalogues commenced in August.

The *Guide to periodicals and newspapers* continued to attract new users. Eastern Ontario and Metro School Board joined the data base in 1978. The seven participating regions and one school board shared a file of over 13,000 records. Five annual catalogues and two supplements were produced from the GPN file for Metro and the other regional library systems.

A total of seven catalogues and five supplements were produced from the 16mm film data base for the eleven participating institutions. The two-volume eighth edition of the Metro film catalogue, containing information on over 8,000 films housed in Metro libraries, was produced and distributed to the area libraries. The catalogue was in such high demand that it was out of print four months after its publication. Towards the end of the year, Lake Ontario added their holdings to the data base while two participating agencies, York Board of Education and North York Board of Education, left the MTLB film project and joined the Ministry of Education film data base.

Fall and winter catalogues were produced from the Continuing Education Directory file. UTLAS has informed MTLB that they will no longer be able to produce catalogue runs of this project and advised MTLB to transfer the software and future operation to another service bureau.

The J. Roby Kidd medal was presented to MTLB by The Ontario Institute for Studies in Education in recognition of the Board's "provision of one essential key to learning" for more than a decade, the *Continuing Education Directory*.

Thanks

As usual, thanks are due so many persons that it is

invidious to single any of them out. But we continued to have good relationships with and to be strongly supported by, our colleagues in the Metro departments, and ABC and MACAV particularly contributed to the cooperative and coordinated activities of the region. I remain indebted to the MTLB for their interest and concern and to the members of SAM (Senior Administration Meeting) for their input and advice; to the regional staff for their patience and dedication in a situation scarcely characterized by calm and serenity; and to the department heads for their support of administration, not least through the submission of many excellent, conscientious reports. We are grateful to Pat Zuest as Head of Planning, who, with her Systems Planner and Network Development Office staff, made a tremendous contribution to planning on many levels. I add special thanks to my Administrative Assistant, Carol Rivers, who made many of the arrangements that enabled Metro's seven boards to host a successful meeting of the International Association of Metropolitan City Libraries in Toronto, Montreal and Ottawa. I thank Marg Chartrand for the excellent PR work that brought the board a number of awards.

Good-byes

We said good-bye during the year to the Board's second employee, my personal secretary, Charlotte Chic, who served the Board faithfully almost from its institution; I must thank the regional secretary, Galina Vinokouff, who carried on valiantly during the period when Mrs. Chic was not replaced. We also said good-bye to Bert Rajaram whose good humor and financial sense helped us through the past seven years.

We welcomed, late in the year, Les Fowlie, as new Chief Librarian of the Toronto Public Library, and said good-bye to Harry Campbell, who resigned as Toronto's chief. Harry was, and is, one of Canada's most original, energetic, and productive librarians, and we are happy that he is still in our midst as a consultant and as our best-known international library representative.

A great loss was sustained by the whole Metro library community when Ted Rutter, Assistant Librarian, Operations Support at TPL, died suddenly. He was much loved and respected for his many human and professional qualities, and he is greatly missed by all who knew and worked with him.

The Chairman has paid tribute to True Davidson, a steadfast friend of the Library from the day she sat on the Board for Metro Chairman Ab Campbell. Like the MTLB Chairman, I must acknowledge as a special friend and advisor, Tom Goudge, who guided the Library Board and its staff through its first decade. I am personally grateful, beyond measure, for his unremitting, conscientious, shrewd and considerate support during the years when the Board sought to work out its role and fought to provide adequate space and staff for the collections with which it had been entrusted. He is much

missed by staff, as well as Board, but we are sure that his "retirement" will continue to be marked by unselfish service to the Metro community.

John T. Parkhill
Director



report of the head of the library

Metropolitan Toronto Library

Head: Margery Allen

Assistant Heads: Mary McMahon, Alan Suddon

Collections Librarian: Margaret Gardner

Departmental Liaison Librarian: Joyce Watson

Collections and Use of Materials: see Metropolitan Toronto Library Board Statistics

1978 was a year of mental and physical adjustments. Although alerted to the success of the new building by the streams of people during the last two months of 1977, staff had constant hope that each new day, week or month would bring relief and that some familiar levels and patterns of use would eventually appear. Statistics of use were ample evidence that the public welcomed the improved accessibility of the collections in their re-location and valued their availability in a reference mode. The high volume of users however produced inevitable deterioration in service and mounting stresses in a staff conditioned to working in depth with more effective utilization of both intellectual and material resources. An unexpected influx of elementary and junior high school students, particularly noticeable during weekends and after school hours, has alienated some more mature readers and frustrated both staff and students seeking suitable study materials from collections developed for the use of the informed layman or researcher. As the Library completed its third year without additional full-time staff, only staff and the public who experienced the quality of attention and service given in the old buildings seemed aware of the change from excellence to equity.

With Municipal Reference Library at City Hall being now the sole area off the premises, departments share similar alternatives in adapting to the new environment. Accustomed in the old buildings to known formal and informal channels of communication and workflow, Department Heads faced the need to operate more inter-dependently, to recognize and eliminate procedural inconsistencies and to focus on new priorities for services rather than on inherited tradition. The department summaries that follow reflect activities, not the substantial amount of time devoted to solving library-wide concerns. Among innumerable issues that surfaced during the year were methods of retrieving and reshelving materials, increased mutilation of books and periodicals, flexible hours, security, telephones, contingency measures for the TTC strike, copyright, photocopying, personnel procedures, staff training, use of part-time staff, Wintario grants, and budgets. The Assistant Heads of the Library again contributed diplomacy and good humour to mediating heated discussions and relating proposed action to effects on public service.

The Board approved the interim policy on interlibrary loan adopted in May 1977 and the 1977 revision of the CLA Interlibrary Loan Code. Charges for interloan books and

for photocopies were continued for libraries other than public libraries in Ontario.

Two landmark decisions affecting public service departments were made by the Board: to install our first coin-operated photocopiers and to reduce the number of services available to the public during the Sunday afternoons from October 15 to the end of April when the Library is open. Each reduced some of the pressures on staff.

A regional resource in itself, the Library also expanded its regional contacts with the City and Borough public library systems. North York Public Library took the initiative in appointing a liaison librarian, Judy Price, to explore areas of cooperation. Successful completion of the pilot project undertaken by Municipal Reference Library to assist NYPL in setting up a similar municipal reference service has led to continuing mutually advantageous communication. A month-long working experience in the Business Department by the NYPL Coordinator of Information Services, Pat Jenkins, laid the groundwork for brief trips by MTLB staff to NYPL to prepare for continuing interchange of staff when conditions permit.

Ongoing participation by the Heads of Bibliographic Centre and Interloan, Cataloguing Department and Languages Centre in Metro-wide ABC committees on inter-library loan, technical services and languages operations encouraged a broad exchange of information and ideas for both short-term and long-range improvements in each area. These mini-networks give participants direct contact with their counterparts and opportunities to solve problems before they become crises at an administrative or policy level.

Collections Librarian Margaret Gardner continued preparation of collections policies for Board approval, undertook to consolidate second-hand dealers' general catalogues for consultation in her area and participated in a tour of librarians to China in October. Departmental Liaison Librarian Joyce Watson spent much time in sorting documents related to the move for housing with other MTLB papers in Canadian History and on completing furniture and equipment inventories for the departments. Added equipment requested in 1977 and other priority requirements purchased from capital funds were followed up to ensure satisfactory receipt. Moves and re-location of signs, plants, furniture and miscellaneous items were daily work orders to be coordinated with the Facilities Manager. Timely assistance from AVS, the Graphics Unit and Maintenance staff was sincerely appreciated throughout the year. Stock Room was very helpful in acquiring or storing supplies to meet increased needs.

The Newspaper Unit, split between microforms on the third floor and current general papers at ground level, did yeoman service in both areas. Special mention should also be made of the heavy use of newspapers in other languages in the Languages Centre, of local

community newspapers at the Municipal Reference Library, and of business dailies and weeklies in the Business Department.

A Wintario grant was responsible for funding the micro-filming of the MTL (TPL) scrapbooks of newspaper clippings dating in some cases from the 1880's to post-1945, so that the information arranged by subject is once again available to researchers. It also covered the microfilming of the Canadian Catalogue in the Bibliographic Centre, a fifty-year compilation on cards of information on Canadian books, authors and publishers. Both projects required substantial staff time and effort to monitor and complete and again the Departmental Liaison Librarian was heavily involved.

