

THE SCARBOROUGH PUBLIC LIBRARY BOARD

1965 ANNUAL REPORT

DEVELOPMENTS AND ACTIVITIES

THE SCARBOROUGH PUBLIC LIBRARY BOARD

is pleased to attach an annual report of developments and activities for 1965.

This Report was accepted by the Board at its annual meeting February 17th, 1966, and the Chief Librarian and his Division Heads were commended not only for their excellent summary of the year's work but also for their efforts to improve library service to the citizens of Scarborough.

We recommend this Report for your information and consideration.

J. P. McLoughlin,
Chairman.

SCARBOROUGH PUBLIC LIBRARY ANNUAL REPORT - 1965

During the past year the increase in population of Scarborough Township, the increase of industrial growth, the general maintenance of prosperity and the expansion of educational facilities have served to increase the need for public library service. The Scarborough Public Library has attempted to meet the increased demands largely by a re-organization of services and procedures. Although increased funds were forthcoming, the rising cost of books, salaries and equipment absorbed our income leaving little for expansion. However, as you can see by the Annual Reports of the Divisions, a great deal was accomplished and remarkable strides were made in some areas due to the ingenuity, conscientiousness and hard work of the library staff. I would also like to extend my personal appreciation to the Members of the Library Board for their strong support of our efforts and for the wisdom of their judgment. The policies established by the Library Board during the year became the foundations on which the development described in this Report were built.

PERSONNEL DEVELOPMENTS

Upon completion of the job evaluation survey conducted by Mr. Harding, Personnel Director, and his staff, a new Salary Scale was put into effect and each employee for the first time was given a clear picture of his status in the organization.

After certification of the janitorial staff as a union bargaining unit, a Labour Agreement was signed by the representatives of the Library Board and the Canadian Union of Public Employees which set out the working conditions and general relationships between the janitors and the Board.

The Technical Services Division during 1965 clearly defined the scope of its activities and developed into an efficient central organization at the service of all our branch libraries.

The Branch Services Division was formed early in the year to co-ordinate branch activities, branch personnel and branch book collections. This division as well as the Technical Services Division has done a great deal to set up the organization and book collections necessary to put the Cedarbrae Regional Library into full operation after completion.

In July a new Supervisor of the Bookmobile Division was appointed which resulted in a number of personnel changes and an overhaul of the structure and internal policies of the division.

All of these decisions affecting personnel and organization complicated and increased the workload of the Business Office. However, the Business Administrator was able to successfully cope with the work by a division of responsibilities and the addition of only one staff member. In addition regular financial statements are efficiently available and close budget control has been established.

PHYSICAL EXPANSION

After securing the necessary funds to proceed with the building of our first Regional Library, a good start was made to this end. An Architect was selected, designs were finalized, specifications drawn up and a tender for construction accepted. This new library is gradually evolving into one of the most progressive service units in Metro Toronto.

The Agincourt Branch was re-located and by the end of the year a decision was made to sell the old property and building. The new location doubled the size of the library and has proven to be a popular focal point in the Agincourt area. We have made good use of the display window and children's activities now take place in more attractive surroundings. By the end of the year the Library Board committed itself to a further move of the Agincourt Branch to a new shopping centre to be built at the corner of Kennedy Rd. & Sheppard Ave. When we occupy space in the Agincourt Mall we will triple the size of our Agincourt space.

The poorly housed Golden Mile Branch was re-located in the expanded Eglinton Square Shopping Centre and April saw the opening of our first shopping centre branch. This experiment has proven a great success but has shown the inadequacies of the Golden Mile book collection. The new branch has disclosed new patterns of borrowing, requiring drastic alteration of the character of the book collection.

During the summer of 1965 it became apparent that some replanning of the layout of the Administration Building was needed to enable us to efficiently occupy the available space and expand the various departments. This was accomplished with the minimum expenditure of the remaining capital funds left over from the building of the centre.

COMMUNITY RELATIONS AND LIAISON WITH OTHER LIBRARIES AND ORGANIZATIONS

The creation of the Branch Services Division and the re-organization of the staff enabled us to increase the number of exhibitions, displays and extension activities. We are still groping for the best means with which to link the citizens of the community with the purposes of the public library. The format of the old fashioned lecture or panel discussion seems to be ineffective as a vehicle for conveying new ideas. Informality and the use of electronic equipment such as television and films, and a more dramatic presentation is required to capture interest. These new methods are time consuming and more expensive, but must be used.

