

scarborough public library



1968 annual report

SCARBOROUGH PUBLIC LIBRARY

1968

A REVIEW OF THE YEAR

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Mrs. H. Peterson, Branch Services Administrator

Mrs. D. Mason, Technical Services Administrator

Mr. J. Ballett, Business Administrator

Mrs. Margaret Dean, Head of Agincourt Branch

Mrs. F. Abel, Head of Bendale Branch

Miss S. Raudvee, Head of Golden Mile Branch

Mr. W. McCarthy, Head of McGregor Park Branch

Mr. A. Youssef, Head of Taylor Branch

Mr. M. Post, Head of Cedarbrae District Library,
(Highland Creek Branch - Miss G. Alfoldi)
(Morningside Branch - Mrs. G. Williams)

SCARBOROUGH PUBLIC LIBRARY

ANNUAL REPORT
1968

PREFACE

Public library development begins with the needs of the community in which it exists. If the community needs change, our service must change. Few communities in Canada are changing as fast as the Borough of Scarborough. Few library systems are changing as is ours.

Knowing this we must pause at least once a year and ask ourselves several questions. Are we spending our public funds wisely? Do the changes adequately meet the new conditions of community life? Are we increasing our usefulness? Are we neglecting special groups or areas? Is our organization retaining its flexibility and its ability to respond to change?

The Division Reports and statistical summaries which follow will answer most of these questions. I hope these reports will receive close study. We welcome comments.

REPORT OF THE DIRECTOR

- 1) One of my preoccupations during the year was internal communications. Without a central library and with service points and staff scattered over Metro's largest municipality, we have a problem maintaining staff unity. Competition between departments and branches is desirable but distrust or misunderstandings are not. Our in-service training programmes, inter-branch visits, exchange of news via teletype and new staff orientation plan have been some of the ways we have tried to correct this problem. We have only been partly successful. This problem will require further study in 1969.
- 2) During 1968 the personnel officer successfully worked out interviewing, hiring and processing routines which enabled the Board to maintain close control of the administration of staff policy. With the development of this office, the staff now has the assurance of knowing that all such matters are handled in an orderly and equitable manner. Care is taken to ensure that every employee is given the fullest opportunity for advancement or transfer and that motivation and morale remain high. In the Fall a revision of the Staff Manual was undertaken in consultation with the whole staff. Many discussions were held at individual branches and at the Administration Centre. Suggestions were noted. The Board was consulted and all suggestions on which there was staff agreement were incorporated into the revision. This operation was a success. I would recommend that it be repeated in 1969.

On December 31, 1968 the approved staff establishment stood at 144 full-time and 26 part-time staff.

- 3) Our public relations and publicity unit has been most successful during 1968. A review of our press scrapbook will confirm this. Branch programmes have benefitted by centralized promotion and a reduction in the number of complaints arriving on my desk is perhaps another indication of improved public relations. In the summer we received three publicity awards from the British library periodical "Library World" for our programmes folder, our recording and other promotional material. It was the first time in the history of this international competition that one library had received a 1st prize for Group A (Annual Reports), a 2nd prize for Group B (Bibliography) and a 1st prize for Group C (General Publicity).

4) Cooperation with other organizations

Two joint meetings with the Board of Education resulted in the inclusion of the R.H. King Collegiate in our teletype network and in closer cooperation in the interlending of films and videotapes. Some improvement in our liaison with teachers and in class visits has been reported, but we are not yet able to offer the best service to students working on projects because of no prior knowledge of such assignments from the schools.

Our relations with the library of the Centennial College are excellent. In many small ways ideas and information are exchanged and the teletype hook-up with the college continues to operate successfully.

During 1968 the Metropolitan Toronto Public Library Board effected many decisions that will in the long run radically affect our service. The facilities of the Central Library are now freely available to Scarborough residents through our branches. The Metro teletype hook-up and a daily delivery service connecting all library systems except the City of Toronto is financed by Metro. A central stock of educational films is supported and administered by the Metro Board. Studies by inter-library system committees are working on many joint projects to improve information services in an orderly and cooperative way in the whole Metro region. Given time and sufficient funds, we feel that the Metro Board can do a great deal to equalize library service by speeding up the flow of material, by supporting centralized and local projects that will benefit all areas, and by establishing new services recommended by the area boards. Already insular attitudes are vanishing and being replaced by cooperation.

Another area of cooperation has developed between us and a variety of health and social service institutions. Our institutional service, described in another part of this report, is growing in importance and effectiveness and has resulted from requests for library facilities received over a number of years.

requests we were unable to fill in a piecemeal way. However, without requesting more staff or funds, an orderly beginning has been made on a valuable extension service to some of Scarborough's major institutions. If this new service is fully accepted by the institutions concerned, some sharing of costs might be worked out to enable us to organize an adequately staffed and equipped institutional service department in the future.

- 5) The Teletype Network is now an accepted feature of this library system. Reports from staff and public indicate heavy use and excellent results. Librarians have always wanted to use their resources efficiently and quickly. This long desired goal is within reach. The continuing increase in the use of the system will shortly create a traffic problem. Soon we must consider further mechanization - perhaps using prepunched tape for block transmissions during times when the branches are closed, perhaps a monitoring of the units in the Administration Centre in the evenings and Saturdays. Certainly with the addition of a second district library or with the addition of further high school libraries, changes will be necessary.

