



1996

METROPOLITAN

TORONTO

REFERENCE

LIBRARY

ANNUAL

REPORT



A NEW BEGINNING

TUESDAY, JANUARY 16, 1996 was a turning point in the 112-year history of the Metropolitan Toronto Reference Library. At 10 a.m. we opened the doors to a refocused, reorganized and revitalized Reference Library. January 16 was also the day this Library raced onto the information highway with WorldVue, an enhanced electronic information system.

With this reorganization, we made every effort to fulfill our vision for a new Metro Reference Library — a Library that was user-centred, staff-focused, externally-oriented and resource-based. The test was how users accepted our enhanced and reorganized services.

And how did our users respond? The public were quick to offer their opinions:

- “At last! A user-friendly Reference Library!”
- “Excellent re-furbishing job. Easy access, more computers, more open shelves, less trouble to retrieve magazines. Many thanks.”
- “The new look, the enhanced services, the improved facilities, all deserve big kudos.”
- “Absolutely super computer system — very thorough — extremely helpful.”

The response has been positive and gratifying. Users were pleased with the changes: the collections were better organized for research; and WorldVue, which has received glowing tributes, presents an easy-to-use access to the world of electronic information.

Unfortunately, the glow of these accomplishments was soon dimmed by ever present budget concerns. In 1996, the Library was hit hard with a 12.5% cut to its municipal funding. The picture for 1997 appeared equally grim. In an effort to combat the continued erosion of the Library's budget, we launched an aggressive fundraising programme — signalling another new beginning for the Metro Reference Library.

- We hired a Development Officer who, with assistance from a professional fundraising agency, began soliciting sponsorship from individuals and corporations.
- We set up coin boxes at every service desk.
- We held a “mammoth” book sale.
- We introduced a volunteer membership programme to users.
- We began the process for establishing a Library Foundation.
- We planned a new collections-focused fundraising campaign to be launched early in 1997, and introduced programmes to generate revenue.
- We even discussed selling one of our most treasured collections, J.J. Audubon's *Birds of America*, one of only five in Canada. (The Board later decided against the sale of the Audubon.)

This appeal for financial support from the community is not a new concept. It was, after all, a substantial donation from Andrew Carnegie in 1903 that helped to establish a strong public library system in Toronto.

For 2000 years, libraries have shaped, preserved and inspired educational and intellectual life. In the coming century, libraries will continue to provide an inexhaustible supply of information for the educator, the business person, the student, the new immigrant, the artist, and the job seeker.

As Canada's only public reference library, the Metro Reference Library aims to be a leader in providing access to information resources, in both print and electronic formats. We are committed to connecting people with ideas.



Dr. Maureen Rudzik
Chairman



Frances Schwenger
Chief Executive Officer

One final note...

All this would not have been possible without the enormous effort and support of our staff. In addition to planning and implementing the reorganization, approximately one-half of the staff were re-deployed to new jobs. Amidst all this upheaval, staff maintained their focus on delivering the quality of service our users expected. They were committed to the vision for a new Reference Library and their extraordinary efforts exemplified this commitment — thank you.



HIGHLIGHTS

THROUGH MUCH OF the early part of 1996 staff focused on familiarizing themselves with the revamped Library. With collections moved, new procedures instituted and many staff in new jobs it took a little time to iron out all the wrinkles. But once everything was running smoothly, planning began for enhancing services, hosting special events and launching new initiatives. Almost every month there was something new at the Metro Reference Library. Read on for some of our highlights of 1996.

JANUARY

The reorganization included centralizing the Library's telephone inquiry service by creating *Answerline*, one place to call for reference information. Answerline offers users a team of highly knowledgeable staff with computer resources and a collection of over 1,000 reference materials at their fingertips. If they can't find the answer to a question, staff refer callers to subject specialists either within MTRL or at other institutions. Answerline users only have to remember one number for all their information needs — (416) 393-7131.

