

1995

METROPOLITAN

TORONTO

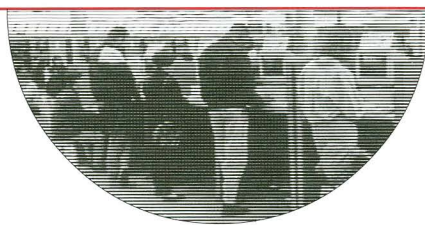
REFERENCE

LIBRARY

ANNUAL

REPORT





FACING REALITIES CREATING A NEW LIBRARY

THE EFFECTS OF four years of budget cuts, staffing reductions and eroded services forced this organization to take a different approach to library service if it was to continue to meet the public's need for information. Without a reorganization, we knew we could not provide the quality service or collections our users expect of the largest public reference library in the country.

This past year was a struggle. We lost almost one quarter of our staff through voluntary separation and early retirement. In addition to performing regular tasks and assuming duties from vacated positions, the staff invested much of their spare time into the creation of and implementation of a new Service Delivery Model. There was no money for consultants, no money for extensive structural changes and very little money to pay for movers. We had to do it all ourselves.

Library staff faced this challenge head on.

Incorporating a team approach, over 70 staff, on 19 teams, researched, designed and carried out a reorganization that grew more complex with each passing day. With joint Union/Management membership, specific teams tackled such critical issues as human resources, training and staff development, and the organizational structure. Other teams were responsible for the development of new reference centres, automated retrieval, technology, internal and external communication, and space planning.

The reorganization was not a simple matter of merging a couple of departments and moving a few shelves of books. It involved —

- restructuring the Library to be more convenient for users
- dismantling existing subject departments
- amalgamating collections

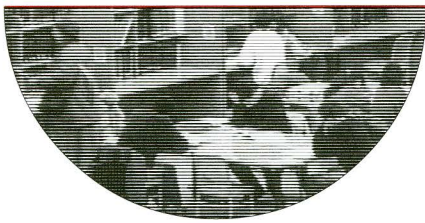
- creating a centralized telephone inquiry service
 - redeploying over 150 staff
 - implementing a flatter organizational structure with a team approach
 - developing WorldVue, a new computer system with Internet access
 - introducing an automated book retrieval system.
- This new Metro Reference Library will not only meet the information needs of its users, it will be able to operate with fewer staff on an ever shrinking budget.

What we attempted in 1995 could not have been accomplished without the co-operation of every staff member. Those not directly involved as part of a team, took on extra departmental duties. They assisted in research and provided input on the Service Delivery Model every step of the way. It was not just the 70 people on the teams who contributed to this restructuring — it was every single person in this organization.

We worked together in 1995 to ensure that this Library would carry on into the next century. *Creating a new library* was phase two of a three year process. As we prepare for a different future, 1996 represents a new beginning for the Metropolitan Toronto Reference Library.

Dr. Maureen Rudzik
Chairman

Frances Schwenger
Chief Executive Officer



HIGHLIGHTS

IMPLEMENTING A NEW Service Delivery Model and coping with an ever shrinking budget dominated staff activities in 1995. Our ability to undertake new projects was limited. We did, however, manage to open a new service, venture into fundraising and start a couple of initiatives — all aimed at fulfilling the Library's Vision for a user-centred approach to service (see page 4). These are some of the ups and downs we faced in 1995.

REDUCED HOURS

Six years ago we extended our open hours to meet public demand for accessing information. Budget reductions in 1995 unfortunately eliminated these gains. With \$1.1 million in cuts to the budget in 1995, we had no choice but to cut hours of service. In February, the Metro Urban Affairs Library in Metro Hall, cut public service hours by 20 hours per week. In April, the Metro Reference Library reduced service by 11 hours per week. Since the adoption of these new, shorter hours, the most frequent complaint from users is that our hours should be longer.