Participation in the pilot project on use of computerized bibliographic search services provided excellent experience for several librarians in Business, Social Sciences and Science & Technology Departments but also added pressures on other staff in those departments.

Strikes by workers in the Post Office and TTC being short-lived were less of a problem than gauging expenditure of the materials budget as librarians were caught between heavy need for their services to the public and equally pressing need for selection to be done before book prices rose still higher and the Canadian dollar sank still further. Multi-year periodical subscriptions together with adherence to near zero increase in their numbers have reduced the expense and hazard of uncontrolled growth. Some departments are experimenting with purchase of periodicals on microfilm as an alternative to annual binding. Binding under Madeline Lewis again sent about 8,000 books and 5,000 periodicals to commercial binderies, however. Gifts and Exchanges received about 121,000 items (81,000 in 1977) of which 83,000 were unsolicited donations, and added more than 36,000 to Library collections as well as 5,500 to City and Borough systems. Some 110,000 items were disposed of, compared to 70,500 in 1977. Gifts were most welcome as a supplement to our materials budget and great care was taken by Joan Wright to ensure that donations found an appropriate home. Restoration Laboratory under Kathryn Cronan completed close to 2,200 items for the Library and the Osborne Collection at TPL, and advised Municipal Reference Library on the best action to be taken when a sprinkler head failed in MRL stacks at City Hall.

The two Library Office staff typed 1,184 letters for departments and about 1,400 cards for the Canadian History picture catalogue as well as handling routines such as telephone calls, schedules, statistics, filing, lists for Gifts and Exchanges, and numerous memos from me, speedily and effectively.

To the Head of Planning, Pat Zuest, and the Systems Planner, Margaret McGrory, I extend a special word of appreciation for their first year's contribution to moving us forward in several areas that remained dormant until their

appointments. For their constant support and encouragement, I again thank the Board, the Director and the Secretary-Treasurer. And to all the staff I offer my gratitude for their dedication and commitment to maintaining a high level of service and for their stamina and equanimity during a turbulent and tiring year.

Bibliographic Centre & Interloan

Head: Robert H.S. Yu

Staff: 27 (3 librarians)

Collections: 4,258 books and bound periodicals; 2,612,592 author-title cards in the Union Catalogue

Inquiries: Telephone, 44,697; Telex, incoming, 2,818 (6,086 queries), outgoing, 1,106 (2,212 queries); Teletype, 21,710; Mail, 62; Desk, 40,284

Cards filed: 204,972

Interloan: Requests, 12,359; Requests filled, 8,214

Requested for MTL users, 579; Requests filled for MTL users, 416

During our first full year of operation in the new building, it was hoped that initial public curiosity would soon be over and that workflow would level off. However, statistics show a continuous increase in every aspect of the operations, not only in telephone, desk, user count, but also in cards filed in the Union Catalogues.

The Head participated in meetings of the Metro Task Force on Interlibrary Loan and assisted in developing coordinated ILL procedures for the seven public library systems in Metro, a major aid to the interloan network. Interloan also supplied more than 75 per cent of the 6,700 City and Borough book requests, with more than half of them provided by the Languages Centre. Increasing familiarity with the building has speeded the process for Interloan staff who now do most of the retrieval for requests.

In 1978, the filming of the Canadian Catalogue was completed with a Wintario grant, in a set of 1,374 microfiche, resulting in some changes of format in the card catalogue. Copies have been made for distribution to the City and the Borough systems.

Business Department

Head: Patricia Dye

Staff: 14 (6 librarians)

Collections: 67,396 books and bound periodicals;

5,060 corporation file folders; 1,964 vertical file folders; 96,032 microforms

Materials used in Library: 237,630 (1978); 63,326 (1969)

Desk questions: 66,042 (1978); 6,480 (1970)

Telephone questions: 24,667 (1978); 11,269 (1970)

Attention during the year was focussed on meeting increased public reference needs, both by retrieving information and by helping to orient users to their new surroundings, a pleasant duty as it is clear that the public

enjoy the department and find it conducive to study.

The changing economic scene with its greatly increasing prices and weakening exchange rates, was accommodated in two ways: further major cancellations, and more cooperation with other resource institutions that may more appropriately meet a user's need. Two examples of the latter were attendance at an information update on Statistics Canada, and the sponsoring of a workshop on industrial relations.

Two major projects were carried out in the Fall: participation in the computerized bibliographic search service pilot project, and an exchange with North York to identify areas of mutual interest and possible cooperation. Again, these projects contributed to identification of appropriate resources.

Although it was a very busy year, staff produced two book guides, *Canada's energy resources* and *Economic forecasts and business trends*.

Important acquisitions:

Metropolitan Board of Trade. *Reports, 1850-1955*. (micro-film)

Canadian History Department

Head: Edith Firth

Staff: 12 (6 librarians)

Collections: 41,242 books and bound periodicals; 7,028 broadsides, posters, etc.; 223.66 linear shelf metres of manuscripts; 453 maps and plans; 5,281 microforms; 3,843 bound newspapers; 64,015 pictures; 733 vertical file folders

Materials used in Library: 150,680 (1978); 54,177 (1969)

The Canadian History Department's first full year of operation in the new building was both exciting and disturbing. It was exciting because of the tremendous increase in public use, the great variety of readers' interests, and probably because new problems are at first intriguing. Serious research in Canadian history continued to expand; more readers than ever used the rare *Canadians* in the Baldwin Room, while generous donors gave exciting additions to the collections. It was also a disturbing year, because so many of the new users of the general Canadian history collections were elementary or secondary school students, whose needs could be better satisfied in other libraries. It was disturbing too, that in times of inflation and the faltering dollar, many of the books most in demand for school assignments were literally falling apart by the end of the year and that there was no additional staff to cope with the greatly increased assistance required by the school students, and the vastly increased usage of the collections generally.

Important acquisitions:

(Sir William Vaughan). *The Golden Fleece Divided into*

three Parts, Under which are discovered the Errours of Religion, the Vices and Decayes of the Kingdome, and lastly the wayes to get wealth, and to restore Trading so much complayned of. Transported from Cambrioll Colchos, out of the Southermost Part of the Iland, commonly called the Newfoundland, By Orpheus Junior, For the generall and perpetuall Good of Great Britaine. London, 1626.

"Great Britain and her colonies...pictorially illustrated by the Sims Richards Family." Large coloured poster advertising concerts by Samuel Richardson and his four daughters in Ontario cities 1891-94. Gift of Miss Charlotte E. Dill.

17 drawings by F.H. Brigden of scenes and people in the Toronto area in the 1890's. Gift of Dr.T.F. Nicholson to the Ontario Heritage Foundation.

Manuscripts of several women: diary (1886-1888) of Emma Laflamme, a storekeeper's daughter when possibilities for women were limited (Gift of Mrs. H. Cowan); papers of an early social worker, Mrs.Ethel Parker (1890-1977), concerning the development of the settlement movement (Gift of Mrs.Marion Ort-Parker); papers relating to the work of one of Canada's foremost stained glass artists, Yvonne Williams (Gift of Miss Williams).

Fine Art Department

Head: Alan Suddon

Staff: 11 (4 librarians)

Collections: 41,835 books and bound periodicals; 5,160 broadsides, posters, etc.; 6,118 vertical file folders; 92,545 reference pictures; 557,911 circulating pictures; 2,983 microforms

Materials used in Library: 206,575 (1978); 93,185 (1969)

Pictures [clippings] circulated: 89,850

Statistics of users and material used continued at the high level of the opening months in 1977.

The design of the building and the new type of user it has attracted make it difficult to maintain an atmosphere conducive to study and research. Student users from public school to college level make up a much higher number of users than in the old building and also account for our increasing problems in serving users who require to use the collection in depth. The physical deterioration of the collection has accelerated because of increased use, coin-operated photocopying, and the decreasing ability of staff to supervise use of material.

The Picture Collection continues to attract users at a professional level. The Special Collections Room has been opened an additional four hours per week since August.

Important acquisitions:

Godey's lady's book. vol.1, July 1830 - vol.137, August 1898. (22 microfilm reels)

Catalog of the Avery Memorial Architectural Library of
Columbia University. G.K. Hall. 22 vols.