January also saw the launch of *WorldVue*, the Library's enhanced electronic information system. From one computer workstation, WorldVue offers access to hundreds of electronic resources. Through WorldVue users can find out about the Reference Library — its hours, phone numbers, collection highlights, upcoming events and meeting room facilities — they can also search the catalogues of countless libraries, and search for articles in periodicals and newspapers. The exceptional value of WorldVue is evident through its access to the Internet and a myriad of other electronic resources. Nowhere else are electronic resources as organized as they are on WorldVue. Staff are responsible for reviewing new Internet sites and organizing them by subject to make research a breeze.

MARCH

In March the Library introduced a new *word processing* service. Four workstations were equipped with IBM compatible PC and Wordperfect 5.1 software and inkjet letter quality printers. Users pay only for the time they use on the computer, by the quarter hour, and printing is free.

MAY

Guests to the Library on May 22 had a criminally good time at *Crime in the Library — Caught in the Act!* This gala reception and celebrity reading, co-hosted by the Crime Writers of Canada and the Library, honoured the best of Canadian mystery and crime writing. Veteran Canadian authors and rising stars in the field of crime writing were in attendance, as noted Canadian actors Cynthia Belliveau, Sara Botsford, Ian D. Clark, Linda Griffiths, Nicky Guadagni and R.H. Thomson read from their works.

AUGUST

MTRL established itself on the *World Wide Web* in August with some unique twists to its home page (www.mtrl.toronto.on.ca). In addition to the usual information about services, collections, Metrocat (the on-line catalogue), hours, phone numbers, etc., the Library added innovative and useful services for net surfers.

• Reference Service on the Web

There's no need to stay on hold for your questions to be answered by phone — use the e-mail quick reference service on the Library's home page. MTRL is one of the first libraries in Canada to offer this service, with a goal to give users a response to their e-mail inquiries within 24 hours. Paralleling Answerline, this e-mail Answerline is geared towards basic factual questions that do not require in-depth research. Bookmark — <http://www.mtrl.toronto.on.ca/answer/index.html> — your Answerline gateway.

- **Expanding Universe**

The Library made headlines with the launch of Expanding Universe, a pilot project on our web page that provides Dewey call number access to Internet sites about astronomy. Stories in the *Globe & Mail*, *CBC Radio*, *CBC Newsworld*, *Sympatico NetLife Magazine* and *NetGuide* (a popular American magazine) drew much attention from around the world. Messages of congratulations came from across North America, and as far away as Scotland. In the first 10 days on the web, the site was “hit” over 1600 times.

... and some special services of interest to libraries and librarians

- Systems staff developed a PURL service (Persistent Uniform Resource Locator) for public libraries in Ontario. It points web browsers to an intermediate resolution service, instead of sending them directly to an Internet resource location which may have shut down or changed its URL. By using this service, public libraries will save time in maintaining up-to-date links to Internet sites.
- To help librarians develop their collections, Acquisitions staff prepared a site with a vendor list of hard-to-find materials. This list gives suggestions on where to buy books, music scores, videos, plays, etc., published in various languages.

SEPTEMBER

Metro Reference Library welcomed award-winning filmmaker and novelist Allan Wargon as the 1996 Fredelle Maynard *Writer-in-Residence*. During his four month tenure, Wargon gave personal counselling to 110 people who submitted manuscripts for critiquing. In addition, he hosted three lecture evenings and co-ordinated four noon hour seminars with guest lecturers. The reviews of the program were overwhelming. Here is what one participant wrote, “It is with gratitude that I write this letter. Thank you for this program... Allan Wargon provided what I needed to make the next step. Thanks to your program and Mr. Wargon, I now have a chance at publication. Your program was a tremendous gift to me!”

September also saw the revival of the Library’s *User Education* programme. Focusing on some of the popular areas of the Library’s collections, workshops covered such topics as careers, the Picture Collection, introducing the schematics collection, genealogy, new business workshops, introducing the Internet and customized subject tours. Most of the programmes are geared towards individual users, with some sessions customized for groups of students.