OPENING INTELLISEARCH

Customized research is now only a phone call or e-mail message away. For small businesses who need information fast or large corporations needing access to in-depth resources, Metro Reference Library's newest service can help. Launched in September, IntelliSearch offers customized service for a fee. "To many people, time is money," says IntelliSearch manager Maggie Weaver, "and they would rather pay professional researchers than pay with their own time." This new service appeals to a variety of clients for a variety of purposes, including inventors researching patents and trade-marks, advertising agencies looking for product research, and business consultants needing company and industry information.

CLOSED FOR REPAIRS

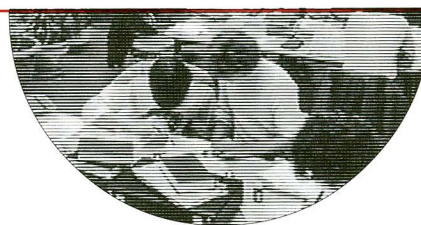
For one week at the end of August, the Library closed to replace the carpet in the public areas on the fifth floor. As repairs were deemed urgent, and funds severely limited, the Library shut down for one full week rather than remain open during the day while the contractors worked over night. The second option would have been more costly and could have exposed both staff and users to irritating fumes during the day.

STAFF TRAINING

With a new information network planned for 1996, staff were busy throughout the year with computer training. Once they were familiar with the new software featuring e-mail and daily calendar functions, it was on to conquering the new network. On one "super-computer" we could access the Library's on-line catalogue, the catalogue of resources in all the Metro public libraries, other library catalogues, external electronic services, Internet resources and selected CD-ROM databases. It was essential that staff become comfortable with this new system, as they would have to help the public use it in 1996. With a little time and patience, many were pleasantly surprised at all they had learned.

JOINING THE FIGHT AGAINST VANDALISM

Theft and damage of public library materials in Metropolitan Toronto adds up to more than \$1 million every year. One million dollars that comes out of the pockets of every tax payer in Metro. These losses represent more than just money, because in many cases the items cannot be replaced. In response, the Reference Library and five Metropolitan Toronto public library systems launched a major awareness campaign to reduce vandalism and theft. The ongoing campaign was designed to make library users aware of how they could help to prevent loss.



BARCODING RETROSPECTIVE COLLECTIONS

With the planned introduction of a new automated retrieval system in 1996, barcoding frequently used items in the collection became an urgent necessity. The goal of this multi-year project is to barcode every item in the Library's on-line catalogue, except serials and periodicals, by the year 2000. In 1995, work began on open shelf collections and the circulating music collection was completed — approximately 22,000 barcodes were applied and over 4,100 database problems resolved. As well as facilitating the automated retrieval system, this project will produce a collection inventory, clean up cataloguing errors, weed items in need of repair, and enable the Library to monitor public use of materials — essential for collection management and future planning.

CRIME IN THE LIBRARY

The Crime Writers of Canada and the Library joined forces to present *Crime in the Library* — an evening celebrating the best in Canadian mystery and crime writing. Special guests included investigators from the RCMP and Metro Toronto Police, Toronto Mayor Barbara Hall and many of the country's best mystery authors. At the reception, the Crime Writers of Canada presented their archives to the Library and announced the short list for their annual Arthur Ellis Awards.

Carrying on with the mystery theme, from April to July, the Library hosted a series of events celebrating crime writing in Canada.

- the *Fredelle Maynard Writer-in-Residence* program took a criminal approach with award winning author Medora Sale at the helm
- *At the Scene of the Crime* — we learned about the analysis of footprints, fingerprints, tire tracks and blood stains from O.P.P. forensics expert Constable Jim Eadie

