

SCARBOROUGH PUBLIC LIBRARY

ANNUAL REPORT

1967

The New Library

One can argue that urbanization is the major problem facing the western world. Racial violence, poverty, hot or cool revolution, flower power, crime-in-the-streets, housing, traffic congestion and the growing complexity of urban life all stem from urbanization. On the other hand, urbanization offers the advantages of increased cultural opportunities, a profuse variety of consumer goods, a choice of vocations and educational opportunities, constantly changing entertainment, close community associations and the excitement of a developing environment. The problems of urbanization together with increased longevity, more leisure time, the growing youthfulness of the population and a higher standard of living have combined to create a milieu of frightening complexity in which the individual finds it more and more difficult to exercise any direct control. Technical developments, international events and fads, political action and subsequent social change seem to affect and guide ones life before the individual is psychologically prepared.

It is apparent to us in public libraries and particularly we in the administration of this library system that a new institution is required to enable the urban dweller to acquire knowledge of events and a vision of current trends that will offer the chance to control the future. It may be naive to think that the public library could be converted to such an institution, but I personally see no other established democratically controlled institution that is in a better position to do it.

In Scarborough in 196⁷ everything we have done has indicated that there is a need for a community resource centre where adults and students may expect to receive help in retraining and leisure time activities, in their vocations, in bridging the knowledge gap between impression and fact, between awareness and involvement.

The following reports by the Division Heads are offered in total so that Board Members and other staff members can become aware of the attitude that dominated our activities in 1967. Attitudes that will further evolve and be carried into 1968.

We feel that we must continue our efforts to change the public library into a community information and resource centre worthy of the increased support of the citizens of Scarborough. This report, we hope, will indicate that the need for this evolution has been demonstrated. (Mrs. Peterson has further thoughts in her report to follow).

Comments on 1967

(1) In one year of operation Cedarbrae has proved to be one of the most successful libraries in Canada. Its circulation of library materials, only one of its services, is more than twice that of the Central Library in Toronto. If you

add to this service the vital research and information function, exhibits provided, film shows and educational programmes arranged, and the general assistance offered to teachers, businessmen, children, students and the general public, you have a quantitative and qualitative picture of an influential resource centre second to none in any community.

This year has also disclosed inadequacies in Cedarbrae. The multi-purpose room is too small, storage space for A-V equipment is inadequate, and the librarians' desks are not large enough. There are other mistakes in design but none are too serious and can be corrected in the next building. However, a very serious handicap is the inadequate book stock. As you will recall, the building was designed for a 100,000 volume collection with shelving for 70,000 volumes. Cedarbrae at present attempts to meet a heavy demand with only 58,335 volumes in its total collection. Only 22,840 of which are on the shelves at one time. The cut-back in our 1967 budget directly affected our stock building efforts in all branches.

(2) Teletype has worked a not so quiet revolution not only in increased service but in the thinking of the staff and their attitude toward inter-branch lending. The continued use of this method of communication is strongly recommended. (See Mrs. Mason's report).

(3) The Metro Library Board during 1967 went a long way in clarifying its position vis-a-vis other library boards, established some priorities, designated the Central Library as a Metro facility and appointed a Director. The Chief Librarians of Metro and the Board Chairmen submitted a brief to the Metro Board setting out the most important projects requiring early Metro-wide support, and in numerous meetings the Chief Librarians and an ad hoc working committee recommended to the new board quite adequate guidelines. It is our hope that Metro government through the Metro Board will bring the long period of indecision and inaction in the field of public library co-ordination to an end with a vigorous programme of support for regional development and will proceed to convert the Central Library into a research tool for Metro-wide use.

(4) Several innovations and experiments were begun during the year after careful consideration and an examination of public need:

- a) In planning bookmobile stops and schedules, close consultation with branches was established on a continuing basis.
- b) Contacts with schools were strengthened; TV programmes were taped on request, class visits to the libraries were increased, school groups working on special projects were shown specially obtained films, projection training was given to teachers, all A-V equipment was on view during an "open house" session at Cedarbrae, etc.

- c) A greater effort was made to interest community groups in our services.
- d) Phonodiscs were shelved with books in the Golden Mile Branch. Other branches will be used for this attempt to demonstrate our integrated multi-media approach.
- e) The Morningside Branch was planned without a trained librarian, without a card catalogue but with direct professional supervision from Cedarbrae. The adult and children's books were interfiled on the shelves to offer greater choice to both groups.
- f) An organized effort was begun to build up a collection of video-tapes of significant TV programmes and to integrate this medium into our community information programmes.
- g) Record players, projectors and the VTR were lent to various branches for programmes.
- h) The branch librarian at Taylor has made a special effort to establish this inadequate branch as a community adult education centre by organizing small group activities and exhibits.
- i) The Pick-a-Pic loan collection of framed reproductions for the exclusive use of children proved to be a great success and a natural adjunct to the children's library at Cedarbrae.
- j) The John Richmond logo type adopted by the Board in 1966 has been extensively used in 1967. Forms, advertising, publications, press releases and the bookmobiles now bear the symbol that is becoming identified with our service.

Many other interesting changes were instituted in our search for ways to fulfill our emerging role as a community resource and information centre.

(5) Our maintenance staff was able to keep the plant in operation and repair and apply their skills to many major and minor construction projects. This group under Mr. McGilvery and Mr. Ballett is to be commended for their strenuous efforts on behalf of the Board.

(6) The use of our bookmobiles is going through a period of adjustment as Mrs. Dhawan points out in her report. These units will be used more and more in outlying areas of the Borough and less in the centres of concentrated population. This shift will result in less mass lending but in some ways this service will become more vital as it reaches out to serve Scarborough's citizens who cannot be provided with all the services of a branch until sufficient density of housing or commercial development is present.