6) New District Library

During the past year the Library Board and the Borough Council committed itself to the building and operation of a public information and resource centre for the southwest area of the Borough. Capital funds of \$200,000 were approved by Council and debentured for the purpose of purchasing a site and making a start on a collection of materials for this new service. An Agreement of Purchase and Sale was negotiated with the Board of Education for Scarborough in November which further committed the Library Board to a site near the corner of Birchmount Road and Danforth Road. We have begun to accumulate a complex collection of materials for this library and have embarked upon a programme for its design. We hope this new facility will represent a further step in the development of the library system to meet the new needs of the community. We hope to build a facility that further emphasizes non-book services and that will employ modern techniques and equipment for research, information, reeducation and recreation.

- 7) Mrs. Peterson and her staff, the Maintenance and Bookmobile Departments are to be commended for their imaginative approach to a special summer service to children in 1968. The Funmobile was a great success. Now that the vehicle used in this project has been disposed of, we must develop a new approach if we wish to reach out to the children during the summer of 1969. The concept of the extroverted public library offering community service in a lighthearted manner is one to which children can respond and in which children can become involved. It is our hope that we can continue such service each year.

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- 8) Expansion of our system, unfortunately, is not matching the growth of the Borough. The Taylor, McGregor Park and Highland Creek Branches lack growth potential. These premises are heavily used with imagination and energy but they are too small, located awkwardly and not equipped to provide the variety or depth of services expected by the public. A plan for changes in these three areas must be developed during 1969. We anticipate an expansion into the new Town Centre in the next couple of years and consideration should be given to a centrally located community branch south of Kingston Road within the next year or two. Only with such modest expansion and relocation of facilities can this library system keep abreast of the present rate of growth of the Borough.

- 9) In conclusion, I wish to thank the Board for their keen interest and wise counsel during the past year. I know of no other library board which shows keener interest or which maintains such a flexible approach to its policy decisions. I also thank the Board for making my six-week study visit to Sweden possible in 1968. It was a stimulating experience that is bound to be reflected in my work.

Finally, I would like to add a friendly salute to all my colleagues for their hard work, encouragement and patience. The following pages attest to their initiative and reflect a vitality that ensures a bright future.

Albert Bowron.

The year 1968 can best be described by a newspaper headline -- "...libraries are where it happens". The development of library services in the Cedarbrae District indicates that we are coming close to our goal of changing the public library into a community resource centre. All that needs to be done in future is to extend similar services to other areas of Scarborough. With the second district branch on the drawing board, we are well under way.

How have we fared in helping the library users in their pursuit for cultural enrichment and self-improvement?

How effective has been our total library programme?

We have made a start in surveying our community needs, but a more thorough research service study is necessary if we want to reach the still unreached segments of population.

The statistical figures seem to indicate that our total library programme was successful. The libraries were more active in 1968 than ever before; more materials were borrowed; the programme attendance showed a marked increase; more enquiries were answered, and a greater diversity of services was offered. Unfortunately, the most important aspect of library service -- communication of ideas -- cannot be expressed in statistics.

Morningside Branch

A new branch, Morningside, was opened in January, 1968. It is a 'satellite' to the Cedarbrae District Library and provides services to the eastern reaches of the District with a collection of about 17,000 items. At this library we had the opportunity to carry out some new service concepts. The adult and juvenile books were intershelved for easy access. A separate pre-school collection combined with easy reading was placed into the children's activities area. The branch does not have a catalogue and all bibliographical and reference enquiries are forwarded to the Cedarbrae Library. A direct telephone line connects the branch with Cedarbrae for rush enquiries. The branch is staffed with clerical assistants and technicians.

The public has accepted all these innovations readily, and the branch has become a busy community 'meeting place'.

Drop-in Centre for Teens

Since the fall of 1968 space for a gathering place was provided at the Taylor Branch for a group of teenagers. This project involves about 35 teenagers, between the ages of 13 - 15. 'Club' meetings are held three times a week with average

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attendance of about 14. Under the guidance of the Branch Head, the teenagers plan their own activities -- film shows, games (chess, checkers, table tennis), listening to recordings or just talking. Two volunteers from the YMCA/YWCA assist us in this project.

Funmobile 1968

Last summer a first 'reach-out' programme was initiated. This involved the use of one of our bookmobiles outfitted for film and puppet shows, story-telling sessions, paint-ins, crafts, folk-singing, etc. A nine-week children's programme was presented at three parks and two Ontario housing development locations. About 2500 children participated in the activities. The success of the project indicates that the library should take some of its services to people rather than to expect them to seek our services at branches and bookmobiles. In planning for the funmobile programmes, we co-operated with many community agencies such as the Borough Parks and Recreation Commission, Ontario Housing Authority, Board of Education and Metropolitan Toronto Parks Commission. Valuable experience was gained towards a better understanding of the community in working with the representatives of these organizations.

OPERATION 'REACH-OUT' 1968
(With proposed locations for 1969)



★ 1968 locations

{ H } Proposed locations for 1969
 { P }

H - HOUSING DEV.
 P - PARK locations.

Service to Institutions

One of the obligations of the public library is to look after the needs of the ill and handicapped in the community. 1968 was the first full year of service to 7 institutions. Deposits of library materials were made available to patients at regular intervals. We also provided consulting services to help the institutional staff in reader's advisory work and book selection (mostly weeding out the undesirable donations).