- *Criminal Minds Tell All* — murder, deadly secrets, theft and betrayal were the topics of conversation with Writer-in-Residence Medora Sale and noted Canadian crime writers, John Lawrence Reynolds, Robert Sawyer and Gregory Ward, in an evening of readings from their works
- the Toronto Chapter of the Sisters in Crime presented *Deadlier than the Male* — journalist-author Stevie Cameron moderated a panel discussion on how women are portrayed in the mystery genre and the advancement of women as authors and characters. Panelists included authors Alison Gordon, Margaret Haffner, Peter Robinson, and entrepreneur Marian Mistfers of The Sleuth of Baker Street bookstore.
- *Canadian Holmes* — featured an evening of talks on Sherlock Holmes and his creator Sir Arthur Conan Doyle by the Bootmakers of Toronto, one of the most active, enthusiastic Sherlock Holmes societies anywhere
- the launch of *In Cold Blood*, a bibliographic directory of the best mystery and true crime writers in Canada, published jointly by the Crime Writers of Canada and the Metro Reference Library

...AND THE ENDLESS FAREWELLS

It seemed like almost everyday we were saying goodbye to colleagues off on new adventures in their retirement or on voluntary separation. Nearly 100 employees left the Library in 1995, representing a treasure trove of experience and in-depth knowledge. We wish them well and thank them for their dedication to this Library over the years.



OUR VISION FOR THE FUTURE

WE WILL CONTINUE to be recognized for our resources and user-centred approach to service. We will commit all our efforts, energies and resources to providing quality reference service to our users. Our vision has four equally important concepts: it is user-centred, staff-focused, externally-oriented and resource-based.

USER-CENTRED

User needs will be the basis for service. Our fundamental role will be linking users to the information and resources they need. We will consult them regularly to ensure our services are responsive and relevant.

- MTRL's welcoming environment in the centre of Metropolitan Toronto will continue to attract many users. Users from remote locations such as work, school or home will be as important to us as walk-in users. Our electronic network will be available twenty-four hours a day, and users will have a variety of options for receiving information.
- Improved access and user education will make users more self-sufficient. The physical arrangement of the library will be convenient and easy to use. Access to resources will be simplified and user education will develop users' searching and information management skills.
- We will be a centre for interaction among cultures. Our services will reflect the linguistic, racial and cultural diversity of Metropolitan Toronto.
- We will work with school boards to clarify our mutual responsibilities to student users.

STAFF-FOCUSED

Our staff will continue to be the library's greatest strength. We will be committed to continuous learning through formal training and development. Our

organization will be flexible and encourage initiative, innovation and risk-taking. Our work environment will foster teamwork and pride.

EXTERNALLY-ORIENTED

As a dynamic information centre, we will initiate partnerships with public and private sector organizations to develop new services or enhance existing ones. Aggressive fund-raising, marketing and promotion will generate more money for collections.

RESOURCE-BASED

We will collect in subjects and formats which meet user needs and reflect areas of traditional strength. Equally important, we will seek and provide access to the growing number of electronic data bases and networks. Access to local or remote information resources will be through our easy-to-use on-line catalogue. Expert staff will link users to the information and resources they need, regardless of source or location.



AUDITOR'S REPORT

February 29, 1996

To the Members of the Metropolitan Toronto Library Board

I have audited the balance sheet of the Metropolitan Toronto Library Board as at December 31, 1995 and the statements of current operations, capital operations and changes in financial position for the year then ended. These financial statements are the responsibility of the Board's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Board as at December 31, 1995 and the results of its operations and the changes in its financial position for the year then ended in accordance with generally accepted accounting principles for Ontario municipalities.

Allan G. Andrews, C.A.
Metropolitan Auditor

FINANCIAL STATEMENTS

BALANCE SHEET DECEMBER 31, 1995

ASSETS	1995	1994
	(in thousands)	
CURRENT ASSETS		
Cash and short-term investments (note 2)	\$ 1,638	\$ 2,046
Accounts receivable		
The Municipality of Metropolitan Toronto	2,093	1,939
Other	150	98
Prepaid expenses (note 3)	599	24
	<u>4,480</u>	<u>4,107</u>
CAPITAL OUTLAY FINANCED BY LONG-TERM LIABILITIES AND TO BE RECOVERED IN FUTURE YEARS	<u>5,324</u>	<u>6,211</u>
	<u>\$ 9,804</u>	<u>\$10,318</u>
LIABILITIES AND FUND BALANCE		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 3,207	\$ 2,178
Unexpended grants (note 4)	1,273	1,141
	<u>4,480</u>	<u>3,319</u>
NET LONG TERM LIABILITIES FINANCED BY THE MUNICIPALITY (note 5)	<u>5,324</u>	<u>6,211</u>
FUND BALANCE AT END OF YEAR		
Unexpended capital financing at end of year	—	788
	<u>\$ 9,804</u>	<u>\$10,318</u>

