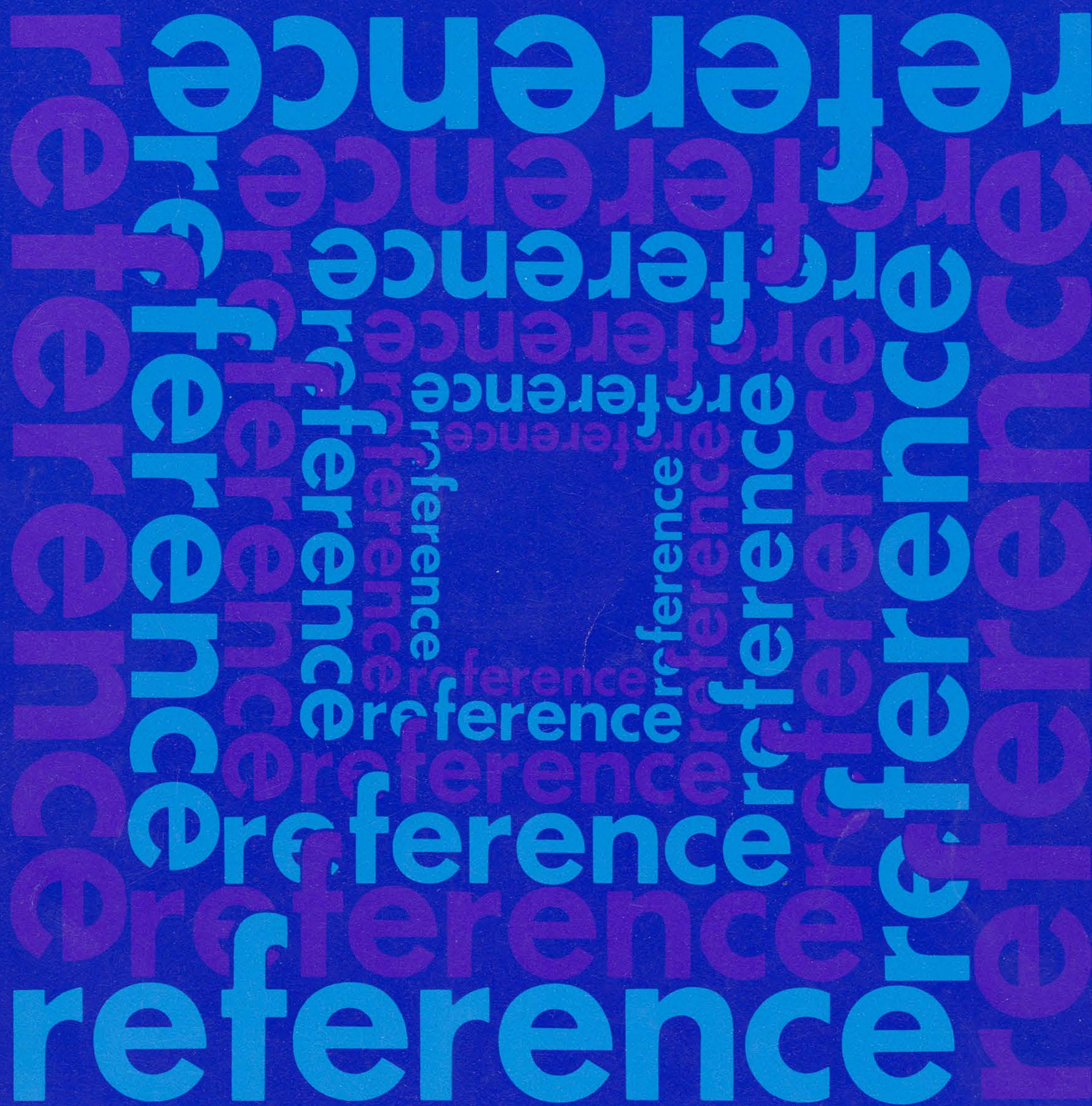


Metropolitan Toronto Library Board

Annual Report 1984



Chairman's Report

In retrospect, the events of 1984 seem to have unfolded with a logic that was not so evident during the day-to-day pursuit of our goals. Something like the philosopher Hegel's "cunning reason" (you might also call it "providence") was nonetheless at work; it manifested itself in three different but related decisions taken by the Metropolitan Toronto Library Board.

First, the Board re-affirmed Metro Library's status as a reference library with special resources in both staff and library collections. The Board undertook to develop a program to create public awareness of these resources. The objective was to emphasize their availability to all adult groups and to expand their use by all who could benefit from them. At the same time, we were convinced the Metro Library must not attempt to satisfy the expectations of those whose needs fell outside the resources offered by our own distinctive collections and could be better met by other libraries.

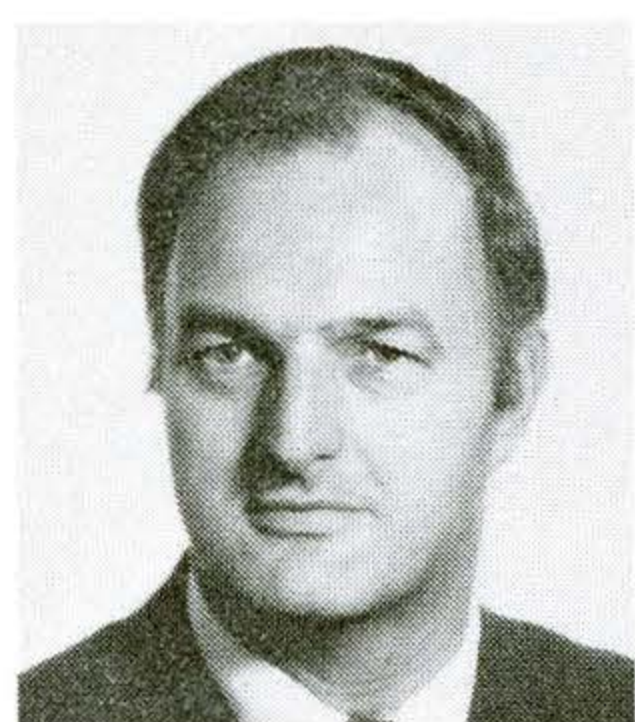
Secondly, the Board approved the acquisition of a sophisticated computer system that (among many useful capabilities) can provide Library users—the real owners of our great facility—with easier and speedier access to information and materials.

Thirdly, after an unfortunate strike, the Board was able to achieve an agreement which, I believe, is fair to all concerned. It should allow both management and staff to meet their obligations to library users. I am sure they will work together to generate the harmony required to realize the full potential of this great educational service.

Since the above important events coincided with my tenure as chairman, it was with regret that, because of other commitments, I could not seek re-appointment to the Board. I wish to record here my gratitude to the Metropolitan Separate School Board for having given me this opportunity to serve Metro Library and its hundreds of thousands of users.

My deep thanks, also, go to Don Meadows, Director of the Library and his dedicated colleagues for their unflagging help and courtesy in showing me the intricacies of library service.

I must also cordially salute my fellow trustees, all of whom have given me a fine lesson in civic service. Unfortunately, at the end of 1984, Metro Library is losing many of these distinguished citizens who have dedicated several years to its progress; Mary Chipman, Sheila Churchmuch; Florence Cruickshank, Sydney Midanik, Q.C., Nell Nakoneczny and Marjorie Robinson are all stars whose lights will continue to shine on their efforts, wherever they go. I wish them all well, and to their successors on the Board, the kind of contentment and challenge I found in the opportunity to serve the public through a great institution. Under their new chairman, I know they and their colleagues—the trustees remaining on the Board—will devote time, energy and talent to the important task ahead of them.