During the year the important Goldenberg Report was published and, although none of the recommendations have yet been implemented, the assumption is that Goldenberg's recommendations in regard to the structure of public libraries in Metro will be accepted by the Provincial Government and will result in a number of basic changes in financing and in greater co-operation between the library boards of Metropolitan Toronto. This report and that of Mr. St. John on the library resources of Ontario will form a blueprint for future development in Metro for many years to come.

Our attempts to better inform the Township Council about the problems of library service in Scarborough seem to have been quite successful. Press coverage has

increased greatly and most items concerning the library have been favourable.

During the year we built up an important mailing list and a system of issuing weekly news releases. A great effort has been made to put our public relations programme on a more professional level and a greater understanding on the part of the citizens as well as the Council has been the result of this effort.

I had a successful year as a member of the Board of Directors of M.E.T.A., as Vice-President of the Ontario Library Association, and as a member of the Governing Body of the Social Planning Council of Scarborough. I made a number of appearances on television and radio and took part in a variety of public discussions on various library issues.

The Canadian Library Association delegates while meeting in Toronto toured the Administration Building, and later the Library Board entertained members of the Township Council before taking them on a tour of the Administration Building and several branches.

SCARBOROUGH COLLEGE

The opening of the Scarborough College has already created some problems of supply and demand. In the future we can expect much heavier use of our reference and student facilities. It is difficult to prepare for such increased demands, but it is our intention to discuss this problem with Mr. Plumtre, Principal of Scarborough College, so that some form of co-operation can help us predict Scarborough College student demands in the future.

MECHANIZATION

During 1965 this library system took part in Canada's first computerized book ordering programme. Most of our paperback book needs are supplied without the intervening steps of ordering and replacement of worn-out copies. From a pre-selected list of 2,000 quality paperback titles a computer is programmed to order these titles in a certain subject sequence and replace them when it is calculated they will wear out.

Discussions were begun with North York and Etobicoke on the feasibility of computer-sorting of transaction cards and print-out of a list of numbers representing books overdue. It is hoped that a pooling of this operation with the other suburban municipalities will result in the greater accuracy and efficiency of this important operation.

Also during 1965 a new film distribution organization for Metropolitan Toronto was considered. It is hoped that the public libraries who built up and supported educational film distribution in this area will soon take over full control of the assets, distribution and future expansion of film services.

It has been a very busy and successful year and I hope the Board Members will have time to read the attached reports of the Divisions to obtain a complete picture of the effect of Board decisions on the operation of all phases of the Scarborough Public Library System.

Respectfully submitted,

A. W. Bowron, Chief Librarian.

BRANCH SERVICES DIVISION

BRANCH LIBRARY MEMBERSHIP

In January 1965 a re-registration of borrowers was initiated. By the end of 1965 we had a fairly accurate membership total for the whole library system. (Due to a misinterpretation of instructions, the membership total for the McGregor Park Branch is incorrect. It includes the new members only. The membership total at this branch should be in the neighbourhood of 10,000.)

CIRCULATION OF LIBRARY MATERIALS *

Three branches reported a decrease in yearly circulation varying from 6% at Taylor to 13% at McGregor.

The Golden Mile Branch reported a drop in circulation in the first three months of 1965. There was a sharp increase in circulation in April, when the library re-opened at its new location in the Eglinton Square Mall. Books were borrowed by people from all parts of Scarborough and one-third of the borrowers came from outside Scarborough, mostly from North York and East York Townships.

At the Agincourt Branch the drop in circulation was recorded for the first half of the year. The adult circulation increased noticeably after the re-location of the library to the new and larger quarters, but the juvenile circulation has since decreased.

The all-over decrease in circulation may be due to the introduction of the longer loan period in January 1965. Individual borrowers tend to take out a larger number of books for a longer time thus slowing down the turnover of books. The branch collections are also becoming 'read out' and dated in parts. New materials are added, but not in sufficient quantities.

<u>Branch</u>	<u>Circulation 1964</u>	<u>Circulation 1965</u>	<u>Decrease %</u>	<u>Increase %</u>
Agincourt	111,461	122,621		10%
Bendale	395,117	362,784	8%	
Golden Mile	148,418	199,433		34%
Highland Creek	58,483	92,267		58%
McGregor Park	305,043	265,708	13%	
Taylor	126,284	118,900	6%	

REFERENCE AND INFORMATION SERVICES

The number of reference questions recorded at the branches was 12,733 and the number of telephone enquiries 2,891.

*See complete statistical summary on last page.

All branches reported a shift in interest by the general public away from lighter reading to more serious. An ever-increasing number of people engaged in studies sought help from the library, placing quite a strain on our presently inadequate resources. More people were studying on library premises.