OCTOBER

Over \$23,000 was raised at the Library’s first ever *Mammoth Book Sale*. For five days, thousands of people came looking for good deals on used books. The sale items were duplicates and withdrawals collected through the Library’s normal weeding process. The revenue generated from the sale purchased new reference materials.

NOVEMBER

In response to funding cuts and service reductions, the Library launched its first ever *voluntary membership drive*. The campaign, entitled *Our Card Gets You In*, gives users the opportunity to get more out of every visit to the Library. It also focuses on the “ins” users get at the Metro Reference Library — information, inspiration and insight. Funds generated through this drive help to put more books on the shelves, provide more electronic resources, and enhance the Library’s services.

The Library’s Consumer Health Information Service initiated an educational health presentation series, *You & Your Health*, focusing on popular health issues. “For some time our users have been asking for a health lecture series,” says Team Leader Susan Murray. “There is a great need for health information out there and some people learn more from lectures. They also learn a lot from question and answer sessions with the speaker.” CHIS ensures accompanying handouts offer attendees many angles on the topic discussed. Monthly, from September to June, guest speakers discussed such topics as Cancers in Men, What a pharmacist can do for you, Naturopathic Medicine: the Medicine of the 21st Century and Women & Heart Disease.





DECEMBER

The year ended with *Alpha Ontario*, the Literacy & Language Training Resource Centre, “growing up and leaving home.” It became an independent, non-profit organization governed by its own board of directors. Throughout 1996 Alpha Ontario reviewed and evaluated its services. The evaluation concluded that although Alpha benefited greatly from its association with the Library, users across the province wanted it to be more responsive to their needs. To do that, Alpha needed to be independent from the Metro Reference Library. It had taken six years of development for Alpha Ontario to get to the point where it was ready to head out on its own. “Our association with the Library has given us a strong foundation to work from,” says Manager Gladys Watson. “Alpha Ontario is now ready to go out there and serve its users across Ontario.” The Library congratulates Alpha Ontario on its achievements and wishes them the best for a successful future.

AND WITH THE HIGHS, THERE CAME THE LOWS...

Throughout 1996 budget pressures forced the Library to once again re-examine its services and operations. By the summer, it was evident that there would be a significant cut to its 1997 operating budget — perhaps as much as a 12.5% reduction.

From September to December the Library Board, Management and the Union spent a great deal of time lobbying the decision makers at Metro Hall to minimize the cuts. Their efforts did not go unnoticed. On December 4, Metro Council approved a 4.6% reduction to the Library’s operating budget. But this much of cut still meant:

- closing the Reference Library for (up to) 11 days in 1997
- laying off 37 staff
- closing the Library’s audio-visual service (the Media Centre) and transferring video holdings to the Main Reference Centre
- eliminating the City Directory telephone service
- merging the public service and technical service divisions into a single division, Library Operations, reporting to a single Director
- setting the book budget for 1997 at a lower level than was spent in 1995
- and setting an aggressive fundraising target of \$791,000 for 1997.

With the 1997 budget settled, the Library was finally able to complete plans to further streamline and reorganize its services — the second time in two years. Unlike the massive reorganization that occurred at the beginning of 1996, these changes primarily involved shifting materials within various Centres. While some of these changes corrected problems from the previous reorganization, others were forced on the Library because of the staff reductions.

The last few months of 1996 were difficult ones for the Metro Reference Library. The atmosphere was full of uncertainty, but staff were buoyed by the support the Library received from the community. Throughout the entire budget process, many individuals lobbied and made deputations to committees and Metro Council on the Library’s behalf. They spoke of the Library’s critical role in the cultural and economic life of Metropolitan Toronto. Because of their efforts, and the combined efforts of the Library Board, Management and the Union, politicians and the general public are aware of the essential role the Metropolitan Toronto Reference Library plays in the community.