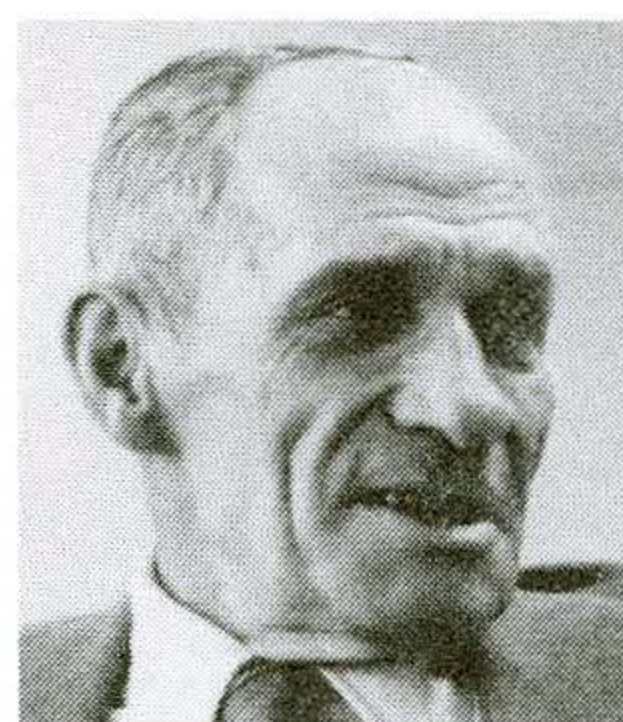
Prof. John L. Hartley
Chairman



Mary L. Chipman
Vice-Chairman



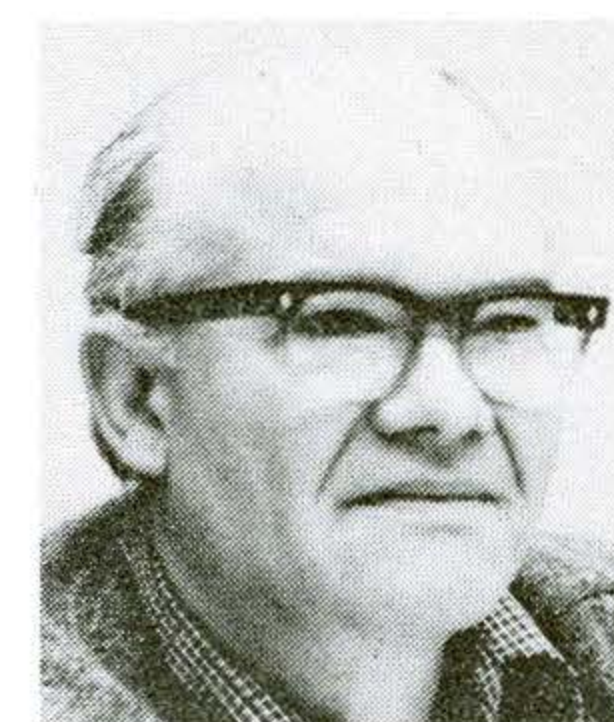
Sheila Churchmuch



George L. Court



Ald. Florence Cruickshank



Josef Galambosy



J. Sydney Midanik, Q.C.



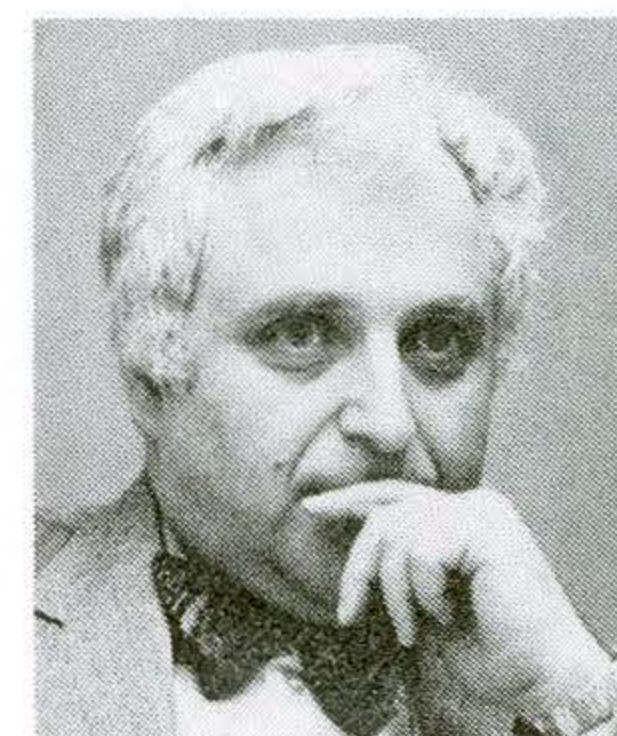
Nell Nakoneczny



John S. Ridout



Marjorie Robinson



Irvin Sherman, Q.C.



Donald Meadows
Director & Secretary

Director's Report

Nineteen eighty-four was a year filled with events and decisions pivotal to the Metro Library's present and future functioning and the success with which it provides service to its users.

The re-organization of the Library into four distinct but mutually supportive divisions continued, with a resulting increased efficiency throughout the organization. In the spring, appointments were made to key new positions: Planning Officer and Acquisitions and Collections Librarian.

The implementation of our "integrated library system" accelerated with the selection of suppliers for the component parts. The system's hardware was installed in the newly-constructed computer room on the Library's Lower Level by summer's end and contracts were negotiated with software suppliers before the year was out.

Following the Board's re-affirmation of the Metro Library's primary role as a reference and research facility for its users, "brainstorming" sessions were held for all Library staff, to enable them to identify problems and solutions. Some Board and staff members formed a steering committee to continue the process of role redefinition.

Available storage for our collections was further augmented with the installation of

mobile shelving both at our main building and in the Municipal Reference department at Toronto City Hall. Capital funding has been secured for the Space Utilization Program which will continue until 1990.

As a follow-up to its 1981 program review, Metropolitan Toronto Corporation initiated in 1984 a "minireview" of the Library Board. At year-end, its findings remained to be published; however, it has been established that we have made a great deal of progress on the original recommendations made in the 1981 review—except in areas where lack of legislative definition and resolution inhibits action by the Board.

Inevitably, the most potentially detrimental event of 1984, both to our users and within the organization, was the labour dispute and subsequent strike on October 1. After eight weeks, the Library's doors were opened once again to its users, and the formidable task of rebuilding morale and catching up with tasks then began.

The new Ontario Public Libraries Act of 1984 will have a significant impact upon the entire Ontario library community, including this institution. Among other clauses, the legislation confirms the merging of 13 regional library boards into eight Ontario library service areas; it puts decision-making

firmly in the hands of local councils as well as giving them the power to approve school board appointments to library boards. The new act establishes the Metro Library Board formerly the 14th region as a "special library service board" without defining our role or responsibilities. Vital areas such as these remain to be clarified.

The end of the year saw the retirement of seven dedicated Board members, most of whom had lengthy terms of office to their credit. Their contribution to library services, and thus to users throughout Metropolitan Toronto, has been considerable. It was with great regret that all of us who worked with these Trustees, saw them go. We shall welcome their successors with enthusiasm and look forward to years of pleasurable co-operation.

The year began in an atmosphere of hope for the accomplishment of new initiatives coupled with the re-affirmation by the Board of our fundamental purpose. If it closed on a less positive note, we must regard this as a challenge for 1985: to restore community confidence and reinforce staff morale. With co-operation and determination on the part of the Board and Metro Library employees, this challenge can be met and new standards of excellence established.



Four hundred staff members gathered at two meetings to hear director Don Meadows talk about future directions for the library.

Reference Division

During the year, a number of projects were completed in Reference departments, among which were:

... **Business Department**—An annotated bibliography on the integrated electronic office, prepared by a student from the University of Toronto's Faculty of Library and Information Science;

... **Canadian History**—publication of "York, Upper Canada, Minutes of Town Meetings and list of Inhabitants, 1797–1823", skillfully edited by Christine Mosser in honour of Toronto's sesquicentennial;

Volume Two of the second supplement of "A Bibliography of Canadiana" was entered into the MINISIS computer system. It will be published in 1985. Sandra Alston and Karen Evans have indeed earned our and users' gratitude for their selfless contributions to the editing and production of this fine, scholarly publication.

... **Social Sciences**—"Gerontological Information Resources in the Metro Toronto Area", a directory compiled by Melanie Milanich—the first staff-initiated project under a staff development clause in our librarians' collective agreement;

... the compilation of an index to the clippings on Womens' Suffrage from 1915 to 1928 by an "Experience '84" student;

... **Theatre and Municipal Reference**—

ongoing microfiche of newspaper clippings.

By the end of the year, we received approval from local daily newspapers and Saturday Night magazine to use photocopies of clippings from their publications for research purposes or exchange with other libraries, at cost. Clippings from our collection dating back to the turn of the century can now be made more widely accessible to users in other parts of Canada.

The Municipal Reference Library at City Hall became the pilot location for the major changeover to mobile shelving in closed stacks areas. This was followed by the first part of an eight-year sequence of changeovers at 789 Yonge St. The combined efforts of the Stacks Unit staff, departmental liaison librarian Joyce Watson and facilities manager Don Arthur, forestalled an imminent need to seek outside storage for our expanding collections, at a great inconvenience to users. While we regret some annoyance to the public during the changeover period, we deeply appreciate their understanding of the situation. Over the years convenience to both users and the conservation of staff time will be maintained by this alternative to long-distance, offsite retrieval.

Metro Library Board and Metro Council approval was given to our request for legislation to permit greater availability to the public of pictures from the valuable and historical **John Ross Robertson** collection. We trust that in 1985, this legislation can be incorporated into the Metro Toronto Act, so that pictures can be loaned to reputable institutions for display under exhibit conditions.

Business and Science and Technology Departments each received two new staff positions to relieve increased pressures from the growing number of inquiries and use of materials. Orientation days for new staff provided a useful foundation of training in home departments and for future planning to reinforce our renewed reference and research objectives.

Our salutations go to members of the Division retiring in 1984. They include **Donald Watt**, senior librarian in General Reference, who joined the Library in 1947 and held several positions in various departments; and **Irmgard Zesny**, in charge of the audio unit in Languages, who came on staff in 1962. Each served the public long and diligently and leaves behind a host of friends and well-wishers.



Melanie Milanich, Social Sciences department, helps library user Clarence Baker look up census figures.