(7) During 1968 and beyond we hope to continue to integrate the non-print media at all levels of service. Now that a start has been made on a fast rational inter-library loan system, all collections can be made available to all library users regardless of their location. When the growing Centennial College collection is "on line" and as other libraries are induced to join the network, the resources of Scarborough can then be linked with neighbouring systems and the Metro-owned Central Library. Within a year or two it is hoped that our example will result in a Metro-wide system in which all resources will be shared.

It is not too early to plan our next regional unit. From this report and its implications, a projection of Regional #2 can be made. We now know that a departmentalized multi-media arrangement of all library materials offers the best opportunity for service to the community. In our opinion a simple building, perhaps on several levels, with clear unimcumbered spaces, a specialized staff, a variety of services and a flexible organization will better meet the changing needs of an increasingly sophisticated population. As one enters the building an audio-visual presentation will demonstrate the purpose of the building and its services, the user will then proceed directly to the shelves to "shop" for his information, recreational or intellectual needs or consult a staff member manning a guidance centre consisting of a variety of files, communication equipment such as a computer terminal, teletype or facsimile reproduction equipment, direct telephone connections with neighbourhood branches or a union catalogue in book form. After selection of materials or research has been completed, the user could then visit our equipment centre and borrow a tape recorder, a tape player, film loop equipment, a projector or an electronic tape player for attaching to his own TV set. Thus equipped, the citizen (particularly the new generation already skilled in the use of such equipment) can in his own way and at his leisure enjoy an unprecedented choice of opinion and creative effort. The building should also include space (perhaps variable in size) for organized group programmes, informal adult education activities and exhibits. If Scarborough has an ambition to provide its 300,000 people with some of the amenities of a city, this library system can easily justify the provision of its modest programme of cultural activities and, if given additional support in this field, would be prepared to organize and administer lively and creative cultural activities second to no other municipality. The kind of publically supported facility described above could be the ideal school for adults and, in our opinion, is a necessary institution in any modern democracy.

(8) As expected, patronage of Bendale Branch has been much affected by the opening and growth of Cedarbrae. As shown in the statistical summary, use of Bendale dropped 33.8%. Since this branch was over-used before Cedarbrae, the 1967 level of service gives the staff a chance to assess its community role and revise its collection. In my opinion consideration should be given to the designation of Bendale as a neighbourhood branch and the outfitting of the lower floor as a community centre for neighbourhood programmes, discussions, audio-visual presentation and other library-oriented activities. The use of the lower floor in this way would equip the region with an excellent

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community adult education area superior in size and flexibility to Cedarbrae.

Finally, I wish to thank the entire staff for their co-operation and the genuine spirit of goodwill and high morale in which we worked together. The Board deserves a special thank you from me and the senior staff for its conscientious attention to our needs and for doing all in its power in the political sphere to ensure maximum support for the Scarborough Public Library.

February 12, 1968.

Albert W. Bowron,
Chief Librarian.

ANNUAL REPORT
BOOKMOBILE DIVISION

1967 was a year of great changes for the department. Our buses started it in tangerine and cream colours and ended it in orchid green and Indian ivory. This change has been for the better, though some borrowers were confused at first. The new colours have lent distinction to the vehicles and inspiration to the staff. There have been other changes too.

Staff

New Appointments

| | |
|---------------------|--------------------------------------|
| Mrs. Sita Dhawan | as Supervisor of Bookmobile Services |
| Mr. Art Gillespie | as Co-ordinator of Bookmobiles |
| Mrs. Stella Carney | as a Bookmobile Supervisor |
| Mrs. Simone Byfield | as a Clerical Assistant |
| Mr. John Dunlop | as a Driver Clerk |
| Mr. Calvin Goodyear | as a Driver Clerk |

Transfers

Mr. Fred McCarthy - to Bendale Branch

Resignations

Mrs. Ingrid Kyritz

A new position of Co-ordinator of Bookmobiles was created and Mr. Art Gillespie was appointed to it in late June. He has looked after the timetables, vehicle repairs, and maintained records, etc. This has enabled me to devote more time, without interruptions, to planning, direction, coordination and supervision.

I took over as Supervisor on July 3rd. In addition to my duties as Supervisor of Bookmobiles I am required to look after institutional collections and special book deposits as well as maintaining and supervising Pool collection. Soon after taking over charge I selected, prepared and sent a book deposit to the Centenary Hospital Nursing School in Scarborough. This was followed by a request for books for patients. A collection was prepared for primary grades and another one for teen-age readers and deposited at the hospital. We have had a book deposit in the Providence Villa Home for the Aged for some years. This deposit needed replacing very badly. I personally selected two hundred titles and after getting them processed, by Bookmobile Department Staff, got them delivered to Providence Villa.

Pool Collection was checked for Canadiana and hundreds of titles were separated and made ready for the National Library. Pool Collection is checked, from time to time, in order to weed out books not needed any longer. Tons of books were received from the branches for disposal. Each volume was gone over thoroughly before determining its final destination. 99.9% of the books were sent to the incinerator, after the pockets had been torn out and filed. The balance were sent to the Pool. With these added responsibilities I had to make do with the staff I have in the Bookmobile department. Every member of the staff helped, at one time or another, in the discarding of books and also in getting collections ready for institutional deposits, filing cards for booklists, etc.

In October I visited the London Public Library and the Kitchener Public Library. Earlier I had paid a visit to the Etobicoke Public Library's Bookmobile Department. A visit was paid to one of the North York Public Library's Bookmobile stops. I paid two visits to Fitzhenry and Whiteside Book Publishers in November and selected some titles for the juvenile department. I attended OLA's seminar on Adult Education in November. I also attended one meeting of the IFLA conference, in the summer, as an observer.