Branch heads felt that the selection of library materials had to be correlated to the study needs more fully, even if it meant a higher rate of duplication of titles.

BOOK COLLECTIONS

In the Fall of 1965 all branch heads were advised to weed their collections more extensively than before and build up their stock by adding new titles and replacing dated materials. At Taylor, Agincourt and Golden Mile branches this has been done on a larger scale. It is imperative that the Golden Mile collection be rebuilt to suit the needs of the new type of clientele using the library now.

The teen-age collections were disbanded at all branches, and the books added to the juvenile collections, thus up-grading them. The high school and senior elementary school students were encouraged to use the adult library collection.

LIBRARY PROGRAMMES

Public Meetings

The extent and character of programming out library activities have been determined by the facilities available for such activities up to now. Only at Bendale Branch has it been possible to arrange public meetings and book talks for larger audiences. Other branches have been limited to small art or book displays and children's programmes on a small scale.

In 1965 controversial news headlines provided topics for several public discussion meetings held at Bendale. Speakers were invited each time, and important issues were aired out in discussions following the speeches.

In January Miss Maureen Murphy, a worker for the CORE, spoke of her activities in the Mississippi area. At the same meeting Alan Borovoy outlined his work with the Ontario Human Rights Commission. Mr. Borovoy is the Director of the Labour Committee of the OHRC.

In November a panel of three prominent Torontonians, including Rabbi Feinberg and Mrs. Barbara Cadbury, discussed the many facets of the population problem and planned parenthood.

"What Happened in Kenora?" was the theme of a public meeting held in December. Mr. Alan Borovoy talked about his own role in organizing the protest march of local Indians in Kenora.

Three book talks emphasizing the current trends of thought in fiction, drama and philosophical writing were given by Mr. Scott Dunbar, a graduate of

Oxford University, presently working at his Ph.D. at Queen's University.

The review of the polemical play "The Deputy" attracted a large audience and it was followed by a lively exchange of comments by the public.

Mr. Bruce Marshall Evoy, the Head of the English Department at David and Mary Thomson Collegiate, participated in these book talks by reading excerpts from books reviewed.

Exhibits

In 1965, 31 art exhibits were arranged at the branch libraries. Of these, 17 were exhibits of paintings and drawings, 4 of photography and 10 special (e.g. Rocks and Minerals, Origami, Sea Shells, etc.)

Two outstanding art exhibits at the Bendale Branch should be mentioned here.

An exhibition of paintings by Harold Town was made possible through the courtesy of the artist and the Jerrold Morris International Gallery.

In November an exhibition of oils by the members of the Group of Seven was shown at the Bendale Branch. These paintings were from the collection of Mr. Charles S. Band.

Films

Three film programmes were shown to adult audiences. The films shown were part of a series produced by M.E.T.A. on the Population Problem. These films were shown at the Bendale Branch prior to the panel discussion on the same subject.

PROMOTION OF READING AND LIBRARY ACTIVITIES

Displays and Booklists

33 branch displays were set up in 1965. During the Canadian Book Week displays of Canadian books were arranged in all branches.

An exhibition of 100 children's books in the French language was arranged at the Bendale Branch. The exhibit was sponsored by the Government of France and the Canadian Library Association.

17 annotated booklists were prepared by the staff, 8 of these were subject lists of Canadian titles to be distributed during the Canadian Book Week.

A film folder listing Canadian films was prepared for branch distribution in April.

In October a committee was formed consisting of representatives of North York, Etobicoke and Scarborough Public Libraries to compile a special booklist

of Christmas gift-giving ideas. The committee's work resulted in the publication of a booklet "Librarians' Choice: Books for Christmas Giving", including 89 annotated titles for adults and children. The cost of the 7,000 copies printed was shared by the three libraries participating in this project. Small quantities of the booklet were sold to York and East York Public Libraries.

Staff Talks

Mrs. Dean reviewed gardening books at the February meeting of the Scarborough Horticultural Society. She also arranged special book display for this occasion.

Mr. Aschner talked on the library service in Scarborough at the Blantyre Home and School Association Meeting on February 15th.

Newspaper Publicity

Throughout the year 41 news releases on branch library activities and staff appointments were sent to the newspapers, radio and TV stations.

Library activities were covered in the area papers, particularly in the Scarboro Mirror and the Scarborough News. The public meetings on Human Rights in January and on Population Explosion in November received a good press coverage in the Toronto dailies as well as in the area papers. Also, a long review of the work of Osvald Timmas appeared in the Star, and shorter notices on the Town and Group of Seven exhibits in the Globe & Mail and the Telegram.