AUDITOR'S REPORT

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, 1996 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, 1996 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
Toronto, Ontario
February 28, 1997



BALANCE SHEET DECEMBER 31, 1996

1996 1995
(in thousands)

ASSETS**CURRENT ASSETS**

Cash and short-term investments (note 2)	\$ 913	\$ 1,638
Accounts receivable		
The Municipality of Metropolitan Toronto	689	2,093
Other	96	150
Prepaid expenses	<u>533</u>	<u>599</u>
	2,231	4,480

**CAPITAL OUTLAY FINANCED BY LONG-TERM
LIABILITIES AND TO BE RECOVERED IN
FUTURE YEARS**

4,537 5,324

\$ 6,768 \$ 9,804

LIABILITIES AND UNEXPENDED GRANTS**CURRENT LIABILITIES**

Accounts payable and accrued liabilities	\$ 1,617	\$ 3,207
Unexpended grants (note 3)	<u>614</u>	<u>1,273</u>
	2,231	4,480

**NET LONG-TERM LIABILITIES FINANCED
BY THE MUNICIPALITY (note 4)**

4,537 5,324

\$ 6,768 \$ 9,804

**STATEMENT OF CURRENT OPERATIONS
YEAR ENDED DECEMBER 31, 1996**

1996 1995
(in thousands)

EXPENDITURE

Salaries and benefits	\$15,141	\$16,892
Collections	1,932	1,754
Services and rents	2,436	2,822
Special projects (note 3)	2,123	1,602
Supplies, utilities and equipment	1,260	1,879
Charges for net long-term liabilities (note 5)	<u>1,246</u>	<u>1,412</u>
	<u>24,138</u>	<u>26,361</u>

REVENUE

Province of Ontario grant	1,821	1,917
Special projects (note 3)	2,123	1,602
Other income	<u>1,232</u>	<u>1,123</u>
	<u>5,176</u>	<u>4,642</u>

NET OPERATING COSTS

\$18,962 \$21,719

FUNDED BY

Contributions by The Municipality of Metropolitan Toronto	<u>\$18,962</u>	<u>\$21,719</u>
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**STATEMENT OF CAPITAL OPERATIONS
YEAR ENDED DECEMBER 31, 1996**

	1996	1995
	(in thousands)	
UNEXPENDED CAPITAL FINANCING, BEGINNING OF YEAR	\$ <u>—</u>	\$ <u>788</u>
EXPENDITURE		
Library		939
Alpha Ontario	<u>94</u>	<u>10</u>
	<u>94</u>	<u>949</u>
FINANCING		
Contributions by The Municipality of Metropolitan Toronto		151
Capital grant for Alpha Ontario	<u>94</u>	<u>10</u>
	<u>94</u>	<u>161</u>
UNEXPENDED CAPITAL FINANCING, END OF YEAR	\$ <u>—</u>	\$ <u>—</u>

**STATEMENT OF CHANGES IN FINANCIAL POSITION
YEAR ENDED DECEMBER 31, 1996**

	1996	1995
	(in thousands)	
CASH AND SHORT-TERM INVESTMENTS (USED IN) PROVIDED BY OPERATIONS		
Net operating cost	\$(18,962)	\$(21,719)
Increase (decrease) resulting from changes in:		
Accounts receivable		
The Municipality of Metropolitan Toronto	1,404	(154)
Other	54	(52)
Prepaid expenses	66	(575)
Accounts payable and accrued liabilities	(1,590)	1,029
Unexpended grants	(659)	132
CASH AND SHORT-TERM INVESTMENTS (USED IN) OPERATIONS	(19,687)	(21,339)
CASH USED TO ACQUIRE CAPITAL ASSETS	(94)	(949)
	(19,781)	(22,288)
CASH RECEIVED FROM FINANCING ACTIVITIES		
The Municipality of Metropolitan Toronto		
For operating purposes	18,962	21,719
For capital operations		151
Grant for Alpha Ontario	<u>94</u>	<u>10</u>
	<u>19,056</u>	<u>21,880</u>
DECREASE IN CASH AND SHORT-TERM INVESTMENTS	725	408
CASH AND SHORT-TERM INVESTMENTS, BEGINNING OF YEAR	<u>1,638</u>	<u>2,046</u>
CASH AND SHORT-TERM INVESTMENTS, END OF YEAR	\$ <u>913</u>	\$ <u>1,638</u>

NOTES TO FINANCIAL STATEMENTS YEAR ENDED DECEMBER 31, 1996

1. ACCOUNTING POLICIES

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

(a) 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.