General Reference Department

Head: Anne Mack

Staff: 11 (3 librarians); 10 Stacks staff

Collections: 22,918 books and bound periodicals;

549 current periodicals and serials received; 1,388 micro-
forms; 1,489 vertical file folders; 23 bound newspapers;
8 current newspapers received

Materials used in Library: 148,597 (1978); 77,307 (1969)

Desk questions: 138,191 (1978); 15,738 (1969)

The year proved to be a successful one, at least outwardly, for the department assisted 77,646 users, answered 42,338 telephone questions and 138,191 desk questions. Behind the scenes the department struggled to overcome difficulties which arose partly from unexpected illness, partly from the effect of a changing environment which imposed new routines.

Collection consolidation continued: well over 800 journalism books and periodicals were transferred to the Literature Department. 193 titles in library science were added as compared with 256 titles in 1977.

The rate of periodicals use continued to climb. Social attitudes, economic conditions, postal delays and circumstances beyond the department's control made it very difficult to maintain unbroken runs. The department completed its runs of microfilm of the most heavily used periodicals: *Life*, *Newsweek*, *New republic*, *New statesman*, and *Saturday night*.

Great progress was made in filling gaps, primarily with the help of Gifts and Exchanges, and in clearing a huge binding backlog.

The Stacks staff reshelfed 190,000 books, periodicals, etc. in closed stacks making a total of 667,170 items reshelfed since the Stacks staff was established in 1973.

The staff effort aided by the presence of four part-time assistants (from mid-year onward) enabled General Reference to provide a good service throughout the year to the steadily increasing volume of users.

History Department

Head: Michael Pearson

Staff: 13 (5 librarians)

Collections: 123,582 books and bound periodicals; 34,114 maps and plans; 5,015 microforms; 364 records and tapes; 1,201 vertical file folders

Materials used in Library: 177,106 (1978); 90,350 (1969)

Telephone questions: 13,332 (1978); 6,208 (1969)

Desk questions: 38,010 (1978); 12,245 (1969)

The staff spent an extremely busy year. With the assistance of an Experience '78 person and the active cooperation of

the Stacks staff, several widely dispersed collections totalling over 18,000 volumes were integrated into the main stack sequence making for quicker retrieval and better maintenance. In the public area access to the periodical shelving and the AV equipment was improved by a change in the furniture layout. For her field work assignment a student at the Faculty of Library Science made a useful comparative analysis of the department's genealogy collection. This was done in conjunction with an increase in collection building in the subjects of genealogy and heraldry in response to the enormous rise in public interest in family history. The department's work in this area was also assisted by a Wintario grant for the acquisition of works in languages other than English. The department mainly used it to expand European source materials in genealogy.

Important acquisitions:

The history and antiquities of the town and county of the Town of Newcastle upon Tyne, 1789, by John Brand. Gift of Dr. and Mrs. Leon B. Leppard.

Collection of several hundred volumes of travel literature accumulated by the donor's family. Gift of Mr. Harry Sutherland, Q.C.

City directories of the United States through 1860. 6,292 microfiche. Contains almost every directory published in the U.S. to 1860.

American Indian ethnohistory series. 118 volumes. A reprint of the U.S. Lands Claims Commission's Reports containing a wealth of historical and ethnographic information on over a hundred tribes.

Annuaire de l'état militaire de France (title varies), issued by the Ministère de la Guerre, Paris. The complete set, 1819-1870.

Languages Centre

Head: Barbara Günther

Staff: 20 (5 librarians)

Collections: 128,286 books and bound periodicals in more than 70 languages (including 3,635 reference books); 6,072 records, tapes and cassettes; 187 vertical file folders

Materials used in Library: 163,545 (1978); 13,902 (1969)

Book circulation: 89,654 (1978); 36,689 (1969)

Record circulation: 2,240 (1978)

Interloan requests received: 4,603 (1978)

Interloan requests filled: 3,584 (1978)

1978 was a year of consolidation in the new building, of coping with increased user demands, some rationalization of procedures and collection analyses, a good deal of public relations work, implementation of some and planning for more access points to our collections, considerable collection growth and planning our future.

Circulation figures are quite high, with Japanese in the lead, followed by several other Asian languages. Tours

continued to be popular. In-house use of the collection has overtaken and surpassed previous high levels, with newspapers and periodicals showing the highest item count, followed by audio materials. To the latter, most African languages were added last year.

Thanks to a Wintario grant our reference book collection has grown in depth. Orders were placed for valuable reference books in Japanese, Portuguese, French, and North American Indian languages, with additional retrospective buying in Chinese, Korean, Ukrainian, several Indic languages, Russian, and Polish.

Considerable work was done in promoting our services through press articles, radio talks, participation in exhibits as well as three small publications: *Books by and about Endré Ady*, *German Canadiana*, and *Collection canadienne française - livres pour enfants*.

Literature Department

Head: Mary McMahon

Staff: 14 (7 librarians)

Collections: 126,133 books and bound periodicals; 32 films; 2,995 microforms; 970 records and tapes; 3,026 vertical file folders

Materials used in Library: 186,757 (1978); 72,714 (1969)

Telephone questions: 12,912 (1978); 2,995 (1969)

Desk questions: 43,768 (1978); 13,593 (1969)

The new building did not provide the Literature Department with the substantial increase in space for open shelf material so valued in most other departments. This resulted in serious shelving problems that became apparent before the first year was half over. The situation was further complicated by the addition of the small but important journalism collection transferred from General Reference. The scarcity of Canadian material in this field has made it a particular challenge to the ingenuity of a staff who were already burdened with the vastly increased workload represented by the statistics shown above.

The Arthur Conan Doyle Room still captivates visitors from all over the continent. Materials from the collection were lent to the Toronto Arts Production for a display held at the St. Lawrence Centre during the run of a Canadian play, *The incredible murder of Cardinal Tosca*, featuring Sherlock Holmes as the hero.

Important acquisitions:

Murder at the Baskervilles. (Motion picture) Twickenham Film Studios, 1936. Released by Astor, 1937.

Dictionary catalog of the Harris collection of American poetry and plays, Brown University Library, Providence, Rhode Island. Boston: G.K. Hall, 1972. 13 volumes.

Municipal Reference Library

Head: Margot Hewings

Staff: 10 (4 librarians)

Collections: 47,366 books and bound periodicals; 347 broadsides; 1,822 maps and plans; 39,715 microforms; 180 bound newspapers; 288 pictures; 39 cassettes; 1,705 slides; 840 vertical file folders

Materials used in Library: 119,602 (1978); 99,377 (1969)

Telephone questions: 16,685 (1978); 5,211 (1969)

Desk questions: 45,462 (1978); 6,132 (1969)

Gifts received directly in department: 1,568; retained, 474

In 1978 the department concentrated on assessing the collections to improve access and use, on drafting and refining a collection policy statement in a new format, and on improving reference service for users.

A library school student was hired for the summer from the part-time budget to help the librarians in behind-the-scenes jobs and to plan a mini-inventory.

Most pre-1970 MRL magazines were moved to the main MTL stacks to provide much needed space. Older material in MRL stacks is also being examined carefully with a view to transferring duplicate copies and preserving older parts of the collection by binding or other means. Retrospective magazines were analyzed for integration into the collection. Material pertaining to the 1978 municipal elections in Metropolitan Toronto was acquired and is being processed. The decision was made to integrate pamphlets with vertical files of newspaper clippings and no longer to catalogue pamphlet material using the Glidden classification scheme. The map collection was expanded, particularly in the area of urban transportation.

Workshops organized by staff on maps, Library of Congress subject headings, municipal election material, 1971 Census and other government documents, pamphlet files, and periodical indexes and abstracts, helped other staff members to answer reference questions.

Contacts were made or developed with Metro Toronto and borough departments in an effort to acquire, update, and expand material from these sources, and inform them of the collection and services of the Library.

The impact of the move of the majority of current newspapers to the new building is shown in a decrease of about one-third from 1977 figures for materials used in the Library.

Music Department

Head: Isabel Rose

Staff: 11 (3 librarians)

Collections: 15,161 books and bound periodicals; 30,818 scores; 341 microforms; 11,275 recordings; 12,878 concert programs; 7,911 vertical file folders

Materials used in Library: 143,602 (1978); 27,959 (1969)

Circulation [scores and chamber ensembles]: 13,872

"Discovery" was the word in 1978 as a growing number of people "found" the department and as staff observed changing patterns of use. Discovery focussed on the audio

area where use of the record collection continued to soar. A new segment of the public discovered that jazz and Canadian popular music were developing strengths as collections. Heavy use of the facility reinforced awareness of severe limitations of space in the area. Our magazines were so popular that loss and mutilation necessitated their move to the controlled near-stack area. Users discovered the availability of our collected editions of composers' works and utilized them for both study and listening purposes.