Radio and TV

Several radio stations, including CFRB, CHUM and CKEY, allocated time for spot announcements on library activities.

CFTO-TV covered the exhibition of paintings by the Group of Seven and this telecast appeared in the day's news.

Mrs. Waddell was a guest of TORONTO TODAY programme and on the UNCLE BOBBY SHOW. The second appearance on the UNCLE BOBBY SHOW was made in December with 26 Scarborough children who presented a special pageant previously staged at the Bendale Branch.

Direct Mail

A mailing list was set up in the Fall of 1965, including approximately 1,000 names of interested citizens, members of special groups, organizations, township officials, etc.

BRANCH PERSONNEL

New Appointments

Michael Poroniuk as general librarian to Bendale Branch in February.

Paul Stang as Head of Bendale Branch in June.
Wm. McCarthy as Head of McGregor Park Branch in June.
Abrar Bhatti as Head of Highland Creek Branch in June.
Katherine Bartolotta as general librarian (part-time) to Bendale Branch in September.
Francis Abel as a special librarian to co-ordinate the Regional Library orders in December.
Jeanne Scargall as a general librarian (part-time) to Bendale Branch in December.
Donna Schoichet as clerical assistant to Highland Creek in February.
Dianna Gallagher as clerical assistant to Taylor Branch in October.
Katharine Jolliffe as clerical assistant to Bendale Branch in October.

Transfers

Christine MacKeracher from Golden Mile Branch to Bendale Branch in October.
Shirley Smith from Taylor Branch to Bendale Branch in October.
Penny Vardy from Bendale Branch to Agincourt Branch in October.

Resignations

Sheila McLeod from Bendale Branch in June.
Susan Douglas from Bendale Branch in October.
Penny Vardy from Agincourt Branch in November.

Leave of Absence

Fred McCarthy from Bendale Branch to attend the Library School at the University of Syracuse. He is expected to return in June 1966.

STAFF ATTENDANCE AT CONFERENCES, WORKSHOPS AND MEETINGS

The various meetings of the O.L.A. and C.L.A. Conferences held in May and June respectively were attended by many staff members.

Paul Stang acted as a member in a panel discussion on film library procedures at the O.L.A. Conference.

Helen Peterson served on a C.L.A. committee preparing for the Special Event (Dinner and Cabaret).

Paul Stang has been on the Executive of the Audio-Visual Section of the O.L.A. since 1960.

Mollie Stewart was elected member of the O.L.A. Public Relations and Publicity Committee for the term 1965/66.

Paul Stang, Wm. McCarthy, Sita Dhawan and Mollie Stewart represented Scarborough Public Library in the Canadian Book Week celebrations at Yorkdale Plaza in April. Mrs. Lyn Waddell appeared in the same programme with a group of Scarborough children.

Shirley Smith attended the O.L.A. Children's Workshop held at the Barrie Public Library in October.

Wm. McCarthy and Michael Poroniuk participated in the O.L.A. Reference Section Workshop held at the York University in October.

Jean Devonshire, Florence Goddard and Isobel Foley attended a special workshop on puppetry held at the Oshawa Public Library in November.

Ruth Maydan was appointed as an O.L.A. representative on the Children's Recreation Reading Council.

Helen Peterson acted on the advisory committee in preparation of a film on public library services to be produced by the CBC for M.E.T.A. The film "This is your public library" was released in November. Two previews were arranged at our library, one for the members of the Library Board and one for the staff.

Helen Peterson and Katharine Bartolotta also attended a workshop for discussion leaders held at the North York Public Library in October.

CHILDREN'S ACTIVITIES

Programmes

7,538 children attended the weekly story hours, film programmes and puppet shows presented at Taylor, Bendale, Agincourt and McGregor Park Branches throughout the year.

Regular Saturday programmes for school-age children were presented at Taylor and Bendale Branches.

Mid-weekly pre-school story hours were scheduled at Bendale and Agincourt Branches.

Library Visits

12 classrooms and nursery school groups visited the branch libraries.
70 students and 4 adult groups came to view the Harold Town Exhibit.
1,200 students of all ages visited the Group of Seven Exhibition.

The staff of Bendale Branch played host to the members of the Library Club of the Midland Collegiate. Mrs. Waddell gave an illustrated talk "When writing began". Refreshments were served.

SPECIAL EVENTS

An Open House was held in the Agincourt Library on November 27th at its new location. About 175 people attended.

Receptions were held to open the Harold Town and Group of Seven Exhibitions. Approximately 200 persons attended. Refreshments were served.