STATEMENT OF CURRENT OPERATIONS YEAR ENDED DECEMBER 31, 1995

	1995	1994
	(in thousands)	
EXPENDITURE		
Salaries and benefits	\$16,892	\$17,291
Library materials	1,754	2,355
Services and rents	2,822	2,729
Special projects (note 4)	1,602	1,604
Supplies, utilities and equipment	1,879	1,479
Charges for net long-term liabilities (note 6)	1,412	1,221
	<u>26,361</u>	<u>26,679</u>
REVENUE		
Province of Ontario grant	1,917	1,917
Special projects (note 4)	1,602	1,604
Charges to Metro Toronto Area Library Boards	2	49
Other income	1,121	1,150
	<u>4,642</u>	<u>4,720</u>
NET OPERATING COSTS	<u>\$21,719</u>	<u>\$21,959</u>
FUNDED BY		
Contributions by The Municipality of Metropolitan Toronto	<u>\$21,719</u>	<u>\$21,959</u>

STATEMENT OF CAPITAL OPERATIONS
YEAR ENDED DECEMBER 31, 1995

	1995	1994
	(in thousands)	
(UNEXPENDED CAPITAL FINANCING)		
CAPITAL EXPENDITURES NOT YET PERMANENTLY FINANCED, BEGINNING OF YEAR	\$ (788)	\$ 1,995
EXPENDITURE		
For Library	939	4,752
Alpha Ontario	10	27
	949	4,779
FINANCING		
Debenture proceeds	—	2,970
Contributions by The Municipality of Metropolitan Toronto		
From current operations	151	3,296
From stabilization reserve	—	1,269
Capital grant for Alpha Ontario	10	27
	161	7,562
UNEXPENDED CAPITAL FINANCING, END OF YEAR	\$ —	\$ 788

STATEMENT OF CHANGES IN FINANCIAL POSITION
YEAR ENDED DECEMBER 31, 1995

	1995	1994
	(in thousands)	
CASH AND SHORT-TERM INVESTMENTS (USED IN) PROVIDED BY OPERATIONS		
Net operating cost	\$(21,719)	\$(21,959)
Increase (decrease) resulting from changes in:		
Accounts receivable		
The Municipality of Metropolitan Toronto	(154)	(1,939)
Other	(52)	118
Prepaid expenses	(575)	4
Accounts payable and accrued liabilities		
The Municipality of Metropolitan Toronto	—	(526)
Other	1,029	15
Unexpended grants	132	(411)
CASH AND SHORT-TERM INVESTMENTS (USED IN) OPERATIONS	(21,339)	(24,698)
CASH USED TO ACQUIRE CAPITAL ASSETS	(949)	(4,779)
	(22,288)	(29,477)
CASH RECEIVED FROM FINANCING ACTIVITIES		
The Municipality of Metropolitan Toronto		
For operating purposes	21,719	21,959
For capital operations	151	4,565
Debenture proceeds	—	2,970
Capital grant for Alpha Ontario	10	27
	21,880	29,521
(DECREASE) INCREASE IN CASH AND SHORT-TERM INVESTMENTS	(408)	44
CASH AND SHORT-TERM INVESTMENTS, BEGINNING OF YEAR	2,046	2,002
CASH AND SHORT-TERM INVESTMENTS, END OF YEAR	\$ 1,638	\$ 2,046

NOTES TO FINANCIAL STATEMENTS

Year ended December 31, 1995

1. ACCOUNTING POLICIES

The financial statements of the Metropolitan Toronto Library Board are the representation of management prepared in accordance with accounting principles prescribed for Ontario municipalities by the Ministry of Municipal Affairs and Housing.