Statistics

REFERENCE DIVISION

Materials Used in the Library	1984	1983	1978
Books	1,823,870	2,245,312	1,372,303
Periodicals	507,653	583,071	443,043
Current Data Files	109,947	136,825	118,175
Newspapers	279,317	367,344	236,999
Microfiche	162,786	173,871	10,539
Microfilm	124,592	119,975	74,887
Maps & Plans	26,204	31,168	21,714
Manuscripts	22,060	23,224	16,816
Picture Files	128,120	139,843	84,900
Record, tapes, cassettes	159,843	205,066	126,331
TOTAL	3,339,392	4,025,699*	2,505,707
Other Services	1984	1983*	1978
Telephone Questions	254,265	304,948	255,833
Desk Questions	1,178,532	1,358,326	794,758
USER COUNT	1,154,334	1,513,089	1,442,615

* excludes Book Information and Interloan statistics now under Regional Support & Development division;

Circulation	1984	1983	1978
Books (Languages)	11,633	55,893*	89,654
Scores (Music)	12,931	16,535	13,872
Picture Clippings (Fine Art)	174,052	190,254	89,850
Records (Languages)	2,348	4,623	2,240
TOTAL	200,964	267,305	195,616

*circulation of materials in 23 languages was stopped Oct./83.

Collections (Total organization)	1984	1983	1978
Books	1,062,382	1,027,015	883,064
Bound Periodicals	155,065	149,016	113,315
Films	9,052	8,916	6,491
Pictures & Slides	1,014,611	992,910	770,913
Records, Tapes, Cassettes (Languages, spoken word, music, video-cassettes)	58,613	30,939	20,732
Broadsides, Posters, Programs	69,186	63,885	46,721
Maps & Plans	49,400	48,829	40,172
Microforms	570,620	497,095	185,902
Bound Newspapers	4,284	4,212	4,078
Current Data Files	45,597	44,780	38,278
TOTAL	3,038,810	2,867,597	2,109,633

Manuscripts	329,533 m	325.16 m	293.4244m
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Staff (Total organization)	1985	1983	1978
Senior positions & librarians	107	105	101
Other staff	288	283	248
TOTAL	395	388	349

Sukhinder, left, and Surinder Dhanjal, Punjabi-Canadian authors read poetry at a program planned by the Languages department.



Outstanding Acquisitions

User needs, librarianship, availability and budget are the governing factors in Metro Library's acquisitions program. The range and choice of materials added to our collections in 1984 includes historic volumes on Canadiana, history, art and the theatre as well as two new items of memorabilia for the Conan Doyle collection. We are pleased to make available to library users the 1984 acquisitions, of which the following items are a partial list.

Baldwin Room

Dalrymple, Alexander: *The Spanish Pretensions Fairly Discussed*. London: Printed by George Bigg, 1790

Genuine Letters from a Volunteer in the British Service, at Quebec. London: printed for H. Whitridge, at the Royal Exchange, and A. and C. Corbett (c. 1760)

Broadside: *Adjutant General's Office of Militia, General Militia Orders*, Kingston, 1815

Canadian History

Holditch, Robert: *Observations on Emigration to British America and the United States*. Plymouth Dock, 1818

Matthews, Marmaduke: *Summer Morning, Wychwood Park, 1889*. Oil on board, 312 × 471 mm.

Fine Art

Arnot, David Henry: *Gothic Architecture Applied to Modern Residences*. New York, D. Appleton, 1851

Lambert, Miss: *The Hand-book of Needle-work*. New York, Wiley and Putnam, 1842.

Grant MacDonald: *15 Christmas cards (1946-1981)*, designed for his personal use by the artist.

General Reference

Esquire Magazine, New York. 1947-54
People Weekly, on microfilm from Volume 1, 1974 to the present.

History

Campbell, Donald. *A Journey Over Land to India: Partly by a Route Never Gone Before by any European*. Philadelphia: printed by T. Dobson, 1797.

Ogier d'Ivry, Henri Pierre George Marie. *Historique du 1er Régiment de Hussard... illustré par J. Magnin*. Valance: J Césas & Fils, 1901.

Polsue, Joseph. *A Complete Parochial*

History of the County of Cornwall. Four volumes. Truro: W. Lake, 1867-1872.
Simes, Thomas. *The Military Guide for Young Officers. Second edition with the Addition of the Regulations of H.R.H. the Late Duke of Cumberland*. London: J. Millan, 1776.

Literature

Burney, Fanny: *The Journals and Letters of Fanny Burney (Madame d'Arblay)* Twelve Volumes. New York: Garland Publishing, 1982.

Doyle, Arthur Conan: *Cheque Register, March 1, 1925 to April 2, 1925*. In the hand of Doyle's personal secretary. Red leather with clasp, labelled "Sir Arthur Conan Doyle, Lloyds Bank, London."

Doyle, Arthur Conan: *Photo record of his Far Eastern Tour, August 1920-March 1921*. Fifty-seven items.

Proust, Marcel: *Remembrance of Things Past*. Three volumes. Translated by C.K. Scott-Moncrieff and Terence Kilmartin. London: Chatto and Windus, 1981.

Languages

Corominas, Juan: *Diccionario critico etimologico castellano e hispanico. (Spanish-Catalan dictionary)* Madrid: Editorial Greds. Four volumes (c. 1980)

Horecky, Paul Louis: *Czech and Slovak Abbreviations: a Selective List*. Washington, Library of Congress, 1956.

Pausanias: *Pausaniou Hellados periegesis. (Guidebook to the Splendours of Ancient Greece by Pausanias c. 150 A.D.)* Five volumes. Ekdotike, Athens, 1974-1981

Music

Clementi, Muzio: *Complete Sonatas and capricci for pianoforte*. Twenty-two discs. Frequenz DAF 21

Cries of London. Illustrated by Frances Wheatley. Music arranged by Vincent Thomas. London: Art, Music, 1924
Performers at Eaton Auditorium, 1930's to 1950's. A collection of 113 professional photographs.

Municipal Reference

Adam, Graeme Mercer: *Illustrated Toronto, the Queen City of the West, 1791-1793, 1891-1893*. Toronto, J. McConiff, 1891
Municipal World, 1891-1983. Periodical on microfiche. Municipal World Inc: St. Thomas, Ont.

Spence, F.S.: *The Street Railway Situation in Toronto, Canada*. Minneapolis, International Law and Business Institute, Extension Department (191-?)



Seven episodes of "The Adventures of Sherlock Holmes" a British TV series were donated to the library.

Science and Technology

Chin, Felix: *Automation and Robots—a Selected Bibliography of Books*. Monticello, Illinois: Vance Bibliographies, 1982.

Mace, Nancy: *The 36-hour Day: a Family Guide to Caring for Persons with Alzheimer's Disease*. Baltimore, Johns Hopkins University Press, 1981.

Pellegrino, Ronald: *The Electronic Arts of Sound and Light*. New York, Van Nostrand Reinhold, 1983.

Social Sciences

Canada. Parliament. House of Commons: *Report of Special Committee on Participation of Visible Minorities in Canadian Society*.

Supply and Services Canada.

Phongpaichit, Pasuk: *From Peasant Girls to Bangkok Masseuses*. Geneva, International Balour Office, 1982

Smith, Myron, J.: *Watergate: An Annotated Bibliography of Sources in English, 1972-1982*. Metuchen, N.J.: Scarecrow Press, 1983.

Theatre

Gautier Théophile: *Les Beautés de l'Opera*. Paris: Soulié, 1845.

Propert, Walter Archibald: *The Russian Ballet in Western Europe, 1909-1920*. London: J. Lane, 1921.

Playbills from Montreal Theatres, 1862-1870, including the Theatre Royal, Mechanic's Hall and Guilbault's Gardens.

Important Donations

In 1984, donations continued to enrich Metro Library's collections. Among them were: a highly valuable original drawing illustrating a Sherlock Holmes story for Collier's Magazine in 1908; a large collection of memorabilia of the long and distinguished theatrical career of the late Jane Mallett and, from the Hamdard Foundation in Pakistan, more than 120 volumes in Urdu and English. Metro Library trustees and staff are sure that users of the library will wish to join them in an expression of gratitude to all donors.

Aguzzi, Mrs. A.M.: Seventy-nine volumes of assorted subjects in Italian art and history.

Bain, James W.: Sixty-three important works, including "Report of the Proceedings Connected with the Disputes Between the Earl of Selkirk and the North-West Company": London, 1819

Cleary, John: "All About Home Satellite Television."

Cousintine, Bill: "Canadian Magazine" 1921; theatre and music programs.

Edey, Mrs. Margaret Ball: Scrapbooks of press clippings for New Empire Players at the Empire Theatre, Toronto (1932-33) and Cameron Matthews English Players at the Victoria Theatre, Toronto (1933), compiled by Mrs. Edey, press representative for the companies.

Fox, Estelle Patterson (estate): 1,170 crime novels and 116 crime fiction periodicals.

Granada T.V.: Seven scripts for the 1983 British TV series: "The Adventures of Sherlock Holmes."