The institutions listed below requested our services:

BENDALE ACRES - Home for the Aged

CENTENARY HOSPITAL - General

CENTENARY HOSPITAL - Pediatrics Ward

SCARBOROUGH REGIONAL SCHOOL OF NURSING

GUILDWOOD VILLA - Home for the Aged

PROVIDENCE VILLA - Home for the Aged

SCARBOROUGH GENERAL HOSPITAL - Psychiatric Ward

Deposits of materials are usually exchanged every 3 months. Staff consultation is provided on weekly basis (1½ - 2 hrs. weekly). Consulting staff is recruited from the branches as well as from bookmobiles.

It is interesting to note that in addition to the regular deposits to the Scarborough General Hospital, Psychiatric Ward, we were requested to arrange film shows for their out-patients at branches nearest to the hospital. The patients were encouraged to use library facilities, and they seemed to enjoy the opportunities offered. They definitely appreciated the films.

Use of Library Materials

In 1968 the use of materials at the branches increased by 21.2%

Two factors contributed to this startling increase; the boost in materials budget and the interbranch telecommunication network.

The benefits from the telecommunication network are many. It speeds up the interloans and provides a rapid access to materials, resulting in a fast turn-over of materials. The link-up with the Centennial College, R.H. King College, and other Metro libraries provides the reader with an access to other collections as well.

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This system has radically changed our methods of materials selection. There is no need for heavy duplication of titles. The base for selection is wider, a greater diversity of titles may be considered. We can afford to increase the ratio of non-print materials to print materials to provide a wider range of information.

In September 1968 all neighbourhood branches (except Highland Creek) received collections of phono-recordings (about 400 discs each). We increased the number of 16mm films and started a library of 8mm films with an initial collection of 300 titles.

The use of films in library programming as well as by community groups is the heaviest in the Metropolitan Toronto area, and possibly in Canada.

Library Programmes

During the year a great variety of programmes were organized for adults ranging from the Audioactinostatic Presentation by Intersystems to the panel discussion of Prison Realities with Jack Brundage as a guest speaker.

Other notable events were "Meet Richard Needham", series of discussion evenings on investment and real estate, mental health, poetry readings, and film making.

Throughout the year many outstanding exhibits were arranged, e.g. display of Byzantine Icons of 17th and 18th Centuries, and Toronto 20/66 exhibit of graphics.

Children's programmes were presented at all branches ranging from story-telling and puppetry to creative drama and art classes. More and more schools arranged class visits to our libraries. The statistical tabulation at the end of this report indicates the great variety of library events offered as well as the attendance figures.

Staff Activities

To continue to improve our library services and break new ground, we need an involved and a forward-looking staff.

The initiative for change must come from the senior staff members. They have to keep abreast with the new methods of communications as well as the development in the educational technology.

The opportunity to exchange ideas, to determine community needs, to investigate the potential uses of the various forms of media is provided at weekly staff meetings. The non-print media is reviewed once every month at special seminars.

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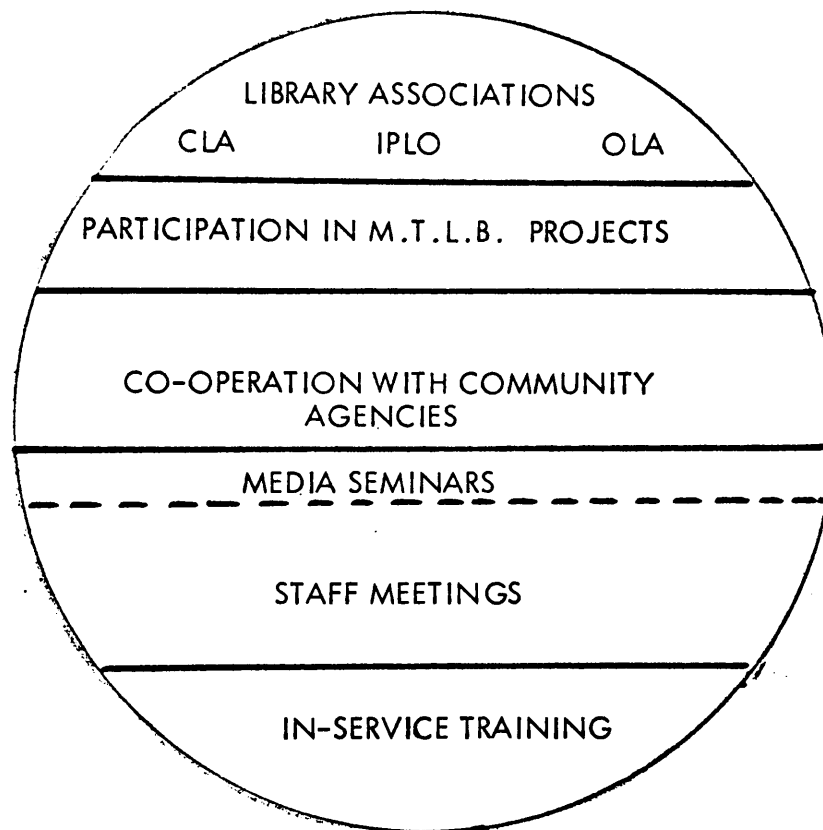
Staff participation in community affairs has been encouraged. Senior staff members have served on many committees and councils: Board of Education Library Committee, Social Planning and Mental Health, and Home & School Councils, co-operated on various projects with the O.A.C.E., Metropolitan Toronto Association for Retarded Children, Unicef and various service clubs.