BASIS OF ACCOUNTING

(I) REVENUE AND EXPENDITURE RECOGNITION

The accrual basis of accounting recognizes revenues as they become available and measurable; expenditures are recognized as they are incurred and measurable as a result of receipt of goods or services and the creation of a legal obligation to pay.

(II) CHARGES FOR NET LONG-TERM LIABILITIES

Sources of financing and expenditures are reported on the accrual basis of accounting with the exception of principal charges on long-term liabilities which are charged against operations in the periods in which they are paid.

(III) FIXED ASSETS

The historical cost and accumulated depreciation for fixed assets are not recorded for municipal purposes. Fixed assets are reported as an expenditure on the Statement of Capital Operations in the year of acquisition.

(IV) LIABILITIES PAYABLE IN FOREIGN CURRENCIES

Liabilities payable in foreign currencies have been translated into Canadian funds at the exchange rate prevailing at December 31, 1995.

(V) EMPLOYEE RELATED COSTS

(a) Employee related costs for vested sick leave benefits are only partially provided for in these financial statements.

(b) Employee related costs for vacation pay is expensed when the vacation is taken and the entitlement is paid. No provision has been made for the accrued vacation pay liability.

(VI) PREPAID EXPENSES

Renewal subscriptions are recorded as follows:

Renewal Date	Expensed
January 1 to April 30	Expensed
May 1 to August 31	50 percent expensed, 50 percent prepaid
September 1 to December 31	Prepaid

2. CASH AND SHORT-TERM INVESTMENTS

Cash and short-term investments includes \$1,273,000 (1994 - \$1,141,000) which represents unexpended grants and is not available for the operating costs of the Library Board.

3. PREPAID EXPENSES - CHANGE IN ACCOUNTING POLICY

Effective for the year 1995, the unexpired portion of periodical subscriptions is described in note 1(VI) has been recorded as a prepaid expense. In prior years, periodical subscription costs were expensed when recorded.

This change in accounting policy has not been applied retroactively as The Municipality of Metropolitan Toronto has funded all net operating costs of the Board.

The effect of this change was to increase prepaid expenses and decrease net operating costs by \$538,000.

4. UNEXPENDED GRANTS

Unexpended grants consist primarily of funds received from the Federal and Provincial governments relating to various special projects administered by the Metropolitan Toronto Library Board less expenditures incurred.

Special project transactions and the unexpected grant balance are as follows:

	1995	1994
	(in thousands)	
Opening balance	\$ 1,141	\$ 1,552
Grants	<u>1,744</u>	<u>1,220</u>
	2,885	2,772
Expenditure	<u>1,612</u>	<u>1,631</u>
Closing balance	\$ 1,273	\$ 1,141

5. NET LONG TERM LIABILITIES FINANCED BY THE MUNICIPALITY

(a) The Municipality of Metropolitan Toronto issues sinking fund or serial debentures for library capital purposes as required. The balance of net long-term liabilities reported on the Balance Sheet is made up of the following:

	1995	1994
	(in thousands)	
Long term liabilities incurred by The Municipality on behalf of the Board	\$ 6,927	\$ 7,402
Value of sinking funds which have been accumulated to the end of the year to retire the outstanding long-term liabilities	(1,603)	(1,191)
Net long term liabilities	<u>\$ 5,324</u>	<u>\$ 6,211</u>

Included in net long-term liabilities is an amount of \$232,000 (1994 - \$348,000) payable in United States funds.

(b) Future net long term liabilities payments are as follows:

	(in thousands)
1996 to 2000	\$ 2,564
2001 to 2005	<u>1,291</u>
	<u>\$ 3,855</u>

The difference between the total payments indicated above of \$3,855,000 and the total of net long-term liabilities reported in (a) of this note of \$5,324,000 represents anticipated future earnings of the sinking funds.