Circulation and Bookmobile Stops

Total circulation for the year was 529,773, a drop of 68,765 from the 1966 circulation of 598,538. Some of the reasons for the decrease are:

- a. Cedarbrae Regional and a better equipped Agincourt Branch
- b. Lack of a Bookmobile Supervisor for 5 months
- c. Body work and repainting of buses and cabs
- d. Cancellation of stops before arranging alternate locations

With the opening of the Cedarbrae Regional Library we lost a part of our clientele temporarily. Ever since Agincourt moved to its present location many of our borrowers have preferred to go to it.

One of our Supervisors, Mrs. Ingrid Kyritz, resigned in June and the vacancy remained unfilled till November 5. Due to the lack of guidance, on Bookmobile #5, borrowers were unable to make proper use of the books available.

The third factor was also very important. All the buses and cabs were sent out, one at a time, for body work and repainting between October 1st and December 31st. Bus #2 was pressed into service but it is very limited in space both for people and books. Some stops had been cancelled before new locations were arranged.

Locations of Bookmobile Stops

New Stops

St. Kevin's School
Terraview Heights School
Wanstead

St. Kevin's school has supplied their own electrical outlet. It is open to the general public as well as school children.

The average circulation, per hour, at each of these three stops has been between 150 and 160. Highest average circulation of 211 per hour was recorded at St. Richard's School.

Cancellations

Due to extremely poor circulation the following stops were cancelled:

Elizabeth Simcoe School
St. Joachim School
St. Martin de Porres School

Service to Neil MacNeil High School, Variety Village and Brimley Acres

According to the 1966 Annual Report, we agreed to provide library service to Neil MacNeil High School from January 1, 1967 to December 31, 1967. We were unable to live up to our agreement after September as Bus #2 was used as replacement for the bus that was off the road for being repaired and repainted. This went on right up to the end of the year. We have now promised to continue this service till Easter 1968. Service was also discontinued for reasons given above, at Variety Village and Brimley Acres.

It has been very useful to have Bus #2 at our service. This vehicle, because of its size, has better manouverability and can get into areas where our other buses cannot.

Book Collection

The book collection is gone over, from time to time, for the purpose of keeping it up to date and in good physical condition. Approximately 3,400 volumes have been discarded during the last six months of the year. Total number of books discarded in 1967 was 4,310. The stock now stands at 53,669.

During the year we loaned picture books, juvenile fiction and non-fiction and adult fiction and non-fiction to Cedarbrae Regional, Golden Mile and Agincourt. Books on deposit at Providence Villa are also from our collection. We still need more shelves for storage of books during slack periods.

Sita Dhawan

(Mrs.) Sita Dhawan
Supervisor of Bookmobiles

February 12, 1968.

SCARBOROUGH PUBLIC LIBRARY

STATISTICAL REPORT

BOOKMOBILE DEPARTMENT

PERIOD OF: January 1 -
December 31, 1967

| | <u>BKM.NO.2</u> | <u>BKM.NO.3</u> | <u>BKM.NO.4</u> | <u>BKM.NO.5</u> | <u>TOTAL</u> |
|--|-----------------|-----------------|-----------------|-----------------|--------------|
| REGISTRATION - | | | | | |
| Adult | 867 | 652 | 1289 | 946 | 3754 |
| Children | <u>--</u> | <u>3827</u> | <u>2994</u> | <u>4280</u> | <u>11101</u> |
| Total | 867 | 4479 | 4283 | 5226 | 14855 |
| CIRCULATION - | 4173 | 192,698 | 173,988 | 158,914 | 529,773 |
| HOURS OPEN - | 122 | 2022 | 1898 | 2022½ | 6062½ |
| AVERAGE CIRCULATION PER HOUR - | 34 | 95 | 92 | 80 | 87 |

BOOK STOCK

| | |
|----------|---------------|
| Adult | 26,355 |
| Juvenile | <u>27,314</u> |
| | <u>53,669</u> |

BUSINESS OFFICE

ANNUAL REPORT

1967

The budget appropriation increase of approximately 32% over the previous year is a fair yardstick of measuring the expansion of the business operation of the Library. This does not include the processing of capital accounts which we were able to finalize during the year. The 35% increase in purchase orders over the previous year necessitated the acquisition of a Buyer to the Business Office to handle all purchasing requests and research, as well as schedule printing materials for Advertising and Publicity. This is proving beneficial to the Library administration as a whole. The Buyer's influence will keep the increased workload in the business Office in proper perspective. Also, the Buyer assists the Business Administrator in various functions of his office.

The accounting workload increased by 15% over the previous year and we were able to absorb this increase without additional staff. The same increase was reflected in the payroll operation but this operation was somewhat relieved by the addition of a Personnel Officer to the Library establishment.

The effective transfer of employee pension benefits to the current Omer Plan is very gratifying, and will make room administratively for future personnel expansion which could serve as an incentive in the recruitment of new personnel.

The already many and multifarious duties performed by our Maintenance Department increased somewhat with the opening of the Agincourt Mall and the Morningside Branch of the Library. A number of our branches received extensive service particularly where public programs were being sponsored throughout the year. This, coupled with the fact there was a considerable increase in the number of exhibitions, necessitated an increase in staff. This was relieved by the addition of a handyman and the transfer of two men from cleaning to maintenance duties. We can boast one Centennial project and that was the construction of a book truck for the Centenary Hospital.

The go ahead of the Workshop Addition to the Administration Building will greatly facilitate our maintenance services, and allow us to provide storage of inventory items and improve the present building layout to arrange other functions more efficiently.

.....(cont'd.)....

..... page 2.

The telex installation has had an indirect effect on the inter-branch deliveries. The delivery schedule is becoming increasingly difficult to complete within a reasonable length of time. With the participation of foreign users it is quite conceivable that this service will have to be realigned sometime in the near future.

J.H. Ballett, Business Administrator.
Feb. 12, 1967.