The Director of the Metropolitan Toronto Library Board has initiated numerous projects, workshops and study groups throughout 1968. The branch personnel participated in the following: Library Systems Unit, Film Committee, Study Group for Foreign Language & Literature Collections; Task Force to establish Metropolitan information exchange for continuing education.

Scarborough Public Library organized the first Media Workshop for the Metro libraries to demonstrate the uses of non-print materials in information services.

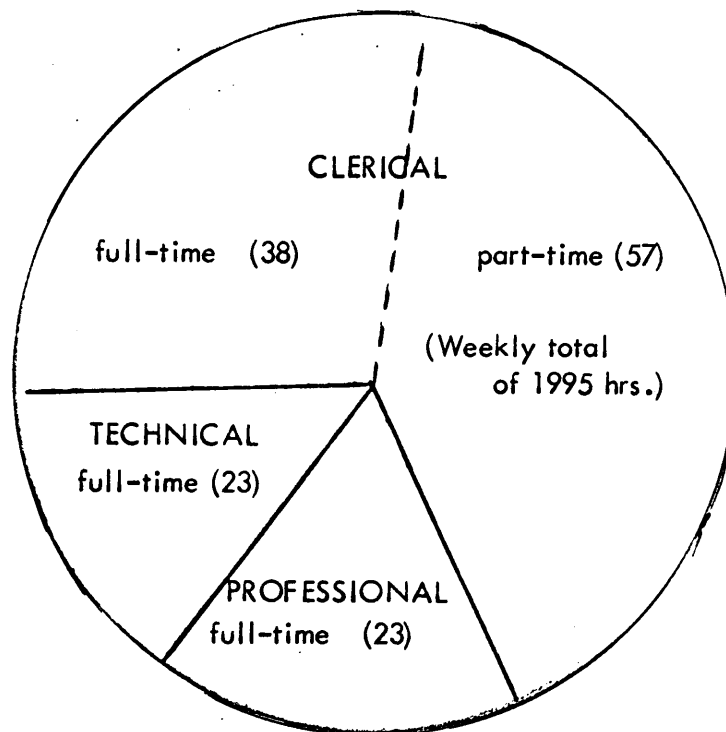
Helen Peterson,
Branch Services Administrator.