Hamdard Foundation, Karachi, Pakistan: 122 volumes in Urdu and English, on philosophy, politics, religion and classics.

Hastings, Ronald: Ninety Canadian theatre programs, (1960-1980).

Henning, Mrs. Gordon B. Langley's Ltd., Toronto dry cleaners: various papers, including board minutes, annual reports and advertising materials.

Jay, Gladys (estate): Assorted fiction and non-fiction (1,634 volumes).

Lawrence, Carey: "Wings: Log of the R.C.A.F.", Vol. 1, No. 1 and Vol. 2 No. 11.

Lemiski, Dr. Peter A.: "It was a nice equipment for a respectable citizen", original crayon drawing by Frederic Dorr Steele (1873-1945) illustrating Conan Doyle's Sherlock Holmes story "The Bruce Partington Plans" published in Collier's Magazine, December 12, 1908.

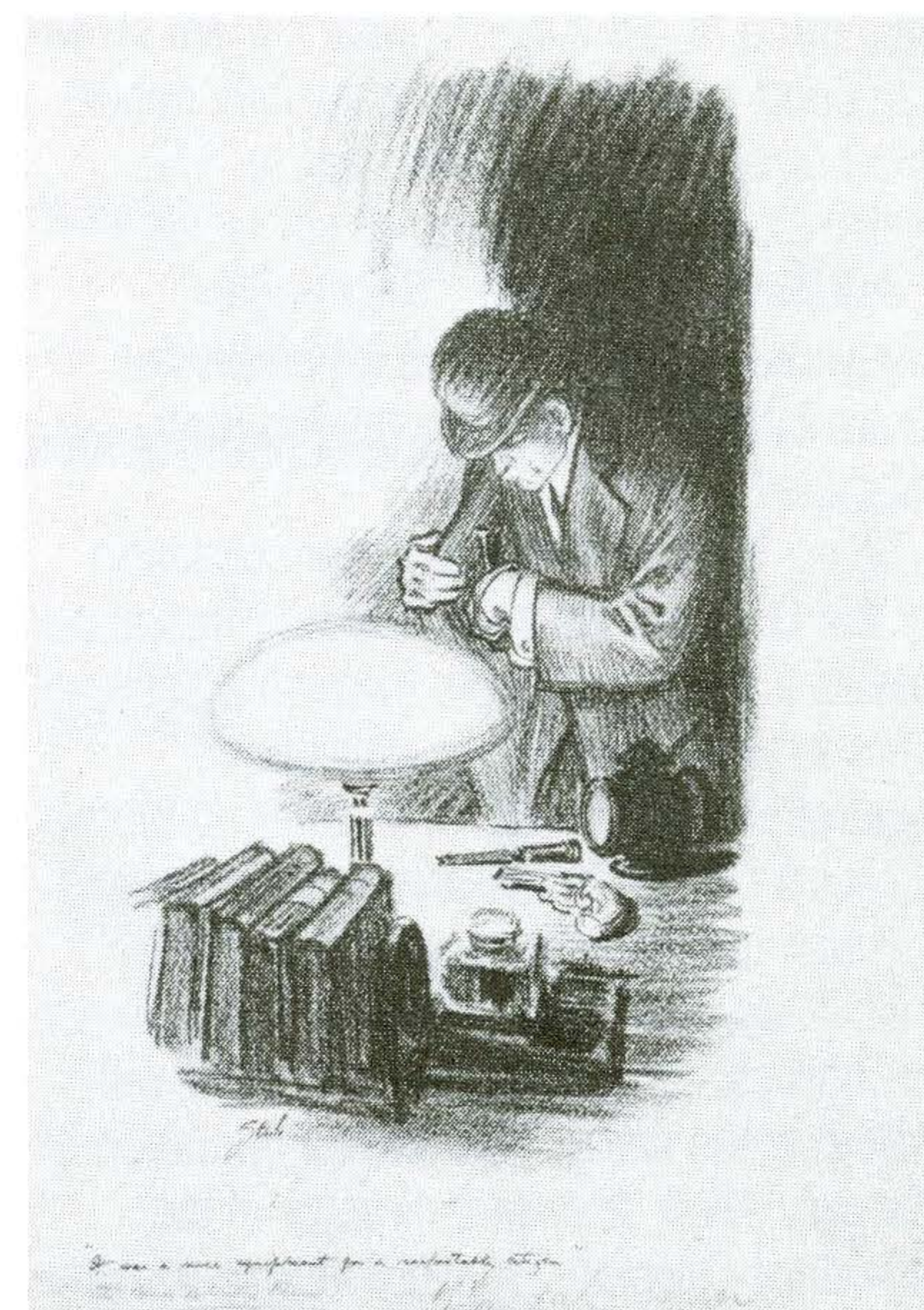
Manny, Clifford: Playbills and correspondence and photos from collection of his father, the late Charles Manny, Anglo-American vaudeville performer.

Mallett, Jane (estate): Scripts, photos, recordings, videotapes, correspondence and other papers from the actress's long association with Canadian theatre. Scrapbook of career of Canadian actress Nella Jefferis (1914-44)

McClenahan, J.D.: Proceedings of meetings, International Solar Energy Society (1976-1978)

McIntyre, Mrs. K.: "Animal Crackers" (score) and Bolton account book.

Mullin, Professor Donald: A selection of engravings of actors and of theatre buildings in London, Paris and New York.



Dr. Peter A. Leminski, of Oakville, donated a valuable original drawing by Frederick Dorr Steele to the Arthur Conan Doyle collection. It was reproduced in *Colliers* in 1908.

National Assembly Library of Seoul: A collection of books in Korean.

Ontario Legislative Library: Books on miscellaneous subjects (2,394) and bound volumes of 19th century periodicals (548).

Payne, Rodney: Prints and engravings from the 19th century; assorted magazine covers, fashion plates and advertisements (1900-1930). Collection numbers 900 pieces.

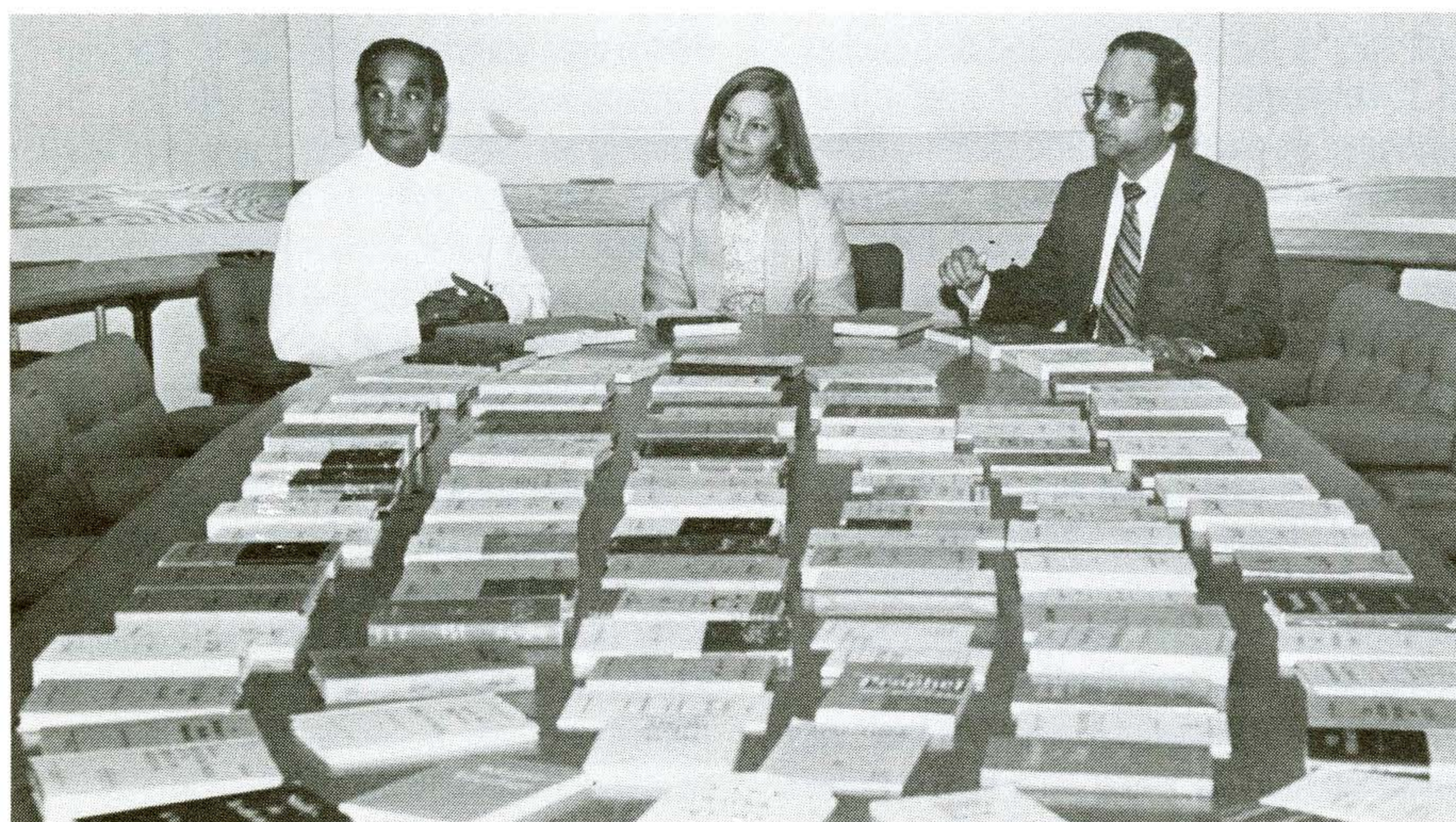
Rowlands, Alderman June: City of Toronto reference materials.