Students from the University of Toronto Library School visited the McGregor Park Branch in February according to the schedule set by the School.

In March two students worked two weeks full-time at the McGregor Park Branch. This practice work is part of the Library School Course.

Helen Peterson,
Supervisor of Branch Services.

BOOKMOBILE DIVISION

The major event in the Bookmobile Department during 1965 was the inauguration of the new bookmobile on May 1st, 1965. It is the largest bookmobile in our system and can carry more books and serve more borrowers at a time than any of the other bookmobiles.

STAFF

Effective July 19th, 1965, Mr. Marius Post was appointed Supervisor for Bookmobile Service.

Miss Elizabeth Workman was discharged effective as of September 11th, 1965.

Mrs. Ingrid Kyritz was appointed as Bookmobile Supervisor effective October 25th, 1965.

The time schedule for all staff members was revised in such a way as to eliminate the need of working overtime for a driver every week a full day (11 hours). The department is still operating with one driver short for Bookmobile #5, the time for which is covered by employing casual drivers for 29 hours every two-week period.

LOCATIONS OF BOOKMOBILE STOPS

A revision of the bookmobile schedule was accomplished during the year by dividing the township geographically into 3 areas, each area to be served by a bookmobile. This eliminated the necessity of double tracking for the bookmobiles from one end of the township to the other and the same bookmobile always operating in the same area.

Also a re-allocation of times and locations was brought about by cancelling stops, decreasing the amount of time, increasing the amount of time and establishing new locations in areas so far not receiving any service.

The basis upon which these changes were made was to check the average circulation per hour at the stops (see statistics) and by cancelling or decreasing the amount of time given to the stops with lowest average circulation per hour. Some school stops were cancelled because of the schools in the area having an adequate school library and transferring such a stop to a more suitable location for the adult readers in the area.

More time was allowed for the stops with extremely high circulations per hour enabling the staff to give a more intensive and better service.

The senior citizens stop at Fir Valley was brought into operation as of January 1st, 1966, which had been postponed during the year because of the difficulties engaged in the installation of an electrical outlet from the underground wiring in the area. From an operational standpoint these stops are not up to circulation standards, but

should probably continue for compassionate reasons as well as the stop at Variety Village, and Brimley Acres.

In total three stops were cancelled and three stops were relocated in the same area. The stops cancelled were: Cities Service (Eglinton Ave. at Falmouth Ave.), Clairlea (Knightsbridge Rd., west of Pharmacy Ave.), and Wanstead (Danforth Ave., at Wanstead Ave.).

The stops relocated were: Corvette to Kennedy Park Plaza, Heron Park to Bennett and Lawrence Ave. (Bennett Plaza) and Workman to Birchmount Plaza.

In total twelve new stops were put into operation, three of which were relocations. (see above)

The new stops were: Bridlewood School, Donwood Park School, Elizabeth Simcoe School, Fir Valley Court, Holy Spirit School, St. Joachim School, St. Martin de Porres School, St. Richards School and William Tredway School.

Four of the new stops are separate school stops which could be established because of their policy of letting children attend bookmobiles during regular school hours. The times here from 10:00 to 11:30 a.m. were not utilized before and the installation of the electrical outlets at these stops was borne by the Metropolitan Separate School Board.

The names of the other new stops is misleading by being called school stops, because these are as much neighbourhood stops as school stops.

In this way the bookmobile department was able to obtain a more intensive coverage of the township as a whole, although certain gaps still do exist, which are hoped to be filled in 1966, by bringing the old bookmobile #2 back into partial operation, and after the opening of the Cedarbrae Regional Library and the proposed neighbourhood branches a much more intensive coverage of the township may be accomplished.

The bookstock of the department is almost a total of 45,000 books and, although this sounds like an impressive number of books, with a total circulation figure of over 500,000 books per year and a total number of stops of 45, there is still a great need for more books for the department especially in the juvenile section of the bookstock.

Respectfully submitted,

Marius Post,
Supervisor of Bookmobile Services.

TECHNICAL SERVICES DIVISION

The most significant event concerning technical services in 1965 was the creation of the Technical Services Department itself. Previously cataloguing, ordering, mending, overdues and reserves have existed as separate units generally working on parallel although in reality each one is dependent on the other.

CATALOGUING

The king pin, of course, is the cataloguing department and its creation, the union catalogue. Within this catalogue lies the answers to questions not only from the branches and bookmobiles and, ultimately, the public but also from all the other departments under the Technical Services Supervisor. The catalogue is never static but is changing almost momentarily with the new cards for additions to the system, record of books transferred from one branch or bookmobile to another, the withdrawal or discarding of out-of-date material and the deletion of copies lost or damaged by the public.