STAFF ORIENTATION PROGRAMME

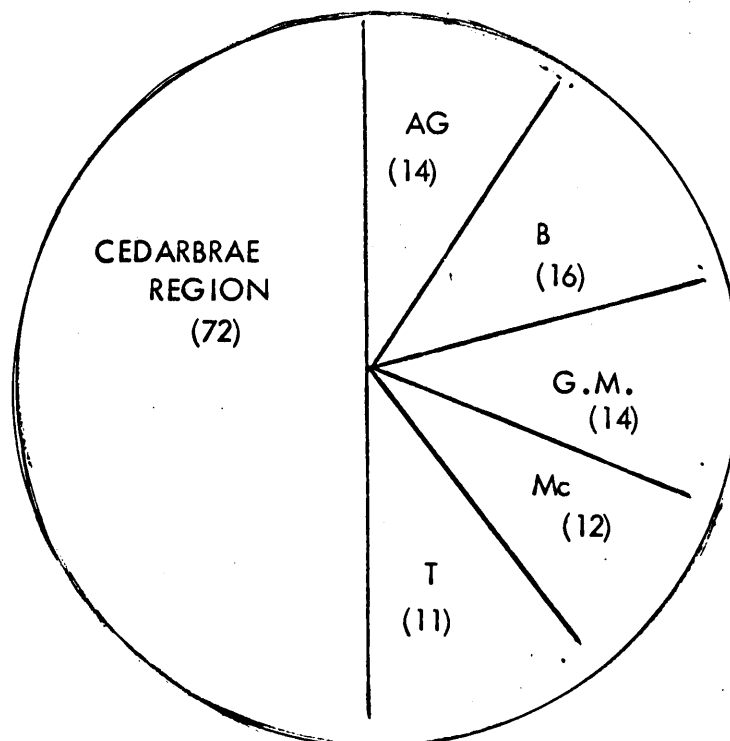


BRANCH PERSONNEL

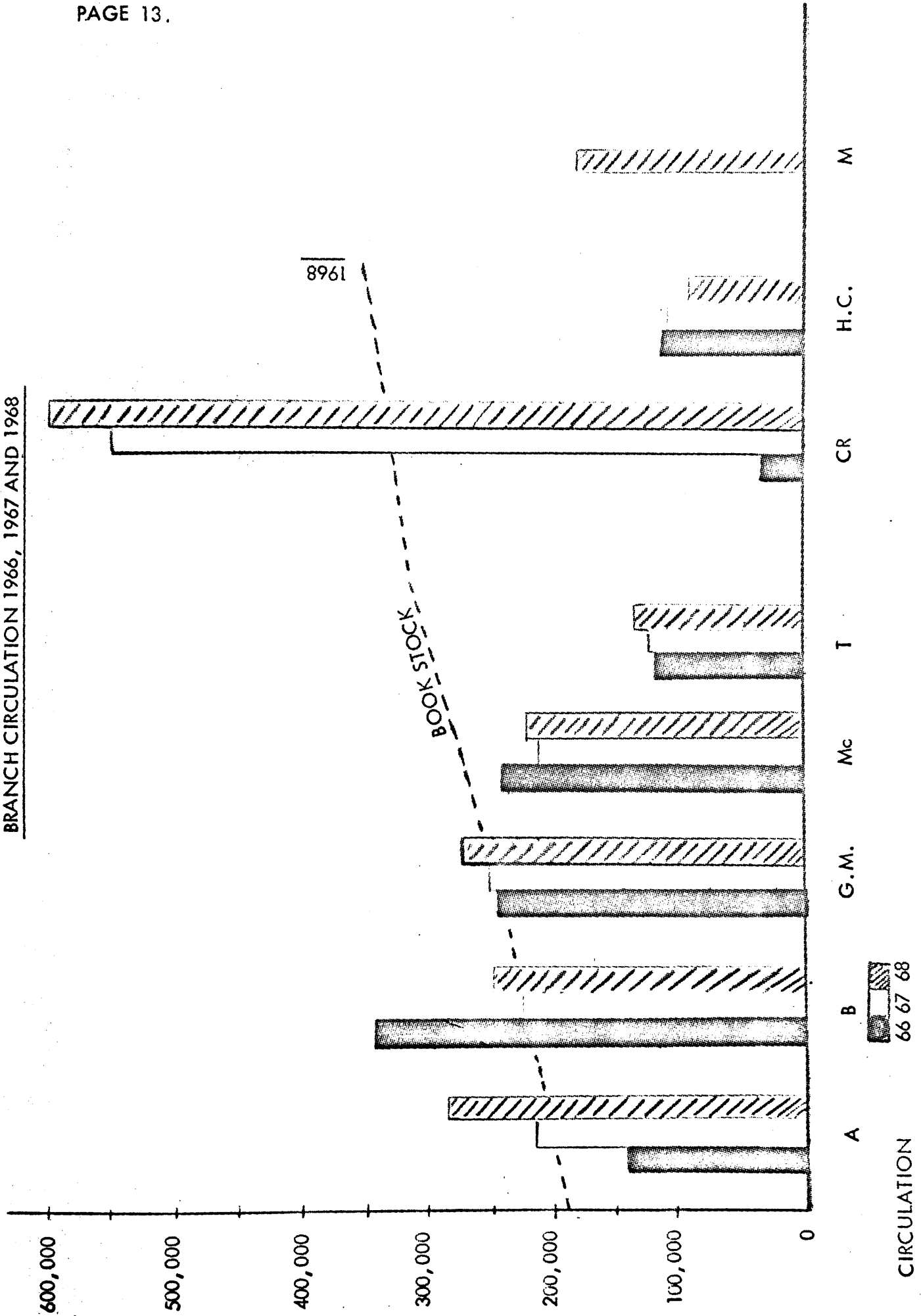
1. By Job Classification: professional, technical, and clerical (including part-time).



2. By Branches (including part-time)



BRANCH CIRCULATION 1966, 1967 AND 1968



STATISTICAL REVIEW - 1968

1) <u>COLLECTIONS</u>	<u>1967</u>	<u>1968</u>
<u>Printed Materials</u>		
Agincourt	21,913	25,437
Bendale	34,127	35,649
Golden Mile	24,876	26,107
McGregor Park	29,835	31,203
Taylor	17,706	19,353
Cedarbrae District	75,118	98,823 (Morningside Branch opened January 1968)
<u>Total</u>	<u>203,575</u>	<u>236,572 (Increase 16%)</u>
<u>Non-Print Materials</u>		<u>1968</u>
Library Film Collections	16mm (238 SPL, 137 deposit) 8mm	375 300
Filmstrips		81
Audio Tapes		156
Video Tapes		90
Recordings (all branches except Highland Creek)		8,002
Framed Reproductions for Children		284
2) <u>LIBRARY PROGRAMMES</u>		<u>1968</u>
Exhibits (Adult and Juvenile)		73
Adult and Teenage		104 (Attendance 5,059)
Group Meetings at the libraries		10 (" 288)
Film Shows (Adult)		69 (" 5,136)
Juvenile Programmes		898 (" 34,919)
3) <u>INSTITUTIONAL SERVICES</u>		<u>1968</u>
Deposits		1,190 items
4) <u>INFORMATION SERVICES</u>	<u>1967</u>	<u>1968</u>
Enquiries	52,825	69,182
Teletype Transactions		13,019

5) <u>CIRCULATION OF MATERIALS</u> (Includes Circulation of Recordings)	<u>1967</u>	<u>1968</u>	<u>% Increase</u>
Agincourt	217,719	288,768	32.6%
Bendale	228,248	250,082	9.6%
Golden Mile	254,299	283,192	11.4%
McGregor Park	214,737	225,250	4.9%
Taylor	123,323	138,058	12.0%
Cedarbrae	<u>667,680</u>	<u>882,677</u>	<u>32.2%</u>
<u>Total</u>	<u>1,706,006</u>	<u>2,068,027</u>	<u>21.2%</u>

Use of Non-Print Materials

	<u>1968</u>
16mm Films	5,500
Filmstrips	590
Projectors	861
Screens	508
Video Tape Used	65 hrs.
Audio Tape Used	17 hrs.
Pick-A-Pic	2,040

6) LIBRARY PROGRAMMES

Outstanding Exhibits of the Year (73 exhibits)

Paintings by Dallegret, Philibert, Jack Nichols, Jack Bush. Sculpture by Filipovic.
 Audioactinostatic Presentation by Intersystems (sculpture, light, sound environment).
 Icons of the Christian East (16th, 18th Centuries).
 Wall Hangings from Czechoslovakia.
 Special display for the opening of the Warden Avenue Subway Station by John Richmond.