A stable and hardworking staff enabled us to tackle or make headway with a number of projects: indexing the Toronto concert programs, adding to the Canadian and historical sheet music collections, examining and adding substantially to the holdings of wind and guitar music, general progress in renewing the score and chamber music collections.

The department was visited by a variety of groups from both inside and outside Metro (library students from SUNY at Geneseo, N.Y.; Metro Secondary School Music Coordinators; the New York Ontario Chapter of MLA), while staff from a number of educational and social service centres consulted with us on the techniques of handling music collections. As well, department librarians participated in CLA and CAML workshops and took positions on the CAML executive.

Important acquisitions:

The recorded anthology of American music. (A series of 100 records tracing the social and cultural history of the U.S. through its music--an American Bicentennial project produced by New World Records.)

Down beat. On microfilm (the available run from vol.4, 1937 - vol.44, 1977).

Science & Technology Department

Head: Shirley Beuttenmiller (from March)

Librarian-in-charge: Grace Kopec (to March)

Staff: 17 (7 librarians)

Collections: 112,754 books and bound periodicals; 5,802 patent volumes; 3,772 maps; 4,138 microforms; 6,978 vertical file folders; 60 records, tapes and cassettes; 2 chess sets

Materials used in Library: 370,809 (1978); 100,817 (1969)

Telephone questions: 20,903 (1978); 8,097 (1969)

Desk questions: 117,847 (1978); 17,806 (1969)

The year 1978 continued to be a period of adjustment to the new building and coping with the increased use of the collection. A very successful patent week was held in February with a representative from the Patent Office in Ottawa available for consultation and to conduct workshops. There is continued demand for assistance in this area. Work continued on integration of sports material. A wealth of biographical information on Canadian sports

personalities was made available through the newspaper clipping files. The department was involved in the computerized bibliographic search service project.

Important acquisitions:

A historical collection of books on checkers, dating from 1880 - 1950, in 120 volumes.

Social Sciences Department

Head: Abdus Salam

Staff: 16 (7 librarians)

Collections: 168,107 books and bound periodicals; 8,772 microforms; 628 records, tapes and cassettes; 1,860 vertical file folders

Materials used in Library: 339,943 (1978); 89,758 (1969)

Telephone questions: 10,570 (1978); 883 (1969)

Desk questions: 71,300 (1978); 3,930 (1969)

1978 was a year of tremendous activity. A nearly tripled use of resources and services required constant efforts to increase the effectiveness of both the collection and staff. A new acquisition policy that reflected the present collection and new user demands was drafted. The career file was weeded and the amount of Canadian material increased. Work on a special index to this file however was slowed due to shortage of staff time. The university and college calendar collection was very heavily used throughout the year. The department participated in the computerized bibliographic search service pilot project. In December, librarians provided an intensive training program for all new staff members in the operation of the Library and the department. The department was requested by the Canadian Law Information Council to evaluate a new subject index to the *Revised statutes of Newfoundland 1970*. The department has resumed publication of its *Selected list of new titles*. Staff participated in a number of social sciences conferences and workshops. The department also organized several displays throughout the year on various social science themes. A library science student from the University of Toronto participated in a three-week directed field work project in the department.

Important acquisitions:

Canada. Commission of Inquiry concerning certain activities of the Royal Canadian Mounted Police.

Proceedings. Quebec, etc., Boisjoly, etc., vol.1, 1977 - Canada. Parliament. House of Commons. *Unprinted sessional papers, 1916-1959.* (microfilm) Toronto: Micromedia Ltd.

Canada. Federal-Provincial Conferences of First Ministers, 1887-1976. *Documents.* (microfiche) Toronto: Micromedia Ltd.

Women's History Research Center, Inc. *Women and law, 1968-74.* (All sections, excluding 'employment'.) (microfilm) Berkeley: Women's History Research Center, Inc.

Theatre Department

Head: Heather McCallum

Staff: 7 (3 librarians)

Collections: 26,674 books and bound periodicals;

21,220 theatre programs, playbills and posters; 69.61

linear shelf metres of manuscripts; 371 microforms;

50,645 photographs; 1,424 engravings; 1,568 original stage designs; 1,002 records, tapes and cassettes;

2,421 slides; 906 vertical file folders

Materials used in Library: 98,394 (1978); 47,188 (1969)

During the first complete year of operation in the new building, the volume and variety of use of the collection exceeded the predictions expressed in the opening months. Use of the extensive newspaper and program files for Canadian theatre companies has increased as secondary school and university courses continue to explore Canadian theatre history. Cooperation with other institutions across Canada continued; throughout the year research assistance was given to the Shaw Festival, Stratford Festival, Ontario Arts Council, Oxford University Press, Touring Office of the Canada Council and Theatre Ontario, among others.

A presentation album of photographs of members of the E.A. McDowell touring company (1875) was the single most important Canadian item added to the collection. Gifts included the papers of John Fraser, Toronto theatre and dance critic; photographs, sheet music, newspaper clippings and scripts for the Dumbells troupe, received from the estate of the last original member; additional photographs, correspondence and financial papers relating to the Crest Theatre, Toronto. The department continued to add 19th and 20th century Canadian theatre programs, principally by gift. A substantial number of original Canadian stage designs was added to the collection during the year, some of them gifts of the designers and of collectors. They included the work of Desmond Heeley, Leslie Hurry, Michael Annals, Mary Kerr, John Pennoyer, Alan Barlow, Robert Prévost and Annena Stubbs for Stratford Festival productions. In addition, designs from Jack King, Olga and Antonin Dimitrov, Maxine Graham, Ed Kotanen and Michael Eagan represented their work in Toronto and in regional theatres across the country, as well as for the National Ballet of Canada.

TECHNICAL SERVICES

Statistics

Orders typed and placed: 32,048 (1978); 30,414 (1977)

Titles catalogued [all media]: 38,637 (1978); 35,587 (1977)

Volumes catalogued: 50,080 (1978)

Card production: 865,487 (1978); 746,029 (1977)

Volumes finished: 62,598 (1978); 58,861 (1977)

Government publications and depository checklists processed: 10,419 (1978); 8,929 (1977)

Cataloguing Department

Head: Grace Bulaong

Staff: 43 (14 librarians)

In 1978 Cataloguing Department successfully completed its second full year of automation. While some special programming or changes were requested, they did not affect the automated system. At the end of the year, about 43,000 records were on file, including the 15,000 in the database in 1977. The overall effect of automation on Cataloguing production was analyzed and justified on the basis of its long-term benefits and potential for use in other areas beyond cataloguing. Much information is now embedded in the records, which takes more time in cataloguing but which can be used for public reference service.

Sharing agreements were drawn up with many libraries using the UTLAS system, including those from Ontario, British Columbia, Alberta, and Quebec. The uniqueness of the Metropolitan Toronto Library collection with its many categories of materials not processed by other libraries, precludes normal expectations of help from file-sharing.

The department held demonstrations on automation for more than half of the library staff to show the impact of automation in cataloguing on other areas of the Library. The effect of major cataloguing changes in 1981 was pointed out and a 1981 Committee was established to help in planning.

As the automated system stabilized, Cataloguing concentrated on finding solutions to the backlog and on instituting further measures to increase production. Some of them were successful to the extent of about 3,000 more catalogued titles for the year. Among other changes were further delegation of duties, streamlining of procedures and launching of pilot projects on better use of the automated system.

Partly as a measure to help with the backlog and promote greater efficiency, reorganization was done to consolidate special areas into four major groups.

As a member of the Metropolitan Toronto Technical Services Committee, we cooperated regionally in setting up bibliographic standards for serial and audio-visual formats. Provincially we participated in the DORLS Multilingual Services and DORLS Technical Services Committee, as well as acting as an observer in UNICAT/TELECAT.

Order Department

Head: Jane Harvey

Staff: 19

Order Department ended 1978 relatively well, all things considered. Unhappily, ordering was concentrated in the last six months of the year, resulting in heavy receiving towards the end of that period. This imbalance combined with the release of a large portion of Cataloguing's backlog, put great pressure on the Finishing Unit. Staffing

problems further complicated matters for the Unit, but their statistics rose by about 4,000 over 1977.

Serials Unit had an excellent year, and although Order Unit suffered from vacancies, they too did extremely well.

I would like to thank my staff for their patience and co-operation in a year that was often trying and demanding.