(b) Management's Estimates and Assumptions

The preparation of the financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions. These estimates and assumptions affect the reported amounts of revenue, expenses, assets, liabilities and disclosure of contingent assets and liabilities at the date of the financial statements. Actual results could differ from those estimates.

(c) 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.

(d) 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.

(e) Liabilities Payable in Foreign Currencies

Liabilities payable in foreign currencies have been translated into Canadian funds at the exchange rate prevailing at the end of the year.

(f) Employee Related Costs

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

(ii) 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.

(g) Prepaid Expenses

Renewal subscriptions are recorded as follows:

Renewal Date	Expensed
January 1 to April 30	
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 \$614,000 (1995 - \$1,273,000) which represents unexpended grants and is not available for the operating costs of the Library Board.

3. 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 unexpended grant balance are as follows:

	1996	1995
	(in thousands)	
Opening balance	\$ 1,273	\$ 1,141
Grants	<u>1,558</u>	<u>1,744</u>
	2,831	2,885
Expenditure		
Current	2,123	1,602
Capital	<u>94</u>	<u>10</u>
	<u>2,217</u>	<u>1,612</u>
Closing balance	\$ <u>614</u>	\$ <u>1,273</u>

4. 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:

	1996	1995
	(in thousands)	
Long-term liabilities incurred by The Municipality on behalf of the Board	\$ 6,254	\$ 6,927
Value of sinking funds which have been accumulated to the end of the year to retire the outstanding long-term liabilities	(1,717)	(1,603)
Net long-term liabilities	\$ <u>4,537</u>	\$ <u>5,324</u>

Included in net long-term liabilities is an amount of \$116,000 (1995 - \$232,000) payable in United States funds.

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

	(in thousands)
1997	\$ 604
1998	445
1999	445
2000	426
2001	426
Thereafter	<u>865</u>
	\$ <u>3,211</u>

The difference between the total payments indicated above of \$3,211,000 and the total of net long-term liabilities reported in (a) of this note of \$4,537,000 represents anticipated future earnings of the sinking funds.

5. 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:

	1996	1995
	(in thousands)	
Principal payments, including contributions to sinking funds	\$ 624	\$ 752
Interest	<u>622</u>	<u>660</u>
	\$ <u>1,246</u>	\$ <u>1,412</u>

6. 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 \$1,604,000 (1995 - \$1,580,000) 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 together with related contributions by The Municipality 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 (1995 - \$42,000).

7. VACATION PAY LIABILITY

The total amount of vacation pay liability for employees of the Metropolitan Toronto Library Board is estimated to be \$546,000 (1995 - \$584,000). No provision has been made in the financial statements for this liability.

8. CONTRACTUAL OBLIGATIONS

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

	(in thousands)
1997	\$ 433
1998	420
1999	176
2000	10
2001	<u>10</u>
	\$ <u>1,049</u>

9. PENSION AGREEMENT

The Board contributes to the Ontario Municipal Employees Retirement Fund (OMERS), a multi-employer plan, on behalf of the employees. This 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 1996 was \$770,000 (1995 - \$858,000) and is included as an expenditure on the Statement of Current Operations.



The latest actuarial valuation, conducted at December 31, 1995, indicates the current member and employer contribution rates appear sufficient to fund future benefits.