6. CHARGES FOR NET LONG-TERM LIABILITIES

Total charges for the year for net long-term liabilities as reported on the Statement of Current Operations are as follows:

	1995	1994
	(in thousands)	
Principal payments, including contributions to sinking funds	\$ 752	\$ 542
Interest	<u>660</u>	<u>679</u>
	<u>\$1,412</u>	<u>\$1,221</u>

7. LIABILITY FOR VESTED SICK LEAVE BENEFITS

Under the sick leave benefit plan, 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 approximately \$1,580,000 (1994 - \$1,911,000) at the end of the year.

In order to provide for this past service liability, the Board participates in a reserve fund established by The Municipality of Metropolitan Toronto. Contributions to this reserve fund are based on amounts deemed to be sufficient to provide for anticipated payments. Contributions to the reserve fund by the Board amounted to \$42,000 (1994 - \$42,000).

Anticipated payments over the next five years to employees of the Board who are eligible to retire are \$80,000 per year.

8. VACATION PAY LIABILITY

The total amount of vacation pay liability for employees of the Metropolitan Toronto Library Board is estimated to be \$584,000 (1994 - \$552,000). No provision has been made in the financial statements for this liability.

9. CONTRACTUAL OBLIGATIONS

The Board is committed under operating leases and contracts for maintenance, service and rent as follows:

	(in thousands)
1996	\$ 192
1997	10
1998	10
1999	10
2000	<u>10</u>
	<u>\$ 232</u>

10. PENSION AGREEMENT

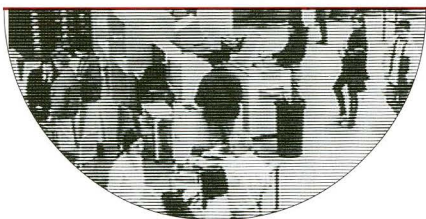
The Board contributes to the Ontario Municipal Employees Retirement Fund (OMERS), a multi-employer plan, on behalf of the employees. The plan is a defined benefit plan and specifies the amount of the retirement benefit to be received by the employees based on length of service and final average earnings.

The amount contributed to OMERS for current service in 1995 was \$858,000 (1994 - \$874,000) and is included as an expenditure on the Statement of Current Operations.

The latest actuarial valuation, conducted at December 31, 1994, indicates the current member and employer contribution rates appear sufficient to fund future benefits.

11. COMPARATIVE FIGURES

Certain comparative figures have been reclassified to conform with the presentation adopted in 1995.



STATISTICS 1995

COLLECTIONS

Books

Arts Department	172,099
Audio Visual Services	219
Business & Social Sciences Department	432,452
Metro Urban Affairs Library	95,910
General Information Services Department	41,436
History Department	251,838
Languages & Literature Department	340,239
Science & Technology Department	161,498

TOTAL	1,495,691
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Bound Periodicals	213,338
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TOTAL	1,709,029
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Other Material

Broadsides, posters, programs	104,383
Films & videos	14,361
Maps and plans	63,443
Microfiche and microcards	1,269,212
Microfilms	67,340
Bound Newspapers	5,086
Pictures-reference	269,991
Pictures-circulating	929,439
Records, tapes & cassettes	56,955
Talking book titles	39,754
Current data files	47,256

TOTAL	2,867,220
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Manuscripts	447,975m
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USAGE

Questions

Desk questions	1,177,061
Phone questions	236,552

TOTAL	1,413,613
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Materials

Books	1,687,447
Serials	898,979
Non-Book	406,594
Audio Visual	80,817
Microforms	555,141

TOTAL USE OF MATERIALS	3,628,978
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OTHER SERVICES

Circulation	165,165
Retrievals	571,514
Online Searches (for Metroline to August)	1,487
Photocopies	3,546,393
Dial-in by modem	49,240