Within the cataloguing department this year there were a number of radical changes. Of these, the most important was the change from Sears Subject Headings to Library of Congress. Library of Congress is a more definitive type of subject heading, i.e. more in keeping with the size of library Scarborough system will become. It is the system of subject headings any computerized catalogue would use and therefore will make future transfer possible and it is constantly revised which will keep our headings up-to-date with changes in such fields as world politics, electronics, data processing and the arts.

We abandoned the old stock card method of keeping track of individual books by accession number and transferred this information to the back of the author or main card in the catalogue thus enabling a searcher from any department to have author, title, bibliographic information and the location of any volume at a glance.

The physical appearance of the books changed, too, as we type Dewey numbers on labels for books with covers or Letraset the numbers onto the spine for books without covers and abandoned letters on the spines.

Within the cataloguing department is "pool" (created in July) for useful books no longer of immediate interest to the branch or bookmobile borrowers but which are necessary for requests or to assist in building up a new branch collection. Branch stock statistics are also a part of the cataloguing department's work. A constant check is kept on the holdings of all the outlets through systematic recording of additions, withdrawals and transfers.

The cataloguing department is the originator of the monthly pamphlet "New Adult Books Added to Scarborough Public Library" which is becoming increasingly popular throughout the township.

In 1965, with one full-time and one part-time cataloguer the department processed over 40,000 books at the same time training three new people. The cost of processing per volume was estimated at \$1.31-1/2 (including debenture overhead cost).

ORDERING

The order department, consisting of one member plus some assistance from cataloguing and Office Overload handled all the intricate details pertaining to purchasing books. The orders are now typed on a four part form (new in '65) and sent either to a jobber or to the original publisher. The department copes with invoices (although the checking of these for discounts is done by the Business Office), the many aberrations pertaining to books such as "out of print", "no Canadian rights", "out of stock" and the oddities of Canadian publishing which are many. The order and the cataloguing departments spent a considerable amount of time during the Fall of the past year arranging for commercial cataloguers to handle the enormous number of books which must be processed for the new Cedarbrae Regional Library.

The most revolutionary change in the order department, however, was the initiation of the "lead copy" system. By this method only one copy of a title is handled throughout the processing until it reaches the work room, i.e. immediately before the books are shipped out of the building where it is joined by the other copies of the same title.

The department set up files in '65 for finished or completed orders and combined "in process" and "on order" files. In this way duplication of titles is partially avoided.

An adjunct of the order department is the "Paperback Replacement Project" through which we receive almost our entire paperback stock. These books are "bought" by a computer which is fed titles by metro librarians and which provides a continuous flow of the better type of paperbacks throughout the year. This project is remarkably successful in that it eliminates the necessity for each library to sift through the welter of paperback titles, maintains a high standard of titles and a low cost of bulk buying.

RESERVES

Scarborough Public Library probably handles more intra-library loans than any other library in Metro. As a result a new continuous 7 part form was designed last year to cope with the problem and to ease the flow of "asked for" books. (22,665 of them) throughout the system. Any books requested but not already in Scarborough are either requested through inter-library loan through the Metro Bibliographic Centre and its Telex or handed to the order committee for their consideration depending on the nature of the request. When new books, which have been requested, are received by the order department they are tagged and their journey through processing is expedited.

The branches and bookmobiles are kept up-to-date with lists of books on constant demand, lists of books for which requests have been filled. Readers are informed if a book is unobtainable - very often because it is out of print. Reserve books

are delivered and picked up on a daily schedule by a driver on his rounds.

OVERDUE DEPARTMENT

During 1965 the overdue department was completely overhauled. Overdues are still handled centrally but with an intermediate step taken by the branches and bookmobiles. It was felt that these outlets would know their readers and therefore should telephone a reminder between the date due and the arrival of an overdue notice. A continuous four part form was designed, one part for the borrower, one for the branch or bookmobile, one for the collector and one for the "defaulter" file. With the addition of a window envelope this system works very well. A firm grip was taken on the follow-up procedures related to unpaid fines and for lost books not paid for. In this connection an invoice was introduced and is used in "hardened" cases and in cases where the borrower is willing to pay but can never be found at home.

During the year Mrs. Mitchell, who had built the department up from scratch, resigned due to ill health and Mrs. Hasper was put in temporary charge. From time to time Office Overload is employed for sorting and typing, especially in peak circulation periods. Apart from this temporary help, the department functions with three girls, where previously there were four or five. This is due to the new system and to the fact that all the transaction cards are now "key sort". Once a month a "Defaulter List" is sent to the outlets to let them know who has been denied library privileges, i.e. people who do not pay finds.