10. SUBSEQUENT EVENT

(a) At its meeting of September 5, 1996, the Metropolitan Toronto Library Board approved the separation of Alpha Ontario from the Board to become a self governing non-profit organization. The Board will continue to provide administrative services to the new entity.

(b) The Government of Ontario has proposed legislation to amalgamate The Municipality of Metropolitan Toronto and the six area municipalities within Metropolitan Toronto on January 1, 1998. In its present form, this legislation will dissolve all existing local agencies, boards and commissions of the existing municipalities, including the Metropolitan Toronto Library Board, at that date. Should this proposal be enacted by the Provincial legislature, it is anticipated that further legislation dealing with the future of the Library Board will be enacted prior to January 1, 1998.

STATISTICS

COLLECTIONS 1996

Books	1,528,237
Bound Periodicals	219,076

TOTAL 1,747,313

OTHER MATERIAL

Broadsides, posters, programs	105,058
Films & videos	16,041
Maps and plans	65,652
Microfiche and microcards	1,332,807
Microfilms	68,778
Bound Newspapers	5,146
Pictures-reference	267,466
Pictures-circulating	946,108
Records, tapes & cassettes	60,691
Talking book titles	41,172
Current data files	47,756

TOTAL 2,956,675

Manuscripts 449,385m

USAGE 1996

QUESTIONS

Desk questions	1,072,227
Phone questions	243,516

TOTAL 1,315,743

MATERIALS

Books	1,927,900
Serials	702,975
Non-Book	371,375
Audio Visual	196,599
Microforms	367,432

TOTAL USE OF MATERIALS 3,566,281

OTHER SERVICES

Circulation	155,181
Retrievals	630,708
Photocopies	3,011,569
Dial-in by modem	33,506

VISITORS 1,185,286

METROPOLITAN TORONTO REFERENCE LIBRARY

PEOPLE

Library Board 1996

Dr. Maureen Rudzik

Chairman

Roy Singh

Vice-Chairman

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Richard Boxer

Josef Galambosy

Murthy V.S. Ghandikota

Metro Councillor Blake Kinahan

Nadine Segal

Councillor Sherene Shaw

Hazel Thornton-Lazier

Administration

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Chief Executive Officer

Syd Jones

Director Library Operations

Mario Bernardi

Manager, Communications

& Development

Jennifer Blunt

Development Officer

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Treasurer & Manager,

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Department Managers & Centre Team Leaders

Lesley Bell

Main Reference Centre

Patricia Burchell

Bibliographic Services

Berenice Campayne

Metro Urban Affairs Library

David Clark

Accounting

Janet Gaisford

Acquisitions

Jaswinder Gundara

Language Learning Centre

& Performing Arts Centre

Greg Kelner

Business & Government

Information Centre

David Kotin

Special Collections,

Genealogy & Maps Centre

Gary Marr (to August)

Olav Vanderzon

(from September)

Facilities

Susan Martin

Periodicals & Newspaper Centre

Susan Murray

Consumer Health

Information Service

Kathy Scardellato

Systems Development

Debra Stevens

Access Services Centre

Olav Vanderzon

Computer Operations

Gladys Watson

Alpha Ontario

Margaret Weaver

IntelliSearch

Johanna Wellheiser

Preservation Services

Claire Wollen

Answerline

Employees paid \$100,000
or more in 1996

Name

Frances Schwenger

Position

Chief Executive Officer

Salary Paid

\$116,279

Taxable Benefits

\$678

Prepared under the Public Sector

Salary Disclosure Act, 1996





DONORS

GIFTS TO THE METROPOLITAN TORONTO REFERENCE LIBRARY support a level of excellence in service, programmes and collections that would not otherwise be possible. On behalf of everyone who uses the Library, we would like to express our thanks to the following donors:

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Linda Wells - Kidding Around
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ABOUT THE ICONS:

A new way-finding system was introduced
to the Library in 1996. It includes a set of 26
icons that appear on signs, equipment and
in floor guides to the building. The icons
below represent the core set.



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