Margery Allen
Head, Metropolitan Toronto Library



statistics

For additional statistics see report of the director

MATERIALS USED IN THE LIBRARY				COLLECTIONS			
	1978	1977*	1969		1978	1977	1969
Books	1,372,303	736,749	484,963	Books	883,064	841,547	527,380
Periodicals	443,043	252,741	125,512	Bound Periodicals	113,315	104,205	43,606
Current Data Files	118,175	72,383	41,123	Films	6,491	6,332	2,487
Newspapers	236,999	195,743	77,345	Pictures and Slides	770,913	721,018	417,879
Microfiche	10,539	6,667	-	Records, Tapes, Cassettes (languages, spoken word and music)	20,732	18,556	9,540
Microfilms	74,887	41,168	16,716	Broadsides, Posters, Programs	46,721	44,515	5,298
Maps and Plans	21,714	16,681	7,266	Manuscripts	see below	see below	33,738
Manuscripts	16,816	17,125	4,452	Maps and Plans	40,172	38,113	15,290
Picture Files	84,900	52,382	46,580	Microforms	185,902	157,596	6,645
Records, Tapes, Cassettes, Films	129,240	46,489	23,901	Newspapers (bound)	4,075	4,027	3,457
				Current Data Files	38,278	36,171	no count
TOTAL	2,508,616	1,438,128	827,858	TOTAL	2,109,663	1,972,080	1,065,320
Telephone				Manuscripts	293.4244m	277.1324m	
Questions	255,833	203,350	147,346				
Desk Questions	794,758	400,839	154,093				
Teletype Inquiries							
Bibliographic Centre	21,710	19,822	10,260				
AV Services	79,684	67,413	3,837				
Count of Users	1,445,315	587,910	599,053				
Interlibrary Loan							
Requested from MTL	12,359	11,027	11,543				
Loaned/copied by MTL	8,214	6,552	9,333				
Requested for MTL Users	579	276	592				
Loaned/copied for MTL Users	416	192	493				
CIRCULATION			1978	CIRCULATION		1977*	1969
Books (Languages Centre)			89,654	Books		66,290	369,867
Scores (Music)			13,872	Films (AVS)		44,249	33,062
Picture Clippings (Fine Art)			89,850	Pictures		57,188	60,033
Records (Languages Centre)			2,240	Records		17,812	32,764
TOTAL			195,616	TOTAL		185,539	495,726

*Closed July 21 or 25 to October 24, except for
Municipal Reference Library

*No circulation from July 25 to October 24. After October
24 Music Department circulated scores only.

receipts & expenditures

REVENUE	1978	1977	EXPENDITURES	1978	1977
Municipal Contributions	10,123,153	8,506,256	<i>Salaries</i>		
Province of Ontario Grants:			Salaries and wages		
General Legislative	1,306,063	1,309,729	- Library	4,566,675	4,244,043
Special Grants	366,144	269,023	- Maintenance	246,236	159,057
Other:			Fringe Benefits	709,246	538,607
1. Library service sold to				<u>5,522,157</u>	<u>4,941,707</u>
other library boards	47,181	27,348	<i>Materials, Supplies and</i>		
2. Other income	182,355	115,631	Utilities		
			Books	590,621	529,083
			Periodicals and newspapers	203,515	198,704
			Non-print materials	268,881	258,667
			Utilities	232,107	153,634
			Other supplies	268,478	181,811
				<u>1,563,602</u>	<u>1,321,899</u>
			<i>Services and Rents</i>		
			Rents	139,348	256,669
			Services	<u>1,107,565</u>	<u>945,333</u>
				<u>1,246,913</u>	<u>1,202,002</u>
			Total Operating Expenditure	8,332,672	7,465,608
			Special Provincial Projects	366,144	269,023
			Principal payments on		
			long-term debt	839,461	544,767
			Interest charges on		
			long-term debt	2,474,706	1,919,474
			Capital expenditure out of		
			current revenue	1,913	19,115
			Transfer to reserve fund	10,000	10,000
TOTAL	12,024,896	10,227,987	TOTAL	12,024,896	10,227,987

Toronto - April 10, 1979
 Subject to completion of audit by the
 Metropolitan Auditor.

Anthony H. Winfield, F.C.G.A.
 Secretary-Treasurer

public libraries of metropolitan toronto

East York Public Library

Population: 102,423

Library Outlets: Administrative offices, 4 branches, 1 book room, 4 deposit collections

Staff: 122 (21 librarians); includes 86 part-time (4 librarians)

Collection: 215,355 books; 1,044 films; 9,444 records, tapes and cassettes; 1,739 talking books; 1,192 microfilm rolls and microfiche; 597 art prints

Circulation: 715,785 books and periodicals; 15,669 films; 25,231 records, tapes and cassettes; 1,927 talking books; 1,757 art prints; 760,988 all materials

Expenditures: \$1,259,778

Community outreach received major emphasis during 1978. Library staff participated in the Thorncliffe Market Place Education Week in April and their Festival in June with displays of materials, booklists, films and puppet shows. A special event was held at the S. Walter Stewart Branch in November with a concert by East York Collegiate students, a book sale, slides of East York history, puppet shows and refreshments. Several thousand packets containing a newly-designed brochure on library services, flyers in several languages and information on the program had been distributed door-to-door beforehand. Questionnaire surveys of our users were also taken at the S. Walter Stewart Branch: one to determine what other libraries our patrons use; the other to determine the needs and interests of young adults in schools near the main branch. The response to both surveys was encouraging and 1979 should see developments in the area of young people's services.

In a continuing effort to improve multilingual services, extensive booklists were prepared in Hindi, Urdu and Greek to add to the Chinese and Gujarati lists. Staff also participated in the Borough's Multicultural Day with a large display. In addition to the books purchased for the library's own collection, a special shipment of 450 volumes was received from the National Library's Multilingual Biblioservice. And a course in English as a second language was held for the second year at the Dawes Road Branch under the auspices of the Working English Program.

Under a Canada Works Program grant, the Board completed a system-wide inventory of about 80,000 adult non-fiction books. Preliminary figures compiled in December suggested an overall loss of over twenty per cent. However, without a previous inventory, it was difficult to determine the loss rate per annum. The inventory project has resulted in a much more accurate record of holdings for the use of staff and patrons and for eventual inclusion in the UTLAS data base. It is hoped that the reference and adult fiction collections can be inventoried during 1979.

If 1978 had a theme for East York, it was probably long-range planning for the system. A report was approved by the Board in November cutting the procedures for a phased program of collection development, with the first subject

area scheduled for completion by spring 1979. The Board also considered reports on alternative methods of cataloguing and processing, the possible impact of various changes of hours for the branches, and other major topics with implications for staffing and service. And in November, a special Board meeting on long-range goals and objectives was held. A sub-committee was struck to draft a policy statement and there will be a continuing emphasis on planning during 1979.

EAST YORK PUBLIC LIBRARY BOARD

Chairman:

Hazel Thornton

Vice-Chairman:

John Miron

Members:

John Aiken

Harriett Armson

Frank Comper

Paul McKeown

Mayor Alan Redway

John Ridout

Pamela Scott

Chief Librarian and Secretary-Treasurer

Madeleine Aalto

Etobicoke Public Library

Population: 294,197

Outlets: 3 district libraries; (main library includes administrative headquarters), 7 community branches, Extension Service (responsible for the bookmobile)

Staff: 170 (61 librarians)

Collections: 679,348 books; 38,555 records and tapes; 122 videotapes; 4,176 slides

Circulation: 2,107,913 books, periodicals and pamphlets; 133,162 audio visual materials

Expenditures: \$4,986,241

Increases in circulation and total registration were part of a successful year in the Etobicoke Public Library system.

With all levels of government calling for budget restraint, management had already begun to examine operating costs critically. Staff costs are the largest factor in the annual budget. With this in mind, a process review was begun, during the year, of all full-time vacancies as they occurred, together with careful monitoring of costs related to part-time and temporary staff.

Staff committees investigated the increasing possibilities of automation. A report was made recommending the replacement of card catalogues with COM catalogue. Information in our data base would be reproduced in microfilm and made available through the use of readers in public areas. Benefits of this system include better use of staff time because catalogue card production and filing would cease. Each branch will have available for public use

a record of the holdings of the complete system. It is anticipated that this will be introduced in mid 1979 and many of the benefits will begin to be realized shortly thereafter.