FINANCIAL STATEMENT
1967 REVENUE AND EXPENDITURES

OPERATING EXPENDITURES

| | |
|------------------------------------|----------------|
| Books, Periodicals, Films, Records | \$ 201,841.00 |
| Salaries | 784,512.00 |
| Debt Charges | 180,677.00 |
| Library Supplies | 53,373.00 |
| General Building Maintenance | 61,408.00 |
| Other Maintenance Costs | 104,252.00 |
| | <hr/> |
| | \$1,386,063.00 |
| | <hr/> <hr/> |

REVENUE

| | |
|------------------------------------|----------------|
| Scarborough Borough Appropriation | \$1,096,657.00 |
| Provincial Government Grant | 230,362.00 |
| Levied Book Charges & Other Income | 57,266.00 |
| Deficit | 1,778.00 |
| | <hr/> |
| | \$1,386,063.00 |
| | <hr/> <hr/> |

CRISES, CROSSES, COMMUNICATION:
Public Library 1967

INTRODUCTION

In 1967 the Scarborough Public Library changed effectively the traditional image of the public library in three ways: by building a regional resource centre with an interior designed for an easy access to all library materials; by accepting and implementing the multi-media concept in dissemination of information, and by installing an inter-branch telecommunication system to speed up moving information throughout the system. This can be linked up with other similar systems to interchange information quickly and efficiently. It may also be integrated into more sophisticated information retrieval systems.

In the following paragraphs I shall elaborate on the whys and hows of the various aspects of library service which have dominated my own thinking in the past year. To formulate my opinion and clarify specific points, I have sought support from statements made by a number of professional experts. At the end of my report, I have listed a number of articles which have helped me in expressing my thoughts.

LIBRARY IMAGE, OLD AND NEW

The traditional image -- the custodial role of printed materials, the very basis for library service as seen through the 19th century eyes, when the library served a fixed educational and cultural strata of the community -- was upset in Scarborough by establishing a multi-media centre, set up to service a cross-section of the area population. And it was enthusiastically accepted by the residents of the community. A phenomenal success, exceeding our boldest expectations. Strangely enough -- as some very recent user studies have indicated -- many library executives still have to combat the traditional public attitude towards the public library. To be specific, the attitudes of the community leaders whether governmental, industrial, or educational, do not generally envision the community library as a potentially valuable resource. They are likely to look to various professional associations as more appropriate information

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repositories. They are apt to refer to the public library as an institution and not as a service agency what it actually is. This attitude might explain why the community libraries are not adequately financed. The library is not yet accepted as an integral part of the community it serves.

MEETING THE CHALLENGE

Fortunately in Scarborough there seems to be a public awareness in regard to the potential service aspects of the public library. This attitude was clearly demonstrated with the acceptance of the new service concepts introduced by the Cedarbrae Regional.

However, the source for innovation and the force for change must come from the library profession itself. The consumer or the community rarely creates an agenda for new and untried services. It rests with the professional to identify and define the community needs, and to start a process of change.

He should be well-informed of the latest communication methods of today and tomorrow and consolidate this knowledge in his planning, as libraries are part of the communications network.

Mr. Mohrhardt, the President of the A.L.A., has made some pertinent statements on the library's part in the field of communications. The following two paragraphs are taken freely out of the context of one of his articles.

There has been always a close relationship between libraries and the social and educational fields. But, with a few exceptions, the librarians have neglected to identify the new developments in the field of knowledge that may affect them directly. Reference is made to the new discipline of communication sciences. Many other professions are working co-operatively in the development of this new discipline, As far as I can see from scanning

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through the library literature, not too much hard thinking or analysis is going on about the communication revolution in libraries, certainly little informed discussion based on controlled research. Yet the responsibilities of the library profession for sharing in the shaping of this field are great. Mr. Mohrhardt's explanation is that librarians for a long time have looked upon themselves as the experts of printed information. They also have doubts concerning the continuing importance of printed information. And unless they make up their own minds, the development for the communication systems might result in freezing library services in antiquated, inadequate and unrealistic patterns.

Any new pattern in communication relationships will have an immediate and a long-range impact on librarianship. The merging into a single corporate body of publishing houses, radio and TV networks, recording and photocopying companies, computer teaching devices is shaping into a "knowledge industry". The next addition may be a commercial library service similar to the highly successful commercial service "S.V.P." now providing telephone reference service in Paris.

In building and strengthening the library resources we have to consider the cross-currents and changes in our political, social and educational fields. They have a powerful and direct impact on our "consumer" demands. Whatever decisions we make and whatever studies we undertake, these must be related to the people we serve and we must consider the forces that have a direct impact on their environment. I could name a few - the continuing population growth combined with increasing longevity; more leisure time; the unprecedented expansion of educational opportunities; the right of access to library facilities for every citizen; the development of technology which affects both the use of libraries and the character of library materials.

4.

The rapid changes in the techniques of communication require a perpetual state of alertness on the part of our professionals. They have to constantly revise their thinking about their role as information experts to keep up with the environmental changes.

The Administration can help and accelerate this process by encouraging an exchange of ideas at workshops, discussion group meetings, etc. and communication with other information agencies.

IMMEDIATE FUTURE

In the projection of the second regional library, we have to make a qualitative analysis of our existing service facilities, and effect plans to integrate the new regional system into the existing information network.

We are fortunate in having an example in Cedarbrae Regional Library which introduced many new concepts into library service. We can, therefore, appraise the successful aspects of service as well as the evident shortcomings in the Cedarbrae system, and situations which did not work out well at Cedarbrae can be identified at this stage and modifications worked out for the new regional centre.

Many recent user studies have indicated that libraries generally service an average of 20-25% of the community residents. The same statement is valid for the Borough of Scarborough.

What about the rest of the population? How can we reach the 75-80% of the population who seem either unaware of or unmotivated by the library services offered?

Can we afford to extend our services to all residents?


5.

As long as governments (municipal and provincial -- particularly provincial) do not finance libraries adequately at the present, the library executive has to make a careful analysis of priorities of the community needs and carry out the part of the library programme which he considers to be the most essential one.