Sewell, John: City of Toronto reference materials.

Watson, J.L.: Fifty bound volumes of "The Leader"

Webster, William: Stage designs for Stratford Festival and The National Arts Centre.

Wells, Mrs. Dalton C.: More than 500 books, periodicals, maps, pamphlets, including the letters of James Pearson Wells and a special edition of the Canada Gazette announcing the appointment of Canada's first Cabinet and provincial Lieutenant Governors (July 3, 1867)



Frances Schwenger, assistant director, accepted a donation of 122 books in Urdu and English from Dr. Mohammad Said, president of the Hamdard Foundation in Pakistan.

Regional Support & Development Division

"It's good to get a feel of what's there so we can send a library user to a specific department or section rather than just to 'The Metro Library' ", said one of our visitors.

Another commented: "Thoroughly enjoyable... I discovered a lot about the Metro Library that'll make my job more effective."

Since 1984 was a year of consolidation for the Division, we sought to emphasize our role as a service to users through a series of tours to bring people and collections together. We arranged for a series of tours of Metro Library for librarians from city and borough locations throughout the Metro area. They were given the opportunity to see our collections at first hand and meet with staff in these areas. With the co-operation of Margery Allen, assistant director of the Reference Division, we were able to provide our visitors with an enhanced appreciation of Metro Library's facilities.

In addition to outreach programs of this kind, Metro Library administrators began an exchange of ideas with officials of the Ontario Ministry of Citizenship and Culture, relating to our place within the new provincial library organizations.

The Regional Bibliographic Products Department completed the substantial conversion of its data bases to a Mini-Integrated Set of Information Systems (MINISIS). The time and effort proved highly worthwhile as the flexibility of MINISIS became apparent. By year-end, 130 new and repeat products had been generated through the new system, considerably decreasing turnaround time for the retrieval of catalogue products.

At the request of the Ministry of Citizenship and Culture, we became engaged in a special project to convert the data base holdings of the 14 original regional library systems to reflect the newly established geographical boundaries.

The Book Information and Interloan Department continued to receive requests for information originating not only in Canada, but in many other parts of the world. In 1984, the department commenced use of the National Library's DOBIS service; this data base, holding three million biographic records, increases by 40,000 a year. It will be used primarily to support the



Librarians from the Metro region learn about the reference library. From left are Rosemarie Spearmint, Carol Wolfe, Sniedze Marshak, Paula de Ronde and Cheryl Skovronek.

department's interloan service for the Metro area public library systems. Metroline, the department's on-line reference service was enhanced by access to additional information which, together with the acquisition of a micro-computer enabled us to provide users with more information in a variety of formats.

The Regional Multilanguage Department continued to enjoy the confidence and support of library boards throughout Metro. It maintained its essential status as co-ordinator of the acquisition and distribution of 20 languages collections. The department sustained its distribution and clearing-house function with the National Library's Multilingual Bibloservice. Staff continued their personal involvement in ethnic organizations.

Additions to the deposit collections increased by 38.5% over 1983. Arabic and Hindi were added to the materials in 18 languages already being acquired. A new edition of "Guide to the Multilanguage Collections in the Public Library Systems of Metropolitan Toronto" was published and distributed to the area libraries and other community organizations. "RMS News" was published monthly and mailed to subscribers across Canada and the United States.

Gifts and Exchange Unit staff received a total of 57,018 donations from individuals and organizations throughout the year. The redistribution of materials by means of the Duplicate Exchange Lists continued apace, with 12 lists prepared and circulated to 282 libraries in Canada and abroad.

Regional Audio-visual Department staff continued to meet the heavy demands placed on them. They report that, in spite of the proliferating circulation of videotapes in Metro area libraries, decline in 16 mm film demand was small; in fact, in 1984 it showed an overall decline of only 3% since 1979. Film Unit staff now have access to the MINISIS data base, allowing them to provide more accurate and up-to-date information on available film collections in Metro Toronto. Work began on a policy for replacing some of our outdated audio-visual equipment.

While the shutdown prevented the planned opening of our Centre for Disabled Persons, implementation was targeted for early 1985. The Talking Books Unit (which will be incorporated in the Centre) showed a marked increase in circulation and in the number of users, many of whom are homebound or confined to hospital.

Statistics

REGIONAL SUPPORT & DEVELOPMENT DIVISION

REGIONAL AUDIO-VISUAL SERVICES

Talking Books

	1984	1983
Circulation	47,983	43,453
Stock	24,752	21,929
Users	1,379	1,233

16 mm Film

Screenings	224,195	268,784
Audience reached	2,215,964	2,496,027
Inter-Library Loans	69,282	91,737

For Multilanguage Project, Talking Books, Guide to Periodicals and Newspapers,
16 mm Film Catalogues and Continuing Education Directory

BOOK INFORMATION AND INTERLOAN DEPARTMENT

Telephone Questions	41,664	49,326
Desk Questions		
Reference	21,577	22,752
Directional	8,151	13,924
TOTAL	29,728	36,677

Photocopies

For Library	16,705	23,022
For Public	133	257
TOTAL	16,838	23,279

Interloan

Requested by Area Boards	5,771	6,272
Requested by Other Libraries	5,109	5,468
TOTAL Requested from MTL	10,880	11,740

Supplied to Area Boards	3,528	3,925
Supplied to Other Libraries	3,043	3,195
TOTAL Supplied by MTL	6,571	7,120

Requested from Area Boards	386	396
Requested from Other Libraries	485	528
TOTAL Requested for MTL	871	924

GIFTS AND EXCHANGES

Material received	89,371	127,397
Unsolicited donations & withdrawals		
Materials Dispersed	90,854	124,029

REGIONAL BIBLIOGRAPHIC PRODUCTS CATALOGUING*

** Unique titles	9,203	14,941
*** Adders	33,955	35,760

** New title or course

*** Repeated title with updated information

Received from Area Boards	259	304
Received from Other Libraries	334	330
TOTAL	593	634

Teletype Questions	17,696	19,164
Telex Transmissions	3,175	3,972

Metroline Searches		
Cost Recovery	748	552
Internal	365	204

TOTAL	1,113	756
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REGIONAL MULTILANGUAGE DEPARTMENT

Co-operative Acquisition Program

Volumes in five languages purchased and dispatched to Metro area libraries	8,086	5,102 (4 languages)
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Deposit Service Program

Volumes in 15 languages sent on a deposit rotating basis to Metro area libraries	13,188	14,881 (14 languages)
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Multilingual Bibloservice Program

Volumes received from the National Library and distributed to Metro area libraries	1,688	1,650
Gift Program		
Books dispatched to Metro and Ontario libraries	2,529	2,662

Administrative Services Division

The Division continued to serve Metro Library in its three general fields of operation: human resources within the organization; external relations, with a new emphasis on public awareness and library administration.

Personnel. The internal review of the division's services, begun in 1983 with a focus on financial support services moved in 1984 to an emphasis on personnel support services. It is expected that this review with its objective of strengthening all divisional services, will continue for several years.

In 1984, 27 persons were hired to fill permanent, full-time positions, 25 to fill temporary positions and 30 to fill part-time positions. A notable outcome of the negotiations with the three Canadian Union of

Public Employees (CUPE) bargaining units representing Metro Library employees was the first two-year collective agreement settlement in our history. During the period of this agreement, considerable thought will be given to improved labour-management relationships.

The Facilities Department completed some major projects associated with the capital budget program. These were: construction of the Computer Room; re-arrangement of the Cataloguing and Order unit and tendering and installation of mobile shelving on the south-east #2 mezzanine floor of 789 Yonge St. and at the Municipal Reference Department, City Hall.