Together with other Metro library systems, Etobicoke participated in the study of the feasibility of an Automated Circulation Control system for the Metropolitan area. This study was completed by the end of the year but decisions on implementation have not been made. An automated film booking service will be implemented in 1979. Its impact will be greatest on the Metro A.V. department, but some benefits will be enjoyed by area library film departments.

Literacy remained a concern of our adult basic reading committee, which continued its investigation into ways of cooperating with agencies working in this area. Adult basic education classes, under the Board of Education, continued at Albion and Long Branch. Students from these and other classes used special basic reading materials and also investigated the total collections.

Language labs at Albion, New Toronto and Richview were well used, as were multilingual material.

Adult programs included discussions and demonstrations on stained glass, law, cross-country skiing, underwater diving, photography and astronomy. Richview held two special film series; one in German and the other in French.

The Children's Division completed a materials selection policy, which is presently being edited, together with the adult policy, to form a single materials selection policy for the system.

In children's books, demand is increasing for high-interest/low-vocabulary material and for books in languages other than English. To meet this demand, books in French, Polish, Greek, Yugoslavian, Hindi, Urdu, Punjabi and Gujarati were purchased.

The number of Follow-the-Reader clubs grew to three, with the opening of a new one at Brentwood in June. In these clubs volunteers help children who need reading practice.

The constant process of community interaction has been well developed. Community groups and agencies now initiate contact with the library almost as frequently as the library takes the first step. Involvement included working with the Etobicoke Social Planning Council, Etobicoke Parks and Recreation, Women's Habitat, Learning Unlimited, Kingsway Businessmen's Association, community schools and local groups, to name only a few.

Local media lent their support to publicizing library programs and services. Library meeting rooms were booked by many community groups. Branches, especially Eatonville and Richview remained popular places for artists to exhibit their work.

In 1979 we will look for new ways to maintain our standard of service in spite of more limited materials and staff budgets. Working together, we will meet this challenge.

ETOBICOKE PUBLIC LIBRARY BOARD

Chairman:

George L. Court

Vice-Chairman:

Helen C. Heakes

Members:

Mayor C. Dennis Flynn, Member Ex-Officio

Thomas H. Goudge

Catherine Hopewell

Bryan Tisdall

George J. Turek

Jack A. Vanstone

Rose Wilmshurst

Alderman Helen Wursta

Director and Secretary-Treasurer

Betty D. Hardie

North York Public Library

Population: 556,752

Library Outlets: Administrative Offices; Services Building, 19 branches, Mobile Outreach, Flemingdon Park Children's Book Room.

Staff: 328, (79 librarians) includes 44 part-time staff

Collection: 1,168,024 books; 3,714 periodicals; 1,300 16mm films; 300 Super-8 sound films; 2,987 8mm silent films; 9,005 cassettes; 69,156 records; 1,744 pictures; 121 video cassettes

Circulation: 4,457,263 books; 232,837 records; 40,372 tapes, cassettes, talking books; 90,992 films; 2,977 projectors; 895 screens, 5,850 pictures; 8 language masters; 105 film strips and slides

Expenditure: \$9,526,420

1978 saw a continuing growth in library services in North York. Book collections grew significantly as did circulation of materials and patron registrations. Audio-Visual Services showed a healthy increase in circulation of materials. Super-8 sound films were introduced in mid February - an innovation among metro libraries. By the end of the year circulation was well over the 8,000 mark.

In response to a growing need for library service in the Flemingdon Park area, and also as a stop-gap pending building of the Flemingdon Park Human Resource Centre, a store-front branch was opened in the Flemingdon Park Shopping Centre in April. The branch was enthusiastically received by residents of the area, and from the outset has been well patronized. The mobile Children's Book Room continues to serve the area, though on a more limited scale. Plans for the proposed two and three-quarter million dollars Human Resource Centre are progressing and it is anticipated work will commence on the project in 1979.

A Metro Liaison Librarian was appointed to develop a closer working relationship with the Metropolitan Toronto Library. In this way it is hoped that North York will be able to make the best use of Metro Library resources.

The Canadiana Collection continues to expand its services, and plans are to lengthen the hours in the near future.

A Literacy Program, to teach people to read, started in 1978 with one staff member and six students. In a comparatively short space of time all students learned to read. One of the students was motivated to take the course because she wanted to be able to read before her junior kindergarten-age child.

Summer reading clubs for children were the highlight of summer programming activities with ten branches participating. Programs were very popular.

A major reorganization of senior library staff was effected with the elimination of division heads and the regrouping of area and associated community branches. This has resulted in both cost economies and increased organizational effectiveness.

During 1978, the North York Public Library was involved in 1,080 programs, an increase of ten per cent over 1977. These programs covered the complete span of community needs ranging from credit courses in accounting and book-keeping to craft courses, lecture series, poetry readings and ethnic entertainment festivals.

Children's and teens' programs dealing with music, crafts, dancing, drama and a variety of recreational and educational endeavours were offered in all branches of the system.

Room rentals continued to increase substantially since the Library Board revised its rental policy and offered rooms free of charge to community groups during library hours. Theatre bookings have also continued to climb, with the Fairview Theatre reaching maximum capacity (over one hundred performances by amateur theatre groups) and the York Woods Theatre tripling its bookings over the past year.

LINK information statistics have levelled off at an average of 700 calls per month. An innovative program was introduced this year in cooperation with the Ministry of Correctional Services and the Borough of North York. Inmates from one of the local institutes volunteered to shovel driveways for senior citizens in a given area, on an experimental basis, with LINK coordinating the project. This turned out to be a great success and hopefully will be expanded in 1979.

At the beginning of the year, the Mobile Outreach Services were reorganized under the aegis of Adult Education and Extension Services. The Shut-in Service now maintains ten book deposits in senior homes and nursing homes, has 147 active patrons who are visited monthly with regular and large print books and distributes talking books to another 65 people each month.

The Mobile Outreach Department now visits eighteen individual patrons on a bi-monthly basis and does ten programs in senior citizens homes, libraries and Ontario Housing developments each week. They have also instituted a new volunteer program in order to be able to

increase their activities over a greater area of the community.

Finally, one of the most successful programs in 1978 was our adult summer camp. It attracted over 400 registrants who were able to partake of a variety of learning experiences during their summer vacations.

NORTH YORK PUBLIC LIBRARY BOARD

Chairman:

Gordon R. McCowan

Vice-Chairman:

Kenneth R. Frost

Members: Alderman Barry N. Burton

Dr. John Hartley

Bryn Lloyd

Margaret Perschy

Irvin H. Sherman

Mae Waese

Lorraine Williams

Chief Librarian and Secretary-Treasurer:

Gordon C. Barhydt

Scarborough Public Library

Population: 398,545

Library Outlets: Administrative/Support Services Building;

14 branches; 2 bookmobiles; 21 deposit libraries and

Shut-in Service

Staff: Full-time 187 (39 librarians); part-time 47 (6 librarians)

Collection: 717,759 books; 2,022 films, filmstrips and videotapes; 35,158 records, cassettes and kits; 1,116 framed pictures; 1,482 microforms

Circulation: All materials, 3,317,912

Expenditures: \$4,982,873 (budgeted figure)

During 1978, the people of Scarborough, in search of information, self-development, culture and relaxation, borrowed 3,317,912 items and requested answers to 720,833 questions. The On-Line Reference Service at the Cedarbrae District Library assisted in answering some of these questions by providing access to several machine-readable data bases and special financial information services. To sustain the activity in the public service locations, staff in the support services processed 136,357 new items, obtained 4,050 books from other libraries in Canada and arranged for 42,339 specially-reserved items to be made available at the requester's branch library.

The special services, dealing with senior citizens, children, multilingual materials and films, were all kept busy during 1978, fulfilling the many demands from the population. The Shut-in Service called on 292 senior citizens and handicapped adults each month with supplies of books and cassettes. Each month, 21 senior citizen nursing homes and apartments, having deposits from the library system, were visited. The priorities for the Children's and Young

Adults' service were to start separating the children's collection from the adult collection, to stimulate interest in the important pre-school reading material among the parents, and generally to heighten the awareness of the joys of reading amongst the younger members of the population. The multicultural services improved the collections of multilingual material and now acquires books in twenty different languages. 16mm films are increasingly popular and in 1978, 40,766 were borrowed, an increase of 18 per cent over the previous year.

In 1978, there were 3,872 programs held in the branch libraries attended by 87,710 people. The programs included book clubs, film shows, story hours, puppet shows, discussion groups, demonstrations and lectures, and covered a multitude of subjects of interest to the people of the local communities.