Some pressures on our facilities and staff can be relieved if more money could be directed towards building up better school library collections. For years students have drained our resources for school assignments and filled the seats in our libraries. Student needs can be met more effectively by educational institutions. The public libraries could then take prompt advantage of the released pressures and concentrate on services in other areas, particularly filling the gaps with services to the adults -- outside the formal educational network -- in their self-improvement programmes. We could also expand our services to the pre-schoolage children.

The matter of quality control is a continuing process and has to be flexible to meet the changes in our environment, in the new communication tools and techniques. We have to pay more attention to the existing facilities outside the library system and to link up with these to avoid overlap of service. The necessity of the rapid access to materials has already been pointed out as top priority. New mechanisms have to be added; the existing ones modified to improve the ~~the~~ moving of information. The immediate goal for us is a Metro-wide information network and a facsimile producing system.

February 12, 1968.


(Mrs.) Helen Peterson,
Supervisor of Branch Services.

Acknowledgement:: I am indebted to Miss Wendy Wright for the title of my report.

ANNUAL REPORT 1967

Technical Services

What a wonderful
day! No one in the village
doing anything.

1967 was to be the year of the "great retreat" - the year when we tidied up after the establishment of Cedarbrae Regional Library. Naturally the book budget would be much less than the previous year, naturally we'd have lots of time so, we smugly drew up a list of "mopping up" jobs to be accomplished as we went along. Then the budget was cut, book orders worth about \$70,000.00 were cancelled and the resulting confusion put us in June where we should have been in February. The rise and fall of the library finances form the bass motif of the Technical Services operation. The leif motif is everything else - the opening of branches, the experiments with new ideas and machinery, the staff changes and so on.

The principal leit motif in 1967 was the "Interim Report On a Survey of the Technical Services Division" submitted to the Board by George Forrester of the Information System Company in June '67. Mr. Forrester was asked to look into the operation of the Division and to suggest improvements right down the line. His first suggestion that the catalogue should be examined both from the production and the consumption angle lead us into a very thorny area indeed. Such questions as "does a branch library with 10,000 books need the same amount of catalogue information as one with

100,000?, does a small branch or indeed does a large branch need a catalogue at all?, would a union catalogue plus a rapid communication system accomplish as much as the thousands of cards turned out at the moment?" If we recognize the fact that a branch catalogue has a narrowing effect especially on the borrower who tends to feel that a catalogue of 25,000 volumes represents the sum total of what he can obtain on any subject, then we must realize that some method has to be devised to acquaint him with the fact that he really has nearly 300,000 volumes throughout the system at his command and beyond that all the books in Metro and indeed Canada.

In finding out solutions we encountered two major problems - one: in any discussion of catalogues a great deal of emotion is involved and two: we could find no guide lines anywhere as no other library seems to have ventured into this field. We devised two small surveys which we hoped would tell us what the public is looking for and what the librarian expects to find when opening those drawers of mystifying cards.

Neither survey was particularly successful partly because we spread our net too wide and partly because it is extremely difficult to phrase meaningful questions in this field. However, we hope to persevere with this through 1968. Even the small forays we have made have proved to us that we don't really know it all and that any hard and fast ideas we have held about the card catalogue in the past may have to be revised.

Since my house burned down,
I now own a better view
of the rising moon.

Beyond the dark trees
lightning flashes on water,
bright, like a vision.

The second experiment resulting from the Forrester Report has proved to be not only more dynamic but considerably more successful - almost beyond our hopes. This is the installation of what is called a "dedicated teletype system" which is in all branches except the Cedarbrae satellites. By means of simultaneous and rapid communication system we have brought to the borrower in a much more "actual" fashion the entire collection of books in Scarborough Public Library. When a borrower asks for a book which is not on the shelf the other branches are alerted and if, as usually happens it is in the system at the moment, the borrower has the choice of picking it up at the retaining outlet or of having it delivered to his neighbourhood branch in the following daily delivery. Although we started off in November in a rather small and shaky way with this (let's face it) rather ancient means of communication, the number of requests and the activity in this area has increased enormously in two and a half months almost to the point where we feel we have a tiger by the tail. I think that everyone will agree that this is definitely an improvement over the old reserve system in which the borrower frequently felt that he was sending his request into limbo. The immediacy of the teletype shows the borrower that we mean business; that it is quite possible for the wheels of the public library to grind a little faster.

Since we are adding Centennial Community College to the network and anticipate including a high school and possibly Scarborough College we are attempting to codify and regulate our methods. Actually the bugs we anticipated did not materialize and others that we hadn't thought of are just around the corner, the most important being the overcrowding of the machine. This may lead us to more sophisticated equipment in the future.

Above the ruins
of a shrine, a chestnut tree
still lifts its candles.

In his report Mr. Forrester also tackled that old bugbear, "Overdues". This is another area with few guide lines as librarians tend to view it as a mechanical unimaginative business that you simply pursue to the dogged end. The Department must assume that the information it has is 100% correct and that the system is infallible. However, when you are lending around 2 million items a year, cases crop up where the borrower is right and the department wrong. The whole question of overdues is a "can of worms" - once you open it you are fascinated and spend many waking and indeed sleeping hours trying to devise a system which will be more positive and less cumbersome. Although Mr. Forrester has come up with a method employing a computer and unsorted cards (it would do away with "hedding" or handsorting millions of cards a year) our finances at the moment will not stand the strain. Perhaps this is an area which would be better investigated on a Metro level.

Above tides of leaves
that drown the earth, a mountain
stands aloft, alone.

Although Mr. Forrester took a look at the Order Department he felt that since we have reduced it to the barest essentials, it was as efficient as we could expect pre computer and at the moment it would not be economical to even consider data processing for a department spending somewhere in the vicinity of \$200,000.00 to \$400,000.00 a year.