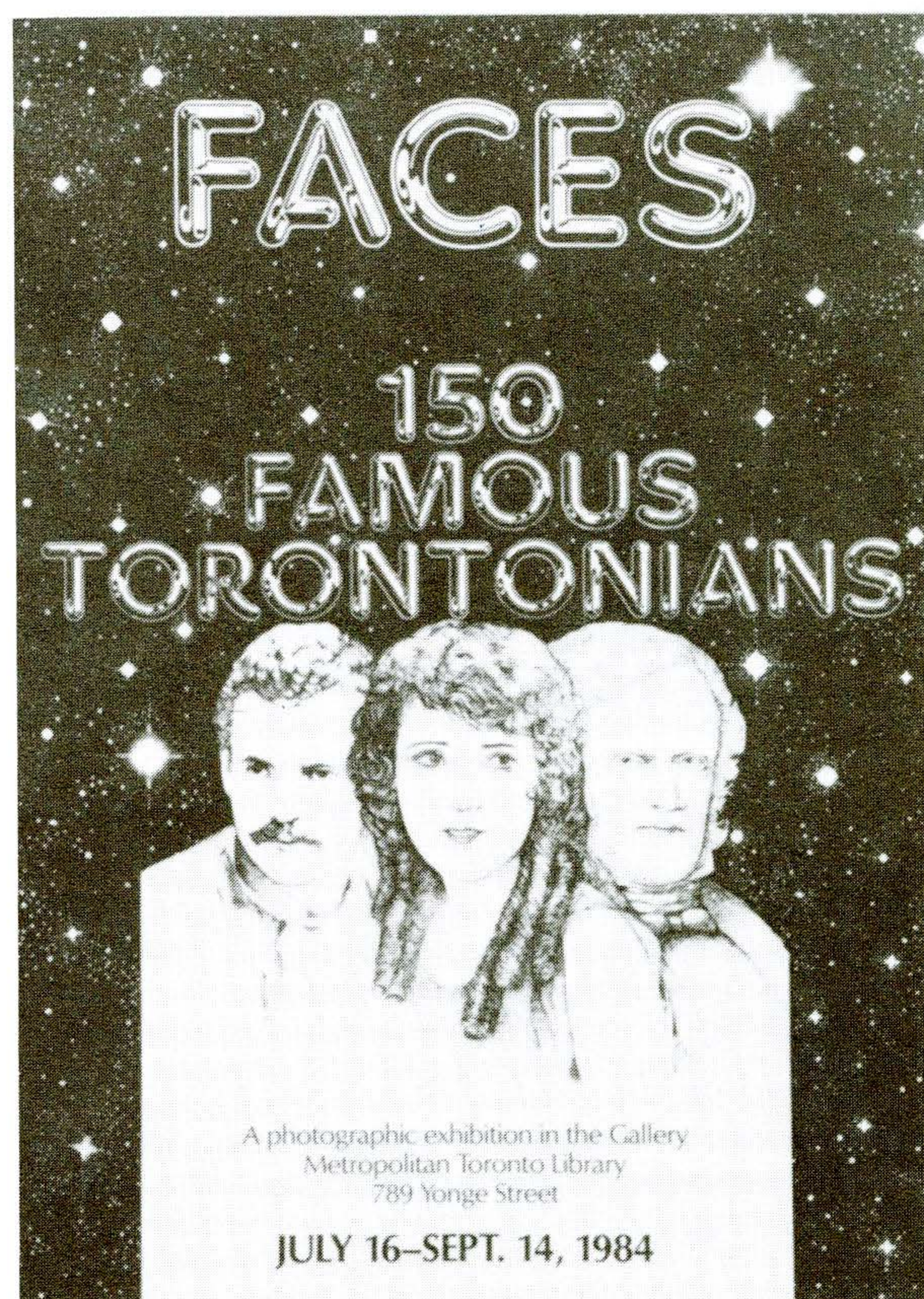
Janitorial, security and plant maintenance contracts were tendered. Several smaller

construction projects were undertaken: new premises were built for the Conservator and for paper storage and the Social Sciences workroom was enlarged; the administrative area was re-arranged and ultra-violet protective film was installed on the windows of special collection areas. For conservation purposes, a computerized energy maintenance system was installed in the main air-conditioning plant.

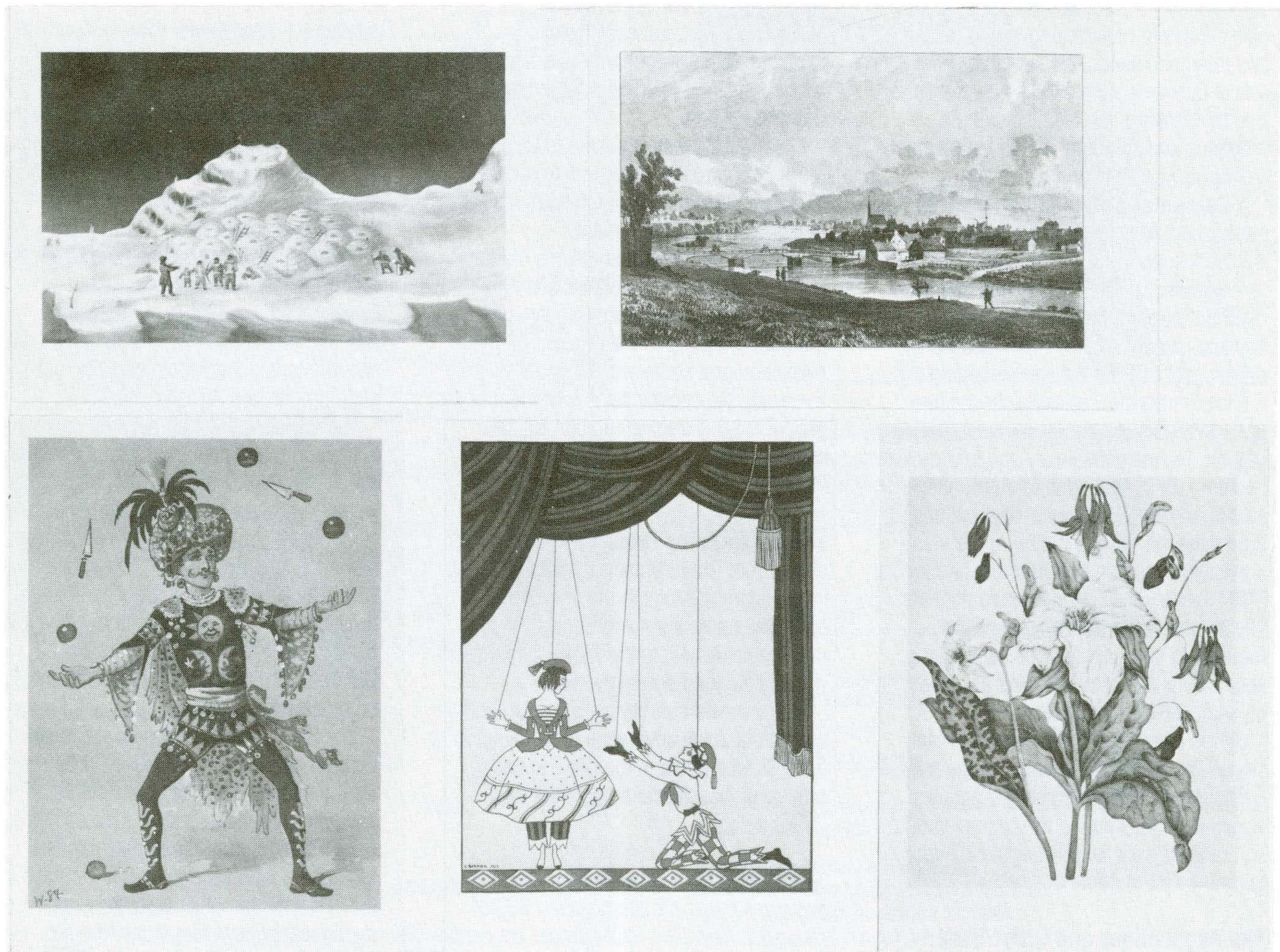
Financial Services Department continued to enhance its services to Metro Library by implementing a system for budgeting salaries and benefits. The computerized listings thus achieved saved most department managers time in their budget preparation.



1200 people filled the atrium to overflowing to hear Mavis Gallant and Mordecai Richler read at Fiction Fanfare '84. Autographs followed.



Toronto's sesquicentennial was celebrated by the library with a major exhibit and a publication by the Canadian History department.



Notecards featuring pictures from the collections in the Theatre and Canadian History Departments, are on sale to library users.

As **Planning Officer**, a newly filled position, Christine Macdonald joined MTLB in April. In preparation for a new planning process, she has completed a status review of action taken on recommendations made by the Board, in its 1981 program review and its statement on goals and objectives (1980-1985).

The Planning Officer has also up-dated all department organization charts, developed a plan to evaluate the present statistics reporting system and co-ordinated an internal planning assessment of the personnel function.

The Public Relations Department was especially active during the year, which saw the celebration of Toronto's sesquicentennial and Ontario's bicentennial. The department assisted in the preparation and staging of numerous exhibits and displays, among which was "Faces: 150 Famous Torontonians" a sesquicentennial celebration attracting wide audiences and considerable praise. The 1984 Fiction Fanfare drew an audience of 1,200 to the Library's atrium. With the CBC "Journal's" Mary Lou Finlay as M.C., authors Mavis Gallant and Mordecai Richler read from their works.

An initiative taken by the department was the production of note cards featuring illustrations from books and materials in the Metro Library collection. The cards are on sale to the public at the Library's main reception desk. The reception desk also became the centre for changemaking at the library, removing the onus from the staff of the Reference departments.