A highlight of the year was the completion of the study entitled "A Framework for the Development of Library Services in the Borough of Scarborough." The document sets out guidelines for the direction and development of the library system over the next five to ten years.

1978 was the first complete year of the computer-assisted accounting system and the financial information, comprising a four-weekly print-out of the statement of accounts, includes an encumbrance statement of all library materials. The new accounting system helped in compiling the 1979 budget, using the new process devised by the borough staff. The budgeting system, containing elements of program budgeting and zero-base budgeting, unequivocally caused more work. However, the document produced describes the work, objectives and benefits of the library system in detail, as well as reduced, maintained and expanded dollar values for the programs.

Even though the final budget increase for 1978 did not allow for any expansion of library services, the citizens of Scarborough made record use of library materials. They were assisted by a competent staff who were under constant pressure due to the gapping of positions. The challenge for the future will be to provide a level of service commensurate with the growth of the population.

SCARBOROUGH PUBLIC LIBRARY BOARD

Chairman:

Florence J. Cruickshank

Vice-Chairman:

John R. Spilsbury

Members:

Patricia Bergman

Sheila Churchmuch

Valerie Davis

Controller Frank Faubert

Larry Hogan

Judge Charles E. Purvis

Johannes E. van Pinxteren

Director and Secretary-Treasurer:

Peter J. Bassnett

Toronto Public Library

Population: 663,822

Library Outlets: Administration Headquarters; Library Service Centre; 26 branches plus Osborne and Lillian H. Smith Collections, Spaced-Out Library and Library-on-Wheels; deposit libraries and a Shut-in Service

Staff: 471 (124 librarians)

Collections: 1,165,419 books and bound periodicals; 4,678 periodicals (by title); 110,314 multilingual materials; 2,275 videotapes and slides; 736 art prints; 18,382 microforms; 14,375 vertical files

Circulation: All materials, 4,552,645

Expenditures: \$10,693,167

The Toronto Public Library Board adopted its five-year objectives in May after a lengthy process of citizen, staff and Board discussion and input. The five-year objectives resolved to increase usage of libraries significantly by 1983, to provide library services in all neighbourhoods of the city and to equalize the level of library services in all areas. During the year seven branches were under renovation and/or expansion - Dufferin-St.Clair, High Park, Parliament, Runnymede, Sanderson, Wychwood and Yorkville. By the end of the year three building committees had been formed for the Annette, Beaches and Riverdale branches. The renovation program has been proved a success through the evidence of increased circulation in those branches completed. In one area of the city a 32 per cent increase was registered in the renovated branches. The library organized workshops for the Council of the International Association of Metropolitan Libraries held in Toronto in June on the subject of staff, citizen and Board involvement in building committees.

The system also converted to computer-assisted circulation control during the year and a centralized production of overdue notices. By the end of the year a new computer accounting system was in place giving detailed financial information to assist unit and branch managers.

In February the Chief Librarian resigned and by the fall, Mr. Les Fowlie, Director of the Calgary Public Library, had been named to the position of Chief Librarian, effective January 1, 1979.

TORONTO PUBLIC LIBRARY BOARD

Chairman:

Nell Nakoneczny

Vice-Chairman

Phyllis Clarke

Members:

Mary Chipman

Alderman Susan Fish

Becky Kane

highlights

1. Mime artist Howard Lende entertains at Toronto Public Library.
2. Something of interest for everybody.
3. French class, one of 950 language class sessions at North York Public Library during the year.
4. Records can also be borrowed from the library. Etobicoke Public Library.
5. Scarborough Public Library holds free tax clinics for the borough's senior citizens and residents of limited income. The clinics are staffed by volunteer chartered accountants.



highlights

1. Children make valentines at Toronto Public Library.

2. Arts and crafts sessions are held at East York Public Library.

4. Before the performance - at York Public Library.

3. Books are my first love. Scarborough Public Library.



Toronto Public Library (continued)

James Lorimer
Nettie Lukow
Joe Renda
Terrance Sweeney

York Public Library

Population: 135,912

Library Outlets: Main library; 4 branches and Mobile Library Service

Staff: 50 (19 librarians); 16 part-time

Collection: 323,750 books and bound periodicals; 404 other periodicals; 501 films and filmstrips; 11,450 records and cassettes; 5,647 pictures and prints; 6,118 microforms

Circulation: 567,572 books and periodicals; 7,983 films and filmstrips; 27,854 records and cassettes

Expenditures: \$1,680,441.66

To increase the efficiency of our library and provide better service to our community were major goals in 1978. These were achieved by physically improving several buildings.

Main library underwent a major renovation and succeeded in changing the entire image of the library in the community. The amalgamation of the Adult and Children's sections provided easier public access and encouraged the sharing of resources by patrons of all ages. Books in languages other than English were located close to the main entrance for easy access. Non-book materials such as records, films, cassettes and art prints were prominently placed facing the main entrance. All materials including films were circulated from a central control desk, which also contained the switchboard. This allowed us to operate with a minimum of clerical staff and increased our efficiency. A heated ramp, a washroom and an elevator were installed for the use of the handicapped. Carpeted floors and spacious environment combined to put all patrons at their ease.

Our collections of both books and other materials were greatly expanded. Emphasis was placed on acquiring best-sellers and popular records, including CHUM Top 30 records, to meet the demands of our public. Through an enlarged Toy Library, and a special West Indian collection we gained greater visibility in the community.

This year we were able to extend our hours of service. Since September, Main library opened at 9:00 a.m. each morning. All our branches will do the same in 1979.

Programs continued to be a very effective way of reaching the community: Toronto Symphony Orchestra demonstrations, the Pepi Puppet Theatre, Story Lady Theatre, lectures on making wills, antique collecting, self-improvement for girls, a French Club, and a highly successful "Times of our Lives" series based on the best-seller, *Passages*.

Library staff participated in many outreach programs. Exhibits and activities aroused great interest at West Side

Mall and at Yorkfest with our float in the parade, cheerleaders, and library booths.

Cooperation with other community agencies continued to grow. Again in the summer we joined with the Department of Parks and Recreation for "Library in the Parks". We co-sponsored programs of current interest with the Public Health Nurses, Toronto Community Law School and the Consumer Help Association. Government funding assisted various projects such as stock-taking of the entire system so that results could be interested into our data base and a book catalogue printed. An Ontario Experience '78 project, "DATA Dig", employed six students to index our collective biography section, organize a West Indian collection, revise vertical files and update a literature index. The Job Creation Branch of the Federal Government granted the library \$28,000 to employ three people to produce a newspaper, York Community News.

In the coming year we hope to continue the upward trend of the circulation statistics, which rose by seven per cent in 1978. We also have plans to improve our service to the public with a new Weston Branch and an extension to Mount Dennis Branch.

YORK PUBLIC LIBRARY BOARD

Chairman:

Douglas Cuthbert

Vice-Chairman:

Frank Lambert

Members:

Alderman Ronald Bradd

Alberto DiGiovanni

Joseph Galambosy

Peter Montgomerie

Wilf Royle

Milos Subotincic - replaced in fall by

J. Edythe Gibson

Chief Librarian and Secretary-Treasurer:

Bohus Derer

statistics

1978 - 1977	BOOKSTOCK (including bound periodicals)		CIRCULATION [†] (print and non- print materials)*		CURRENT EXPENDITURES ^{††}	POPULATION
	1978	1977	1978	1977	1978	1977
East York	215,355	211,461	760,988	742,329	1,259,778	1,171,220
Etobicoke	679,348	649,081	2,241,075	2,262,999	4,986,241	4,697,391
North York	1,171,738	1,131,797	4,827,427	4,404,884	9,526,420	8,980,000
Scarborough	717,759	694,474	3,317,912	3,095,772	4,982,873	4,514,834
Toronto	1,165,419	1,066,755	4,552,645	5,046,474	10,693,167	9,866,709
York	323,750	306,909	603,409	569,854	1,680,441	1,356,002
Metropolitan Toronto Library Board	996,379	945,752	195,616	185,539**	11,957,406	10,249,092
TOTALS	5,269,748	5,006,229	16,499,072	16,307,851	45,086,326	40,835,248
						2,151,651