Over the deepest,
darkest river, streams of fire-
flies slowly flowing....

The Cataloguing Department struggled with more adult titles in 1967 than the year before when we had two outside cataloguing firms working for us. The juvenile librarians in the branches were reviewing their collections which meant that they ordered very little. As in the past, when the volume of work becomes too much for us we farm out selected portions to Co-operative Book Centre Ltd. who do a reasonably good job. - I would say a really good job except that what they do in classification and subject heading assignment doesn't necessarily dovetail with what we have done in the past which is a source of irritation to all.

A large part of the chief cataloguer's problem during the year was training new staff and retraining old staff for new positions. Not only do the typists have to be accurate but they must thread their way through a labyrinth of card sets since some outlets have no catalogues and Cedarbrae for instance has the cards for itself and its satellites.

It is nice to read
news that our spring rain also
visited your town.

Looking back from the vantage point of 1968 we seem to have accomplished a great deal in addition to the usual functions of a Technical Services Division. Over and above carrying out the recommendations of the Forrester report all departments were pushed to top performance as soon as Cedarbrae began to operate. A regional outlet buys many single titles in greater depth than other branches. This effects the order and cataloguing departments and gives interloan many more devious subjects to cope with. Needless to say any outlet which circulates 600,000 volumes a year is going to put some pressure on the overdue book department as well. In the meantime, the older branches were busy weeding their collections which made rebinds and discards department feel that they were dealing with an endless tidal wave. In the near future we will be processing records, films, pictures and tapes which will add a new dimension to a hitherto book orientated operation.

Spring is almost gone,
so now this silly old tree
decides to bloom!

The appointment of the Metro Librarian in December must mean that we will see closer co-operation between borough libraries. Already there is a "middle management" committee at work ready to investigate interloan procedures and acquisitions. Presumably, if the libraries co-operate on interloan, they will not be as prone to duplicate copies of expensive or rarified material all over Metro. Hopefully, this co-operation will eventually lead

- 7 -

to centralized cataloguing and perhaps processing, then overdues and all the Technical Services operations. Metro libraries would then be one large pool of information instantly available to everyone. Highly sophisticated machinery, a fleet of trucks, collection agencies, and binderies are some of the necessities to support such a large undertaking. This is big business but libraries are big business.

An old silent pond...
A frog jumps into the pond,
splash! Silence again.

Haiku from
Behn, Harry, tr.

Cricket songs. Harcourt, Brace & World.
1964

February 12, 1968.

(Mrs.) Diana Mason,
Technical Services Supervisor.

STATISTICS

| | <u>1966</u> | <u>1967</u> |
|---------------------------|---------------|-------------|
| Order Dept. Commitments | \$ 461,582.61 | 284,062.85 |
| Titles Catalogued | 23,308 | 23,347 |
| Books Processed | 74,222 | 59,826 |
| Interloan Requests Filled | 24,101 | 28,619 |
| Overdue Notices Sent | 14,112 | 18,812 |
| Books Rebound and Mended | 6,530 | 7,151 |
| Books Discarded | 24,512 | 30,281 |

C I R C U L A T I O N

1 9 6 7

1 9 6 6

B R A N C H

| | | |
|--|--------------------|-------------------|
| AGINCOURT | 217,719 | 145,140 |
| BENDALE | 228,248 | 345,211 |
| CEDARBRAE REGIONAL LIBRARY Highland Creek | 556,154 111,526 | 39,021 116,733 |
| GOLDEN MILE | 254,299 | 249,473 |
| MCGREGOR PARK | 214,737 | 245,327 |
| TAYLOR | 123,323 | 120,598 |
| BOOKMOBILES | 529,763 | 598,538 |
| TOTAL | 2235,769 | 1,860,041 |

*No comparative figures available for Cedarbrae 1966, It opened on Dec. 1/66 - Highland Creek shown separately for that reason.

(All-over increase in circulation - 20%

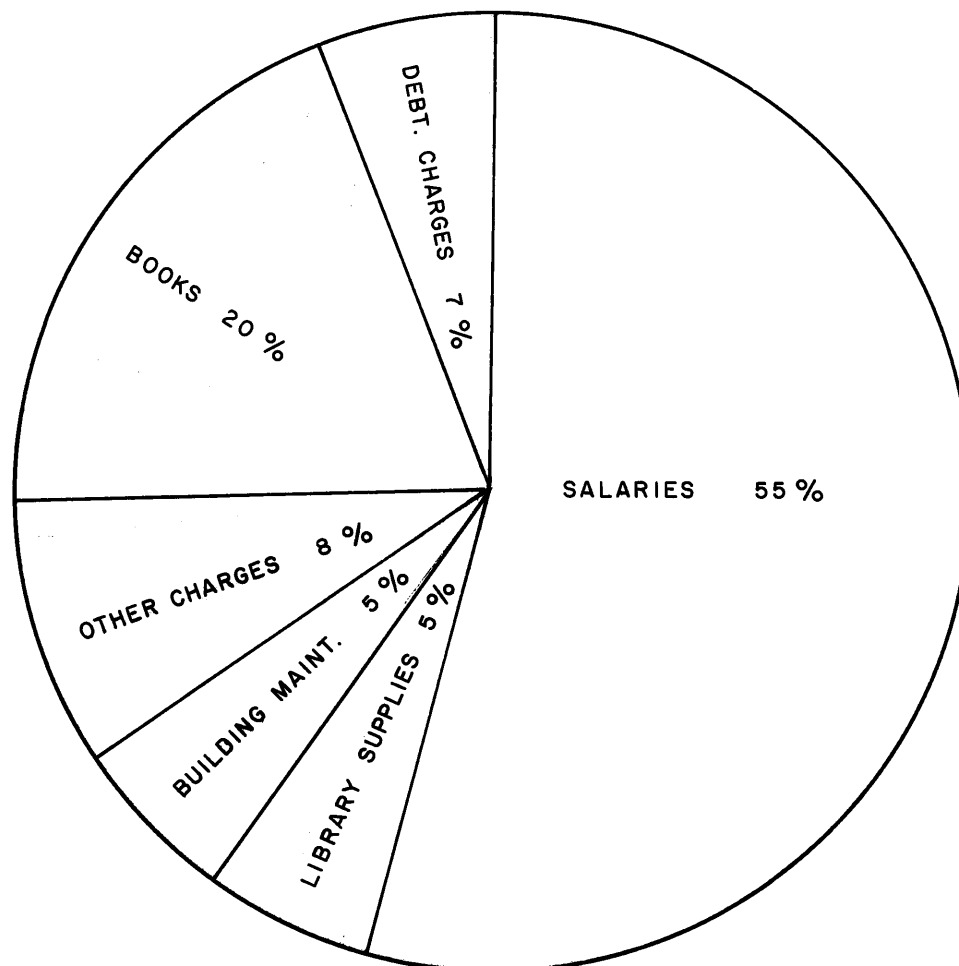
A circulation drop was reported at Bendale (33.8%) a decrease of 12.5% at McGregor; Agincourt increased its circulation by 50% and Golden Mile and Taylor had slight increases of 1.93% and 2% respectively.