In 1985, the Public Relations Department will play a large role in the development of a program to create greater public awareness of the Library's reference and research function.

Technical Support Division

To provide our users with efficient, up-to-date service to meet their growing research and reference needs, the Division's year was one of intense activity. 1984 was characterized by planning, the identification of problems and solutions and the implementation of new projects and programs.

A Computer Services Department was established, to provide Metro Library with technical support for the planned growth of its computer facilities. Under the management of Margaret McGrory, formerly Systems supervisor, the main focus of the department in 1984 was on managing the pre-implementation activities for the new BLIS SYSTEM. An abbreviation for "Bibliographic Techniques Library and Information System", BLIS was contracted for after several months of complex negotiations to determine the precise nature of the many applications such a system must perform for Metro Library over a long period of years. The functions the new system will be required to carry out include cataloguing, acquisitions and film bookings as well as an on-line catalogue for library users.

By the end of the year, with a contract signed, the hardware installed in the new Computer Room and training schedules drawn up, it was hoped to see implementation of BLIS early in 1985, with cataloguing to be the first to come on-line.

The Acquisitions and Order Departments were re-organized. George McCubbin joined us in May in the newly-created position of Head, Acquisitions and Collec-

tions. Working with Jane Harvey, manager of the Order unit, he was involved in planning the move of her department to accommodate construction of the new Computer Room.

Major efforts were directed toward the reorganizing of the Order unit to reduce backlogs, clearly define staff responsibilities and produce job enrichment.

Many of the recommendations made in the 1983 study of the acquisitions and serials process were successfully implemented. Other are in the process of implementation and some are still under review. Even with the substantial involvement of Mr. McCubbin, full implementation will take several years.

The Cataloguing Department, under the direction of Grace Bulaong, made headway in reducing backlogs in the specialized areas of Music, Languages and Serials. All the rare materials held in the Music Department were catalogued during the year.

In preparation for the BLIS system and in order to take full advantage of its capabilities analysis was made of the department's organizational structure and work flow.

The Recon Unit experienced a highly successful year, inputting almost 90,000 records to bring the total number converted to machine-readability to over 440,000. These much-needed records will finally become available to library users and

reference staff when the BLIS online catalogue is completed.

The Conservation Unit was re-established in 1984, with Johanna Wellheiser joining us in February as Conservator. Her function is to develop a comprehensive care and treatment program for all Metro Library collections. A report on care and treatment was issued in June and as a result, an investigation was begun of the factors affecting the lifespan of collection materials: environmental conditions, security, use of micrographs and disaster situations.

The Conservation Lab became operational in the summer when an assistant conservator was hired. By the end of 1984, treatments, including written and photographic documentation, were completed on 123 items from reference departments. In September, over 200 Reference staff members attended a presentation: "All you wanted to know about conservation but were afraid to ask...". Due to staff demand, this presentation will be repeated in 1985.

The Binding Unit, now part of Conservation, processed an impressive 20,000 items for the public reference departments. In addition, more than 300 vandalized items were treated and 850 pamphlet binders fabricated, representing a 50% increase in the in-house pamphlet binding service. Led by the unit supervisor, Jenny Rodgers, two binding workshops were held in May to explain the preparation of material for binding.



The guts of the library's integrated system (BLIS) will be housed in the new computer room now under construction.

Metropolitan Toronto Library Board

Financial Statements

The Municipality of Metropolitan Toronto

Metropolitan Audit Department

12th Floor, 365 Bay Street
Toronto, Ontario, Canada M5H 2V1
Telephone: (416) 947-8030

Allan G. Andrews, C.A.,
Metropolitan Auditor

April 29, 1985



Auditor's Report *To the Members Metropolitan Toronto Library Board*

I have examined the balance sheet of the Metropolitan Toronto Library Board at December 31, 1984 and the statements of revenue and expenditure and changes in financial position for the year then ended. My examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as I considered necessary in the circumstances.

In my opinion, these financial statements present fairly the financial position of the Board as at December 31, 1984 and the results of its operations and the changes in its financial position for the year then ended in accordance with accounting principles generally accepted for Ontario municipalities applied on a basis consistent with that of the preceding year.

Metropolitan Toronto Library Board Balance Sheet December 31, 1984 (with comparative figures for 1983)

	1984	1983
ASSETS		
CURRENT ASSETS		
Cash	\$ 269,848	\$ 1,048,741
Accounts receivable		
Municipality of Metropolitan Toronto	962,765	
Other	92,954	35,895
Prepaid expenses	116,333	253,515
	<u>1,441,900</u>	<u>1,338,151</u>
CAPITAL OUTLAY TO BE RECOVERED IN FUTURE YEARS (note 3)	<u>19,249,897</u>	<u>20,424,356</u>
	<u>\$20,691,797</u>	<u>\$21,762,507</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities		
Municipality of Metropolitan Toronto	\$	\$ 246,320
Other	1,215,447	1,149,027
Special grants and funds	55,256	30,468
	<u>1,270,703</u>	<u>1,425,815</u>
NET LONG TERM LIABILITIES FINANCED BY THE MUNICIPALITY (note 3)	<u>19,249,897</u>	<u>20,424,356</u>
FUND BALANCES AT THE END OF THE YEAR		
Capital operations not yet permanently financed (note 4)	(50,265)	(87,664)
Unexpended capital financing (note 5)	221,462	
	<u>\$20,691,797</u>	<u>\$21,762,507</u>

(see accompanying notes)

Metropolitan Toronto Library Board Statement of Revenue and Expenditure For the Year Ended December 31, 1984 (with comparative figures for 1983)

	1984	1983
EXPENDITURE		
Salaries and benefits	\$ 9,671,707	\$10,226,398
Library materials	1,815,534	1,879,846
Supplies, utilities and equipment	1,763,580	948,803
Services and rents	2,091,846	2,082,759
Total operating costs	<u>15,342,667</u>	<u>15,137,806</u>
Debt charges	4,094,996	3,941,134
Total operating expenditure	<u>19,437,663</u>	<u>19,078,940</u>
Provincial and federal special projects	28,780	3,807
	<u>19,466,443</u>	<u>19,082,747</u>
REVENUE		
Federal government special grants	18,935	2,896
Province of Ontario grants	1,448,317	1,380,141
Province of Ontario special grants	9,845	911
Charges to Regional Library Systems	47,589	43,920
Charges to Area Library Boards	52,295	49,921
Other income	382,861	480,280
	<u>1,959,842</u>	<u>1,958,069</u>
NET OPERATING COST	<u>\$17,506,601</u>	<u>\$17,124,678</u>
FUNDED BY		
Contributions by Municipality of Metropolitan Toronto (note 2)		
General appropriation	\$16,806,548	\$17,124,678
Special capital appropriation	700,053	
	<u>\$17,506,601</u>	<u>\$17,124,678</u>

(see accompanying notes)

Metropolitan Toronto Library Board Statement of Changes in Financial Position For the Year Ended December 31, 1984 (with comparative figures for 1983)

	1984	1983
SOURCE OF CASH		
Contribution by Municipality of Metropolitan Toronto	\$17,506,601	\$17,124,678
Increase in accounts payable—other	66,420	482,403
Increase in deferred revenue	24,788	27,429
Decrease (increase) in capital expenditures not yet permanently financed	37,399	(87,664)
Decrease (increase) in prepaid expenses	137,182	(59,422)
Unexpended capital receipts	221,462	
	<u>17,993,852</u>	<u>17,487,424</u>
APPLICATION OF CASH		
Net operating costs	17,506,601	17,124,678
Decrease in accounts payable		
Municipality of Metropolitan Toronto	246,320	3,058
Increase (decrease) in accounts receivable		
Municipality of Metropolitan Toronto	962,765	
Other	57,059	(73,758)
	<u>18,772,745</u>	<u>17,053,978</u>
NET (DECREASE) INCREASE IN CASH	<u>(778,893)</u>	<u>433,446</u>
CASH, BEGINNING OF YEAR	<u>1,048,741</u>	<u>615,295</u>
CASH, END OF YEAR	<u>\$ 269,848</u>	<u>\$ 1,048,741</u>

(see accompanying notes)

**Metropolitan Toronto Library Board
Notes to Financial Statements
December 31, 1984**

1. ACCOUNTING POLICIES

(a) Fixed Assets

The Board has adopted the basis used by municipalities in Ontario in its accounting for fixed assets. Under this basis, historical cost is not used for reporting purposes and depreciation related to that cost is not recorded in the accounts. Instead, fixed assets funded out of current operations are written off as operating expenditures in the year of purchase. If such expenditures are funded by the issue of long term debt, they are valued at the aggregate of the principal portion of long term debt reported on the Balance Sheet as "capital outlay to be recovered in future years".

(b) Charges for Net Long Term Liabilities

Sources of financing and expenditures are reported on the accrual basis of accounting with the exception of principal and interest charges on net long term liabilities which are charged against operations in the periods in which they fall due. The principal and interest charges are not accrued for the periods from the latest due dates to the end of the financial year. The Board will commence to accrue debenture interest charges effective January 1, 1985.