Adult and Teenage Programmes (104 programmes - 5,059 attendance) (Best Attended Programmes)

'Meet Richard Needham', Globe & Mail Columnist	Cedarbrae
'Interior Decorating Series'	Bendale and Morningside
'Prison Realities and Our Popular Myths'	Cedarbrae
'Understanding the Stock Market' and 'Investing in Mines'	Cedarbrae
'Ski Night'	Bendale
'Underwater Archaeology'	Cedarbrae
'Yoga'	Cedarbrae
'Youth Unrest'	Cedarbrae
'New Approaches to Mental Health Series'	Cedarbrae
'Contemporary Film Making'	Cedarbrae

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Group Meetings at the Libraries (10 meetings - 228 attendance)

Film Shows (69 showings - 5,136 attendance)

<u>Juvenile Programmes</u>	<u>No.</u>	<u>Attendance</u>	<u>Best Attended Programmes</u>
Story Hours	351	11,025	'Northland Festival' Bendale
Special Programmes	29	3,301	'Winter Vacation Programme' Bendale
Puppetry	25	2,243	'ROM Lecture on Fossils' Cedarbrae
Film Shows	93	3,718	'Wizard of Oz' Cedarbrae
Musical, Arts, Crafts	72	3,481	'Festival of the Golden Horse' Bendale
*Funmobile	55	2,500	'All Puppet Shows'
			'Studio Children's Theatre'
Groups and Class Visits	<u>273</u>	<u>8,651</u>	performances Bendale & Cedarbrae
	<u>898</u>	<u>34,919</u>	

* Funmobile - 55 visits to 6 locations

This nine-week programme was organized by children's librarians from seven branches.
 Programmes presented inside #2 bookmobile and outside.
 Activities: puppetry and film shows; folk singing; paint-in sessions.

7) <u>INFORMATION SERVICES</u> (1968)	<u>Enquiries</u>	<u>Teletype Transactions</u>
Agincourt	5,879	2,330
Bendale	3,238	1,592
Golden Mile	9,191	2,239
McGregor Park	4,937	1,728
Taylor	3,269	2,029
Cedarbrae District	<u>42,668</u>	<u>3,101</u>
<u>Total</u>	<u>69,182</u>	<u>13,019</u>
Inter-branch Teletype Transactions		<u>8,499</u>
Number directed to Administration Centre		<u>4,520</u>
Total number of Enquiries in 1967	<u>52,825</u>	

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8) CEDARBRAE DISTRICT BRANCH PLAYED HOST TO THE FOLLOWING GROUPS:

Library Trustees from Windsor, Bramalea and all Ontario Regions.

Scarborough Elementary School Principals.

Scarborough Secondary School Librarians.

Library Board from East York.

Toronto Library School Students.

Faculty Members from Western University Library School.

Librarians from Britain, France and the West Indies.

Ontario Council of Health, Committee on Library Services.

Doctors from the Scarborough hospitals.

Representatives from Encyclopedia Britannica.

A film crew headed by Mr. Ken MacKay from M.E.T.A.

Cedarbrae served as a backdrop for the film "Smoking".

TECHNICAL SERVICES DIVISION

McLuhan's "global village" concept is slowly taking shape in Metropolitan Toronto as far as libraries are concerned anyway. 1968 was a year of unprecedented cooperation between the boroughs - the foundations were laid for interchange of materials and ideas. It is not an exaggeration to say that each borough existed unto itself in the past and, unless a staff member took the initiative and dropped in on other systems, borough A had no idea what borough B was doing, what new machinery it was using, what new methods had been tried.

Effect of Metro Library Board

With the formation of the Metropolitan Toronto Library Board a new dimension was added, the lid came off as it were and the strict boundaries which isolated one system from another began to matter less. Even if one cannot point with pride to massive projects accomplished one can mention (sotto voce of course) that most basic area and the one most resistant to change - attitude.

There is still some "nit picking" as witness the creeping paralysis of the introduction of one borrowing standard throughout the area but then one can mention the Metro Teletype Network which actually represents a far more revolutionary step forward than any other proposal because it changed the most tenacious attitude of all, viz., possessiveness.

Metro in 1968 began investigation into other areas of cooperation which will affect us all - a union list of serials, i.e. an alphabetical listing of all the periodicals received by public libraries in Metro; a listing of film holdings; a new look at cooperative purchasing for children's books; the continuation of the Bibliographic Centre Project; a Metro-wide information centre on adult education courses available (all of the above will employ the use of computers) and a start on cooperative buying and processing of books in languages other than English.

All of these things should have been done years ago because all are necessary. However, it took the creation of a seventh library board with wider tax base and wider perspective to force the public libraries out of their lethargy.

Metro Interloan

I mentioned the Metro Teletype Network. The system came into being as the result of an investigation of interloan procedures in Scarborough which before 1968 was a big horse and buggy type operation involving reams of paper and weeks of waiting. The new network connecting all the boroughs and the Metropolitan Bibliographic Centre simply moves material sitting idly on the shelf in Etobicoke say, to where it is needed in Scarborough. Metro Board pays for both the system and the vehicle which moves the books, films or whatever from place to place. The whole operation is a very cheap way to put some celerity into interloan and to convince the borrowers that we really care for them.