A - V Materials - Circulation for 1967

| | |
|--------------------|---------|
| Recordings | 33,305 |
| Film & Film Strips | 4,015 |
| Attendance | 124,965 |

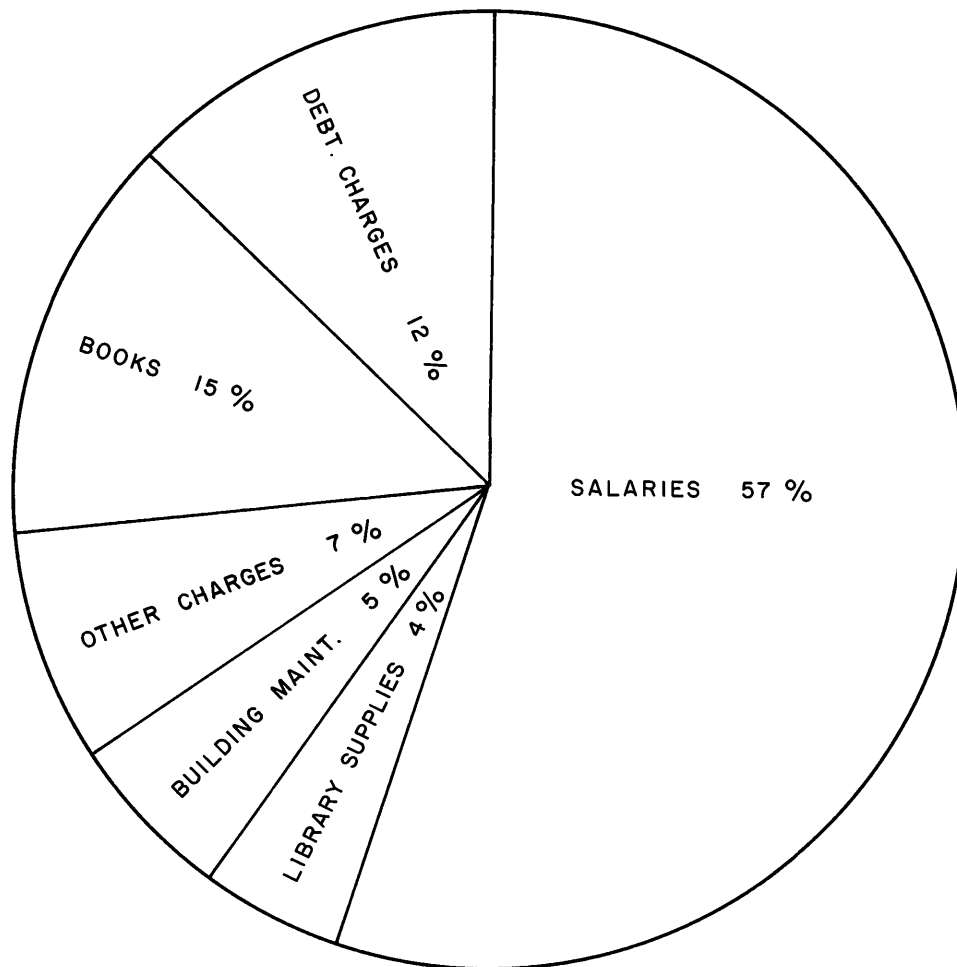
LIBRARY DOLLAR

1966