(c) Liabilities Payable in Foreign Currencies

Long term debt payable in foreign currencies is translated into Canadian funds at the exchange rate prevailing at the time the debt was incurred by the Municipality of Metropolitan Toronto.

(d) Library Collections and Supplies

Library collections and supplies are charged to expense in the year of purchase.

2. CONTRIBUTION FROM THE MUNICIPALITY OF METROPOLITAN TORONTO

The Library Board is entitled under The Municipality of Metropolitan Toronto Act to requisition funds from the Metropolitan Corporation as required up to the amount approved in the Board's budget by Metropolitan Council.

By agreement between the Metropolitan Treasurer and the Board, funds are contributed by the Metropolitan Corporation equal to the lesser of net operating costs and the approved budget and any special capital expenditure funded from current revenue.

3. NET LONG TERM LIABILITIES FINANCED BY THE MUNICIPALITY

The Municipality of Metropolitan Toronto issues debentures for library capital purposes as required. Capital outlay from the proceeds of these debentures and the related liability are carried in the accounts of the Board as set out in note 1(a).

	1984	1983
Outstanding instalment and sinking fund debentures	\$26,612,582	\$26,428,952
Value of sinking funds	7,362,685	6,004,596
Net long term liabilities	<u>\$19,249,897</u>	<u>\$20,424,356</u>

Principal payments of net long term liabilities in five-year intervals are as follows:

1985 to 1989	\$5,695,150
1990 to 1994	5,995,150
1995 to 1997	1,936,000
Interest to be earned on sinking fund deposits	5,623,597
	<u>\$19,249,897</u>

Included in net long term liabilities is an amount of \$22,140,162 (1983—\$22,268,952) payable in U.S. dollars which was translated into Canadian dollars at the rate of exchange prevailing when the liability was incurred. If the liability is translated into Canadian dollars at the exchange rate prevailing at December 31, 1984, the liability would be increased by \$6,903,398 (1983—\$5,399,500).

4. CAPITAL OPERATIONS NOT YET PERMANENTLY FINANCED

Approval of the Ontario Municipal Board has been obtained for the pending issue of long term liabilities.

5. UNEXPENDED CAPITAL FINANCING

This represents the excess of debenture receipts over capitalized expenditures for the Library Automated System.

6. CONTRACTUAL OBLIGATIONS

The Board is committed under operating leases and contracts to future payments as follows:

1985	\$ 505,000
1986	369,000
1987	129,000
1988	107,000
	<u>\$1,110,000</u>

7. PENSION PLANS

The Metropolitan Toronto Library Board has pension plans covering all permanent employees. The cost of funding current service pension benefits is charged to operations as incurred. Unfunded liabilities, as determined by actuarial valuation, are funded by annual payments which are charged to operations over the period recommended by the actuary and in accordance with regulatory requirements. As at December 31, 1984, the unfunded liability of the Board's pension plans amounted to \$238,400 (1983—\$284,000) based on the latest actuarial valuation and is being funded by annual payments over various periods ending in 1991.

8. LIABILITY FOR VESTED SICK LEAVE BENEFITS

Under the sick leave benefit plan of the Metropolitan Toronto Library Board, unused sick leave can accumulate and employees may become entitled to a cash payment when they leave the Board's employment. The liability for these accumulated days, to the extent that they have vested and could be taken in cash by an employee on terminating, amounted to \$739,000 (1983—\$607,000).

In 1982, the Municipality of Metropolitan Toronto established a corporate Sick Pay Reserve Fund to cover such sick leave payments to employees of the municipality and any participating boards, agencies or commissions. On January 1, 1984, the Board became a participant of this Plan. Over a twenty-year period, contributions to the Fund will stabilize the financial impact of benefit payments.

9. COMPARATIVE FIGURES

Certain of the 1983 figures presented here for comparative purposes have been reclassified to conform with the current year's presentation.

City and Borough Library Statistics

	Bookstock including bound periodicals		Circulation ¹ (print and nonprint materials)		Current Expenditures ²		Population	
	1984	1983	1984	1983	1984	1983	1984	1983
East York	245,511	257,760	773,127	854,879	\$2,279,985	\$2,105,729	101,121	101,121
Etobicoke	700,039	680,994	2,446,847	2,668,886	\$8,731,809	\$8,271,520	297,052	297,052
North York	1,693,194	1,506,161	4,534,251	4,401,788	\$17,760,893	\$16,212,335	551,191	558,241
Scarborough	1,076,136	1,000,730	4,011,432	3,993,489	\$10,240,784	\$9,425,035	444,000	444,000
Toronto	1,470,399	1,424,903	6,815,081	5,727,397	\$20,847,895	\$19,206,701	614,763	599,220
York	281,241	301,355	735,611	699,854	\$2,806,647	\$2,586,972	133,707	133,707
Metro Toronto Ref. Library	1,217,447	1,176,031	200,964 ³	267,305	\$19,466,443	\$19,082,747	—	—
TOTAL	6,683,967	6,347,934	19,517,313	18,613,598	\$82,134,456	\$76,891,039	2,141,834	2,133,341

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

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

3. Collections are non-circulating except Languages. Music scores and the circulating picture collection in Fine Art.

DIRECTORY



D. Meadows



P. Zuest



D. Arthur



V. Wong



M. Chartrand



L. Peterson



M. Allen



J. Watson



P. Dye



D. Kotin



A. Suddon



A. Mack



M. Pearson



B. Gunther



K. McCook



M. Hewings



I. Rose



M. Walshe



A. Salam



H. McCallum



F. Schwenger



L. Murray



R. Yu



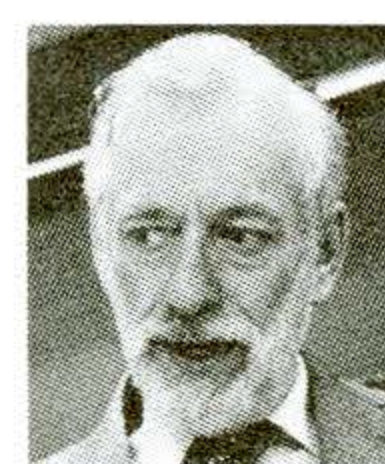
J. Tsui



G. Lorentowicz



B. Merilees



G. McCubbin



G. Bulaong



M. McGrory



J. Harvey

Metropolitan Toronto Library Board

Director and Secretary: Donald Meadows

Assistant Director, Administrative Services Division:

Patricia Zuest

Facilities: Donald Arthur

Personnel: Vivian Wong

Public Relations: Margaret Chartrand

Treasurer and Financial Services: Larry Peterson

Assistant Director, Reference Division: Margery Allen

Assistant Heads of the Library: David Kotin, Alan Suddon

Departmental Liaison Librarian: Joyce Watson

Business: Patricia Dye

Canadian History: David Kotin

Fine Art: Alan Suddon

General Reference: Anne Mack

History: Michael Pearson

Languages: Barbara Gunther

Literature: Katherine McCook

Municipal Reference: Margot Hewings

Music: Isabel Rose

Science and Technology: Margaret Walshe

Social Sciences: Abdus Salam

Theatre: Heather McCallum

Assistant Director, Regional Support Division: Frances Schwenger

Audio Visual: Laura Murray

Book Information and Interloan: Robert Yu

Regional Bibliographics Products: Josephine Tsui

Regional Multilanguage Dept.: Genia Lorentowicz

Assistant Director, Technical Support Division: Bobbie Merilees

Acquisitions and Collections: George McCubbin

Cataloguing: Grace Bulaong

Computer Operations: Margaret McGrory

Order: Jane Harvey

MTLB PUBLIC SERVICE DEPARTMENTS

789 Yonge Street, Toronto M4W 2G8

Mon. to Thurs. 10 a.m. to 9 p.m.; Fri. & Sat. 10 a.m. to 6 p.m.

Sun. 1.30 p.m. to 5 p.m. (Oct. 15 to Apr. 30)

Summer Hours (July and August):

Mon. to Thurs. 10 a.m. to 8 p.m.; Fri. & Sat. 10 a.m. to 6 p.m.

Municipal Reference Department (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.

Closed Sat. and Sun.

General Reference	928-5211
Book Information & Interloan	928-5182
Business	928-5256
Canadian History	928-5275
Fine Art	928-5214
History	928-5267
Languages	928-5280
Literature	928-5284
Municipal Reference	928-5357
Music	928-5224
Newspapers (microform)	928-5254
Newspapers (current)	928-5208
Science and Technology	928-5234
Social Sciences	928-5246
Theatre	928-5230

ADMINISTRATIVE OFFICES

789 Yonge Street, Toronto M4W 2G8

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

Audio Visual Dept.	928-5185
Director & Secretary	928-5296
Facilities Manager	928-5164
Financial Services	928-5307
Personnel Dept.	928-5300
Public Relations Dept.	928-5313
Regional Bibliographic Products Dept.	928-5333
Regional Multilanguage Dept.	928-5326
Security	928-5346
Switchboard	928-5150

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