REPAIRS & REBINDING

Repairs and rebinding also changed completely in the past year. Previously the library tried to patch up everything, sending very little to the binderies - the work room taking care of the minor mends and the major repairs were done by a group of women in the basement of the Agincourt Branch. Now the branches do minor repairs themselves, bookmobiles' are done by the repairs department here and major repairs are sent to an outside firm. This means a great improvement in the physical appearance not only of the books but of the branches and bookmobiles as well.

We only bind three magazines; a considerable amount of time was spent this year sorting, rebinding and re-allocating the National Geographic and its indexes.

The Technical Services Department also set up and looks after the publishers' catalogues and professional literature in the Special Projects Room; organized by means of a visual file of all the periodicals for the system; considered for use, for discarding or for the National Library the books in the old Bendale collection; and handled the many gifts or donations every library receives. In connection with the latter, we were pleased to add to our collection the Volkswagen Library of fiction and non-fiction in English and German.

Diana Mason,
Supervisor of Technical Services.

BUSINESS ADMINISTRATION

SHIPPING, RECEIVING AND TRANSPORTATION

Department set up to handle all goods received at the Administration Building including books checked against invoices and filed in the book processing department. From time to time books have been moved from one department to another depending on status, and a considerable quantity of books from the Old Bendale Branch have been packaged and shipped as required. Due to the increase in book buying, this department has expanded which necessitated the hiring of a second person to do all daily inter-branch book deliveries, the collection of mail and special deliveries and assignments.

ACCOUNTS PAYABLE

Prior to 1965 the accounts payable was administered by the Treasury Department at the Municipal Offices. This department was set up in its entirety and a Clerk V employed to carry out the following basic duties: Prepare invoices and allocate correct account distribution, prepare cheques and listing for Board approval, maintain records for all cash receipts and cash disbursements with journal vouchers and keep ledger posting up-to-date providing monthly trial balance and Statement of Revenue and Expenditures, also Bank Reconciliation.

This also required complete independence of banking and this was divorced from the Municipal Offices using the Bank of Commerce at Midland and Ellesmere for all banking.

ACCOUNTS RECEIVABLE

Due to the increase in volume of invoices for the purchase of books for the Regional Library, it was necessary to employ a Clerk III as an Accounts Receivable Clerk. While the duties primarily will be the verification of invoices, the records for accounts receivable is increasing. The result of billing all delinquent borrowers upon request is growing very rapidly, and the cash receipts increasing with daily deposits necessary. This person will also make requests for stationery and printing supplies, initiate Purchase Orders and maintain budget control files previously part of payroll clerk duties.

PAYROLL AND PERSONNEL RECORDS

This Department has increased in volume as can be expected, but in addition a number of routines have been established to facilitate and smooth the hiring of personnel, merit rating, etc. Established anniversaries therefore must be strictly adhered to creating closer follow-up procedures, also personnel records are utilized more efficiently when hiring and recommending employees for promotion.

Preparation has been made to make payment for fringe benefits direct instead of jointly with the Municipal Offices. While this is more work for us, it is more efficient due to the fact we will be advised of all changes immediately.

	Employees on Payroll during year		Employees Hired during year		Employees Terminated during year	
	Casual	Salary	Casual	Salary	Casual	Salary
1964	94	90	36	12	18	14
1965	140	91	67	14	47	10

JANITOR SERVICES AND BUILDING MAINTENANCE

Administration Building - After considerable debate the landscaping was completed and complimentary to the building we have added a considerable amount of shelving to accommodate the book pool and other technical service needs. Other needs include the partitioning of a maintenance room in the shipping area - we have obtained quotations but they are not acceptable.

BOOKMOBILE / MOBILE EQUIPMENT

A closer review of mechanical failures is being maintained. This will enable us to better evaluate repairs in advance for budget purposes and establish controls not usually available in the past.

TECHNICAL SERVICES

After some experimentation with the Overdue Book Section, a satisfactory solution to the invoicing of delinquent borrowers who are desirous of paying was worked out by sending an invoice giving details, etc., also the collection of books by the part-time drivers can be sufficient if maintained on a regular basis.

BUILDING MAINTENANCE

Highland Creek

At the request of the Branch Librarian we have installed a magazine rack, book display shelves and painted the interior.

Agincourt

A considerable saving was realized by using our own staff for moving from one location to another. Several duties were performed on the interior such as shelving, display boards, etc.