VISITORS	1,237,352
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METROPOLITAN TORONTO REFERENCE LIBRARY PEOPLE

LIBRARY BOARD 1995

Dr. Maureen Rudzik
Chairman
Roy Singh
Vice-Chairman
Jacqueline Baisden
Metro Councillor Ila Bossons
Richard Boxer
Josef Galambosy
Murthy V. S. Ghandikota
Metro Councillor Blake Kinahan
Nadine Segal
Councillor Sherene Shaw
Hazel Thornton-Lazier

EMPLOYEES PAID \$100,000 OR MORE IN 1995

Name	Position	Salary Paid	Taxable Benefits
Frances Schwenger	Chief Executive Officer	\$112,207	\$687

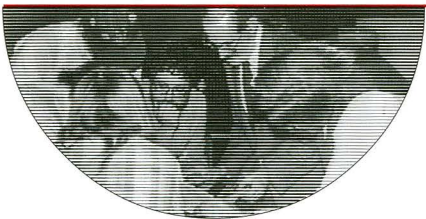
*Prepared under the Public Sector
Salary Disclosure Act, 1996*

ADMINISTRATION

Frances Schwenger
Chief Executive Officer
Dora Dempster
Assistant Director, Public Service
Syd Jones
*Assistant Director, Systems
& Technical Support*
Mario Bernardi
Manager, Public Relations
J.R. LeForte
*Manager, Personnel
& Labour Relations*
Christine Macdonald
Planning Officer
Larry Peterson
*Treasurer & Manager,
Financial Services*
Barbara Tinsley
*Training & Development
Officer*

DEPARTMENT MANAGERS

Berenice Campayne
Metro Urban Affairs Library
David Clark
Accounting
Sandra DeAthe
General Information Services
Jean Forde
Science & Technology
Janet Gaisford
Acquisitions
Jaswinder Gundara
Languages & Literature
Margot Hewings
Business & Social Sciences
David Kotin
History
Gary Marr
Facilities
Laura Murray (to Sept.)
Audio Visual Services
Susan Reed
Collection Maintenance & Access
Isabel Rose
Arts
Kathy Scardellato
Systems Development
Josephine Tsui
Bibliographic Services
Olav Vanderzon
Computer Operations
Gladys Watson
Alpha Ontario
Johanna Wellheiser
Preservation Services



WE NEED YOUR SUPPORT

PREPARING FOR A VERY different future requires a non-traditional approach to funding the Library's diverse collections.

While the reorganization will help the Library cope with fewer staff it cannot reduce the impact of cuts to the Library's collections budget. Every \$1,000 cut from this budget translates to the loss of 25 books or seven periodical subscriptions which ultimately effects our ability to meet the information needs of this community.

Over the next year the Library will develop and implement a major fundraising program to subsidize its collections of both print and electronic information resources. The plan is to develop programs that will

encourage donors to buy books, subscriptions and other items for the Library, as well as to provide opportunities for the endowment of collection areas.

If you would like to make a contribution to the Library's Collections Support Fund please complete the following form and mail it to: Collections Support Fund, Metropolitan Toronto Reference Library, 789 Yonge Street, Toronto, Ontario, M4W 2G8.

Tax receipts will be issued for donations over \$10.00.

If you would like more information about making a special gift to the Library please contact Jennifer Blunt, Communications & Development Office, (416) 393-7134.

YES,

I WOULD LIKE TO CONTRIBUTE to the Metropolitan Toronto Reference Library's Collections Support Fund.

My donation of ☐ \$25 ☐ \$50 ☐ \$75 ☐ \$100 ☐ Other \$ _____ is enclosed

(please make cheques payable to the Metropolitan Toronto Reference Library)