Scarborough Interloan

Interloan was very busy indeed in 1968 (34% busier to be precise) not only because of the Metro Network (it started in October) but because our SIN (Scarborough Interloan Network) really got into its stride. To the six public library branch outlets we added Centennial Community College and R H King Collegiate Institute. The rationale behind all this interloan activity is that if there is a sizeable amount of information material anywhere the public should have access to it and fast.

Although both teleprinters were used mainly to locate and move material, we also used them, in the case of the Metro Network, to obtain bibliographic information, to announce meetings, to receive instructions on projects, etc. and in the case of SIN to broadcast "TELENEWS", an internal news and information sheet prepared by the publicity department.

An interesting aside - North York Public Library showed an intense interest in our school (R.H. King) connection and went so far as to better adding two high schools to their Don Mills Branch teletype connection.

Circulation Control

Overdue Book Department, henceforth known as Circulation Control, exists in a state of excitement anticipating great changes just around the corner which never somehow materialize. We prepared ourselves and the branches mentally and physically several times for re-registration in connection with the introduction of the Metro Library Card. There is still no Metro Library Card; this is due to all sorts of difficulties real or imagined outside our boundaries. Although a common library membership card is an incidental in itself, the propaganda value is enormous and might even serve to convince Metro citizens that the concentration on "nitty gritty" which they have always associated with public libraries was a thing of the past.

Another revolution in the offing for Circulation Control is the computer sorting of transaction cards. The department has over one million cards and with a circulation of approximately two million five hundred thousand it is altogether logical to conclude that Circulation Control is like in a treadmill, man. 1968 ended in the same spirit of anticipation with this difference - decisions are now being made on a higher level (viz. between chief librarians and the Metro Director) so the other shoe will have to drop soon. When it does, an analysis of the procedures both in the department and the branches will have to be made at the same time avoiding the possible pitfall - a mania for retribution.

Order Department

The Order or Acquisitions Department stands closest to the materials budget and provides an interesting exercise in adjusting from year to year to varying amounts.

1968 proved to be a model year - the bulk of the budget spent during the heaviest publishing season (winter-spring) and slightly over \$1,000 left on December 31. For the first time phonograph records, microfilm, tapes and other audio-visual materials were purchased and a new method of dealing with standing orders was established. We continued to use Co-operative Book Centre as much as possible even though they gave us slightly less (1%) discount than Canadian Book Wholesale - the reason being that the "Co-op" retains a back-up or search service which saves us many hours of work and consequent cost. In the case of rush orders, individual publishers were 'phoned which usually brought the material in within a couple of days. A satisfactory method was worked out with Metro News (bulk buying, 30% discount and detailed invoices) so that the purchase of paperbacks cost us little time and effort.

Staff shortages prevented the department from dealing with cancellations in an orderly way but the machinery for doing so now exists and we hope to improve in this area in 1969.

Cataloguing Department

Mostly due to the size of the materials budget and partly due to the physical rearrangement of the Division, the Cataloguing Department was able to find time to clean up a sizeable number of questioned items, to rearrange the union catalogue and to deal with the hitherto unknown area of audio-visual material in addition to the normal work flow. A sense of urgency, to get the decks cleared before dealing with the mass of material for District 2 library, was evident. Preparing for the opening of Cedarbrae two years ago taught us all that, in order to handle a large influx of books etc., routines and methods must be well established.

In 1968 we began to phase out the Graphtype-Addressograph operation; all the non-fiction (adult and juvenile) plates have been discarded and it is our pious hope that a Xerox copier will put "paid" to the tedious and time consuming job this type of card production entails.

We do continue to produce cards and probably will for the next few years - this in spite of the fact that we know of far better methods for information retrieval. The so-called "Bibliographic Centre Experiment" which took place at City Hall Library and at Cedarbrae last spring showed us that it is possible to use computers to store cataloguing data which can be recalled at will. The Metro Toronto Systems Unit continues to work on this interesting sideline.

The Bibliographer

The creation of the new position of Bibliographer in Technical Services was a boon to the whole Division. Previously there was a gap between the committee of librarians who actually order the material and the Order Department which buys it. The branch librarians also felt that "holes" in their collections could be filled if some one provided them with lists of new materials, and that some help in discarding was necessary from an overall viewpoint. As a consequence, the Bibliographer was

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kept very busy coordinating and acting as a troubleshooter between the departments in Technical Services and the branches and bookmobiles. Under her direction many volumes were withdrawn or transferred from "Pool" and she kept an eye on "Rebinds" suggesting from a subject or title point of view what should be thrown out, what sent out for binding and what could be mended. A staff member who knows books, records, etc. is what was needed and that is what we have, fortunately.

General

The Supervisor was kept busy chairing the Metro Interloan group and attending Metro Library Card meetings, churning out articles mostly on teletype and attending to whatever administrators attend to. A great deal of time was spent on staff relations with meetings to revise the personnel manual, replacements, reassessments, resignations and one retirement. Generally speaking, the staff worked well together, particularly under pressure.

We started a series of monthly meetings to which branch staff were invited, to acquaint the Division members with other aspects of the library world. One is apt to lose sight of the woods sitting beside one tree and it is difficult for a typist in a small department to orient herself in library time and space.

1968 was a pleasant hiatus between the aftermath of the opening of Cedarbrae and what will probably be a hectic couple of years culminating in the opening of District Library #2.

Diana Mason,
Technical Services Administrator.