Through the media of newspaper advertising the former Agincourt Branch property was sold realizing approximately \$11,000.00.

Golden Mile Branch

Another saving was also realized by using our own staff for moving to our new location. Display boards and notice boards were made, the lunch room partitioned off and sections of the library re-painted.

Taylor Branch

A new floor was installed in the basement, also new fixtures on the main floor. The necessary repairs to the sun room and main building were carried out by our staff, also repairs to boiler room and faulty sewers. An addition was also made to the custom built shelving.

Bendale Branch

The necessary repairs were made to the cement steps, and the outside of the building painted. An office was partitioned off for the Librarian, also display racks for pictures, paintings, books, etc. were constructed. A portable theatre for children's shows was made and pedestal used for various displays.

McGregor Park

Temporary repairs were carried out in order to prevent further water damage to the building.

J. Ballett,
Business Administrator.

BOOK INVENTORY - 1965

Agincourt	Adult	9,963	
	Juvenile	6,154	
	<u>Total</u>	16,117	
Bendale	Adult	23,262	
	Juvenile	11,225	
	<u>Total</u>	34,487	
Bookmobile	Adult	22,926	
	Juvenile	20,239	
	<u>Total</u>	43,165	
Golden Mile	Adult	15,610	All Branch Total
	Juvenile	6,353	Adult 111,555
	<u>Total</u>	21,963	Juvenile 63,035
			<u>Total</u> 174,590
Highland Creek	Adult	7,029	
	Juvenile	4,209	
	<u>Total</u>	11,238	
McGregor Park	Adult	21,055	
	Juvenile	7,637	
	<u>Total</u>	28,692	
Taylor	Adult	11,710	
	Juvenile	7,218	
	<u>Total</u>	18,928	
Headquarters	New books	71	
Paperbacks not catalogued added to the collection in 1965			
	Total	5,087	

POOL BOOKS - 1965

Books received from branches for Pool	Adult	12,170
	Juvenile	1,633
	<u>Total</u>	13,803
Total number of books discarded	Adult	1,676
	Juvenile	393
	<u>Total</u>	2,069
Total books transferred to other branches	Adult	128
	Juvenile	240
	<u>Total</u>	368
Total stock in Pool	Adult	10,940
	Juvenile	4,324
	<u>Total</u>	15,264

STATISTICS
BRANCH SERVICES
1965

<u>Memberships</u>	40,789
<u>Circulation</u>	1,161,713
<u>Information Services:</u>	
Telephone Enquiries	2,891
Other Enquiries	12,250

<u>Extension Activities</u>	
Displays	33
Special Exhibits:	
Paintings and Drawings	17
Photography	4
Special Subjects	<u>10</u>
	<u>31</u>
Booklists	17
Film List	1
Children's Programmes - Agincourt	53
Bendale	67
McGregor	3
Taylor	<u>102</u>
	<u>225</u>
Total Attendance	7,538
Class visits to branch libraries	12

BOOKMOBILE STATISTICS

	<u>Bokm. No. 3</u>	<u>Bokm. No. 4</u>	<u>Bokm. No. 5</u>	<u>TOTAL</u>
REGISTRATION - Adult	2,445	3,378	1,106	6,929
Children	5,670	6,669	3,059	15,398
Total	8,115	10,047	4,165	22,327
Circulation	165,634	210,734	133,929	510,297
Hours Open	2,002-3/4	2,040	1,258	5,300-3/4
Average Circulation Per Hour	83	104	71	86

TECHNICAL SERVICES STATISTICS

Book Processing

	<u>Adult</u>	<u>Children</u>
Volumes processed	19,738	15,274
Titles catalogued	4,952	1,981
Approximate value of books ordered	\$107,190.48	\$ 47,808.50

Number of books discarded	3,693	3,088
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Overdues

Notices mailed	13,745	Total books listed on notices	20,859
Delinquencies	243		

Book Repairs

Books sent for rebinding	3,102
Books repaired for bookmobiles	3,167
Books repaired for branches	4,805

Reserves

Books processed for reserves	22,665
Books borrowed from other libraries	169

Cataloguing Dept. Telephone Enquiries	438
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<u>TOTAL MEMBERSHIP</u>	63,116
<u>BOOK CIRCULATION</u>	1,672,010
<u>FILM CIRCULATION</u>	1,641
<u>PROJECTOR CIRCULATION</u>	653
<u>TOTAL CIRCULATION - ALL ITEMS</u>	1,674,304
<u>TOTAL BOOK COLLECTION</u> (Including pool collection and paperbacks)	194,941