Is to be charged to my ☐ Visa ☐ MasterCard ☐ American Express

Card # _____ Expiry Date _____ Signature _____

Name: _____

Address: _____

Province: _____ Postal Code: _____

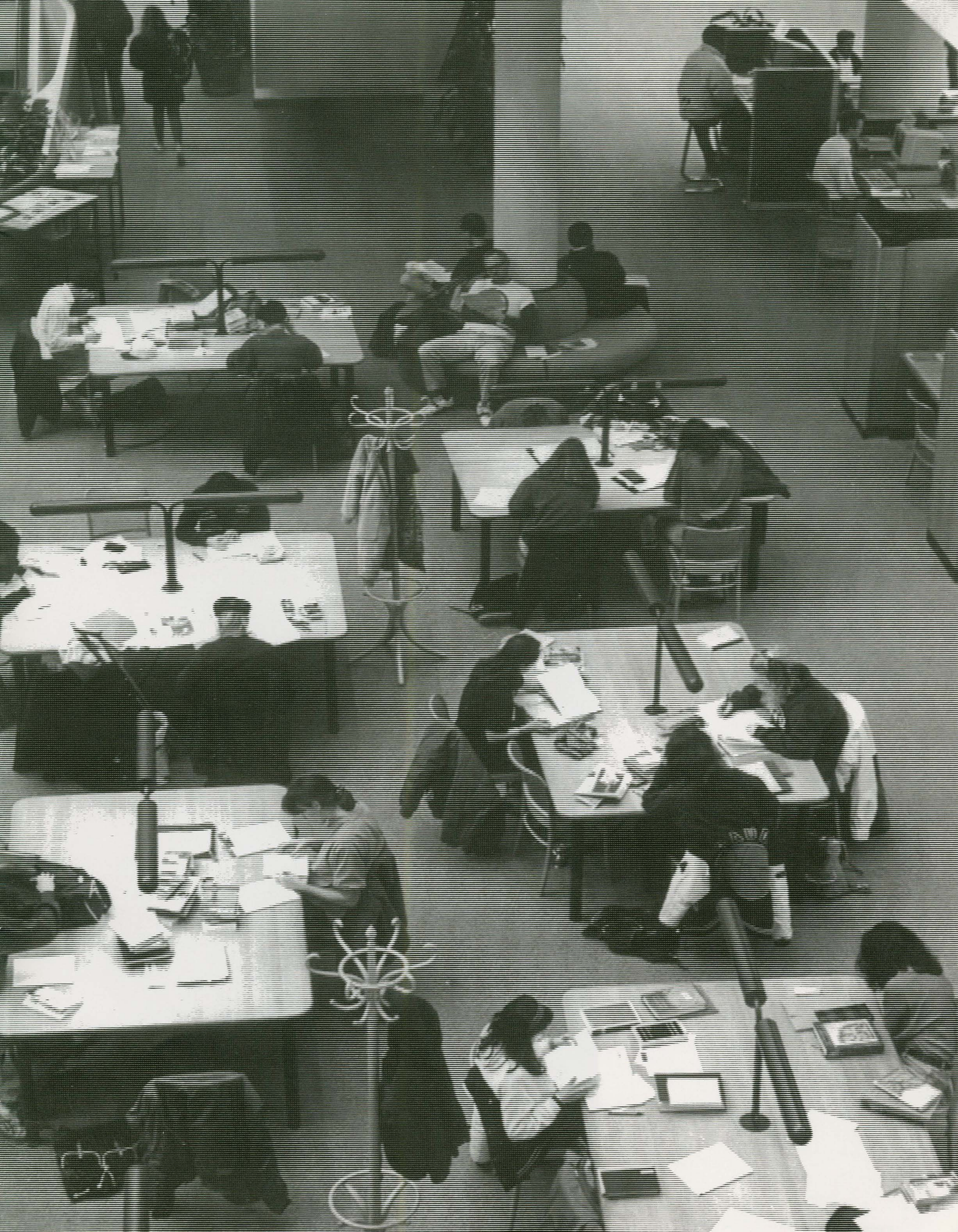
Phone: (res.) _____

(bus.) _____

Mail form to:
Collections Support Fund
Metropolitan Toronto Reference Library
789 Yonge Street
Toronto, Ontario, M4W 2G8

The Metropolitan Toronto Library Board would like to thank you for your kind consideration of this request.

Charitable Registration # 035-8218-50





TWENTY-SEVENTH ANNUAL REPORT
1995

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Metropolitan Toronto Library Board

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