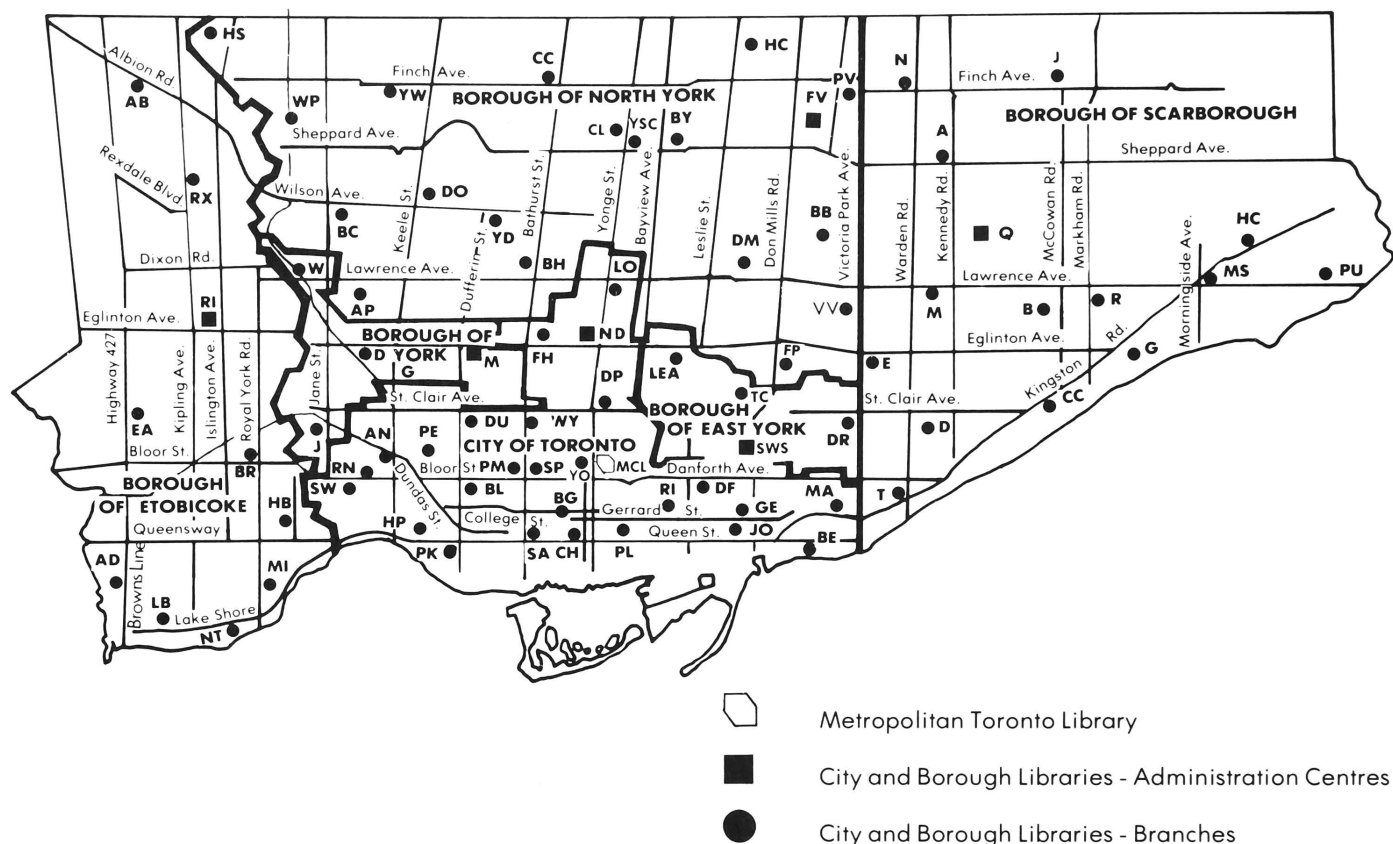
† These figures do not include reference use of materials in the libraries.

* 8mm and 16mm films included.

†† Figures include debt charges and capital expenditures paid out of current revenue.

** Collections are non-circulating except for Languages centre, Music Library, and the circulating picture collection of the Fine Art Department.

public libraries of metropolitan toronto



Metropolitan Toronto Library Board

The Metropolitan Toronto Library Board was set up under the Public Libraries Act, 1966 and the Municipality of Metropolitan Toronto Amendments Acts, 1966 and 1972, as a regional library board, composed of: the Chairman of the Metropolitan Council or his representative; two persons appointed by the Metropolitan Council; one person appointed by each of the six area municipalities; one person appointed by the Metropolitan Toronto School Board; and one person appointed by the Metropolitan Separate School Board. Members of the Board are appointed for a three-year term.

Area library boards

The Borough and City library boards each have nine members, composed: the Mayor, or his representative; three persons appointed by the area municipal council; three persons appointed by the area Board of Education; and two persons appointed by the Metropolitan Separate School Board. Members are appointed for a three-year term, with the exception of the appointees of the Separate School Board, who hold office for two years.

Administration and financing

The area boards and the Metropolitan Board are each responsible to their respective councils, and each submits annually to its council an estimate of funds required for the financing of its total operation. The area boards receive, as do all municipal libraries in Ontario, a per capita grant from the provincial government, and the Metropolitan Toronto Library Board, like the other 13 regional boards in the province, receives a provincial grant based on population and area.

Library boards in Metro Toronto, as elsewhere in the province, are autonomous, with their own chief librarians or directors, administration, staffs, collections, facilities, programs, etc. The Metropolitan Toronto Library Board is the only regional board that directly operates its own library; in addition, it shares with the other regional boards a responsibility to encourage cooperation and coordination and to provide backup services throughout its region.

directory



Director: John T. Parkhill
Secretary-Treasurer: Anthony H. Winfield
Head of Planning: Patricia Zuest
Audio Visual Coordinator: Laura Murray
Languages Coordinator: Leonard Wertheimer
Budget Officer: Ian Forbes-Roberts
Personnel Officer: William Anthony
Public Relations Officer: Margaret Chartrand

Metropolitan Toronto Library

Head: Margery Allen
Assistant Heads: Mary McMahon, Alan Suddon
Collections Librarian: Margaret Gardner
Departmental Liaison Librarian: Joyce Watson

Public Service Departments

Bibliographic Centre & Interloan: Robert Yu
Business: Patricia Dye
Canadian History (Baldwin Room): Edith Firth
Fine Art: Alan Suddon
General Reference: Anne Mack
History: Michael Pearson
Languages Centre: Barbara Günther
Literature: Mary McMahon
Municipal Reference: Margot Hewings
Music: Isabel Rose
Science & Technology: Shirley Beuttenmiller
Social Sciences: Abdus Salam
Theatre: Heather McCallum

Technical Services Departments

Cataloguing: Grace Bulaong
Order: Jane Harvey

Offices and Services

Accounting Office: Anderson Selman
Building Facilities Manager: John Aveling
Gifts and Exchanges: Joan Wright
Graphics: Kathleen Gabriel
Photographic Services: Wallace Bonner
Restoration Laboratory: Kathryn Cronan
Systems Unit: Josephine Tsui

Subject Departments

789 Yonge Street

Hours: (Please telephone 928-5313 for summer hours)

Mon. to Fri. 9 a.m. to 9 p.m.

Sat. 9 a.m. to 5 p.m.

Sun. 1:30 p.m. to 5 p.m. (Oct. 15 to April 30)

Municipal Reference (City Hall):

Mon. to Fri. 8:30 a.m. to 8:30 p.m.

(Summer Hours: 8:30 a.m. to 5:30 p.m. July and Aug.)

Sat. & Sun. closed

General Reference	928-5211
Bibliographic Centre	928-5182
Business	928-5256
Canadian History (Baldwin Room)	928-5275
Fine Art	928-5214
History	928-5267
Languages Centre	928-5280
Literature	928-5284
Municipal Reference (City Hall)	928-5357
Music	928-5224
Newspapers - Microform Area	928-5254
Newspapers - Current	928-5208
Science & Technology	928-5234
Social Sciences	928-5246
Theatre	928-5230

Administrative Offices

789 Yonge Street

Hours: Mon. to Fri. 9 a.m. to 5 p.m.

Regional Headquarters	928-5295
Director	928-5295
Library Office	928-5321
Accounting Office	928-5307
Audio Visual Coordinator	928-5187
Building Facilities Manager	928-5164
Head of Planning	928-5360
Languages Coordinator	928-5326
Personnel Office	928-5300
Public Relations Office	928-5313
Secretary-Treasurer	928-5305
Security	928-5346
Switchboard	928-5150
Systems Unit	928-5333

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North York Public Library

Publicity Department

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Toronto Public Library

Marilyn Davis

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York Public Library

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