LIBRARY DOLLAR

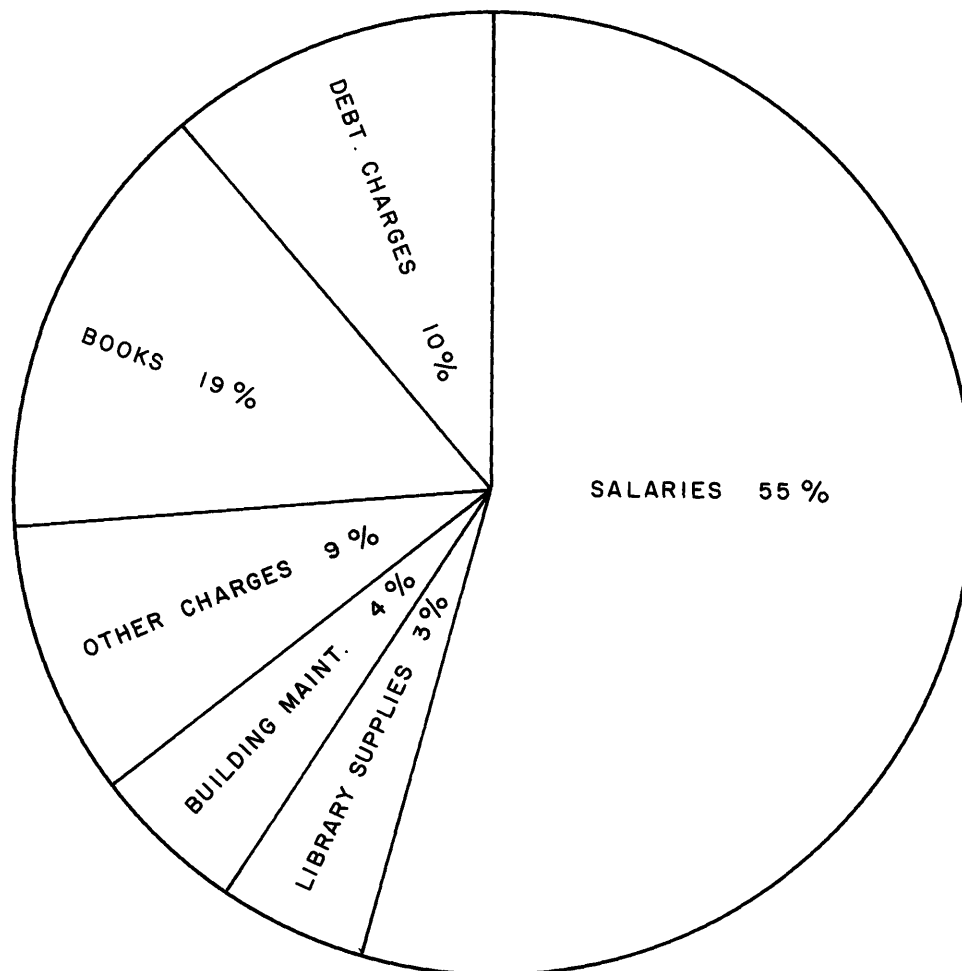
1967



LIBRARY DOLLAR

1968

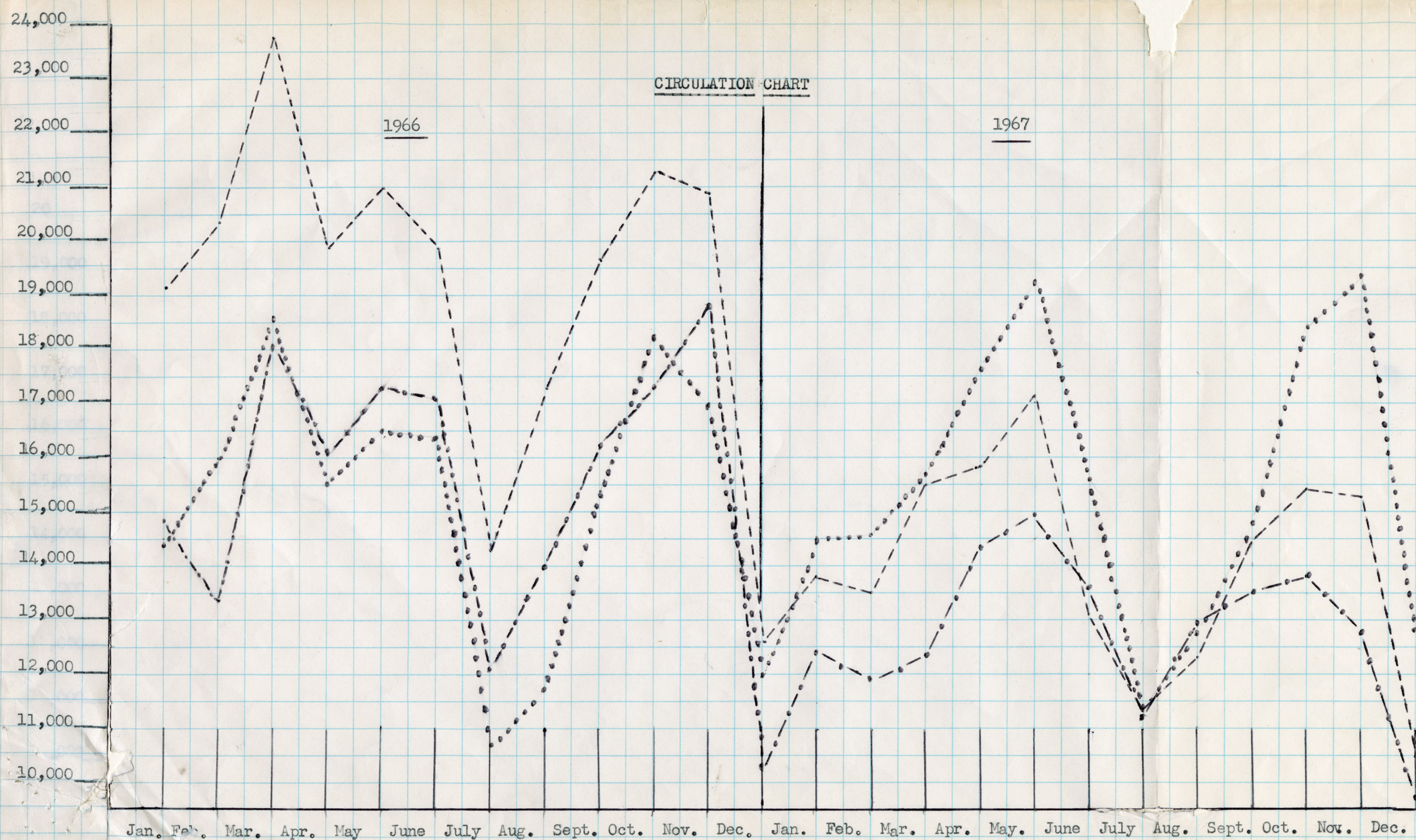
(BASED ON BUDGET)



CIRCULATION CHART

1966

1967



Bookmobile #3

Bookmobile #4 - - - -

Bookmobile #5 -