STATISTICAL REVIEW - 1968TECHNICAL SERVICES DIVISION

<u>Order Department</u>	<u>1967</u>	<u>1968</u>
Books		\$208,309.42 (\$77,697.03 juvenile)
Books R2		27,904.65
Films (micro only)		2,013.25
Records		<u>21,943.62</u>
<u>Total</u>	<u>\$284,062.85</u>	<u>\$260,170.94</u>
<u>Cataloguing Department</u>		
Books		61,801 (19,762 titles)
Records		4,346
Microfilms		134
Audio Tapes		111
Paperbacks		29,650
Pamphlets		<u>1,127</u>
<u>Total</u>	<u>59,826</u>	<u>97,169</u>
<u>Discards</u>	<u>30,281</u>	<u>29,190</u>
<u>Interloan Department</u>		
Total reserves filled	24,875	38,453
Branch to branch	-	8,499
Inter-library loan	281	1,057
Post cards typed	24,194	28,897
<u>Rebinding & Repairs Department</u>		
Volumes handled	7,151	7,441
<u>Circulation Control Department</u>		
Total books listed on notices	24,194	22,426
Notices mailed	18,812	15,947

BUSINESS OFFICE AND MAINTENANCE

Payroll, Purchasing, Personnel

The Business Administration workload, as a whole, naturally is consistent with any increase in the appropriation of funds and this year was no exception. The increase in accounts payable was in the neighbourhood of 18% for current expenditures only. Also, we did introduce the auditor's recommendation for a historical record of all purchase orders.

Purchasing increased by 15% over the previous year and, in view of the new emphasis on the A-V media, there was a great deal of research in the field of audio-visual equipment and supplies thereby justifying the need for a buyer to concentrate and devote more time to this aspect of our operation. We have been able to establish a much better liaison with government departments giving us more insight and benefit to excise tax and sales tax exemptions. There were some outstanding rebates in abeyance and we were successful in concluding negotiations in our favour.

It was very encouraging to confirm that the scheme to divorce our personnel activities from that of the direct payroll documentation was successful with the exception of some minor communication problems. I feel this was a step in the right direction. The payroll operation naturally continues to increase as the establishment increases. Our bookkeeping equipment is inadequate for the services we would like to provide. We anticipate relief in this area in the next year. It was also encouraging to note that in the total acquisition of staff there was an overall increase in the number of employees by 14%. The encouraging part was this was offset by a decrease of 6½% on the part-time payroll indicating we have concentrated in the right area.

We are continuing to retain an accounts receivable record on the invoices issued to delinquent borrowers in excess of \$5.00 or more, at present approximately \$8,300.00 annually - the net return was not too encouraging as it only represented 37%. We are not concerned as this is used as a deterrent to the borrower and not really a serious source of income.

Printing

The printing department was operating to full capacity throughout the year including the production of the "New Adult Book" list. It was necessary towards the end of the year to assign the duties of date stamping transaction cards to another person, giving the printer an additional one and one-half days for his increased workload.

The New Workshop

The completion of the workshop enabled us to facilitate branch requests in the form of repairs and renovations and, having the tools and space available, we

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were able to manufacture several custom-made requests. As anticipated, the additional space gave us the necessary storage area for storage items and particularly inventory items such as office supplies, processing supplies, etc. We have since been able to store all items and keep an accurate inventory and forecast future needs.

Also, the finalization of the workshop addition necessitated a complete change of 'phone services, particularly in Technical Services and 'phone contacts with the workshop itself. These renovations were completed successfully and the establishment of a reception and monitory service for the workshop through the Business Office has greatly enhanced the liaison of the Maintenance Department with the branches and other business contacts.

Maintenance, Inter-branch Deliveries, etc.

The only major emergency encountered was the replacement of the heating system at Bendale. This was unexpected and this major undertaking worked out very well. Still in abeyance is the completion of the Cedarbrae warranty consideration. We have not been successful in solving the problem of the carpet stretching and rapid wear plus the replacement of some hardware items and other construction items not to the architect's satisfaction.

Acquisition of the utility vehicle has been very much appreciated for the purpose of snow clearing in particular. The gangreel mower has taken the drugery out of grass cutting and has created a personnel competitive interest.

The inter-branch deliveries in 1968 continued to increase in workload of book deliveries and other library materials to the branches. In order to alleviate this situation, the inter-branch delivery personnel was placed under the direction and responsibility of the Superintendent of Buildings in order that the maintenance staff could be utilized to relieve in this area when necessary. An average day worked out to be an extra man for a day and a half, in other words, the inter-branch deliveries increased better than 25% over the previous year.

It was necessary throughout the year to re-align some of the duties of the building maintenance because of the increased number of art displays and other exhibitions. This was made a single responsibility within the Maintenance Department in order to avoid delays, the amount of time presently devoted to this type of request is now in the neighbourhood of two days per week for one man. It was also necessary to confine the gardening and landscaping to one individual in the Maintenance Department as it could no longer be done on an ad hoc basis. There was, also, a general increase for supervision at programmes and meetings during the year which has worked out on an average of almost two evenings a week.

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Conclusion

Attached are statistics relevant to 1968 that will enable you to reach some conclusions. The list of maintenance production items indicated very clearly our need for a maintenance workshop. The library dollar report produced on the same scale as previous years looks favourable - the salary proportion has not exceeded the accepted standard - the book budget has remained constant within a 3% range - the supplies, maintenance and other charges proportions have been reduced which is an indication of overall economy, and our overall debt has only increased by 1% - the financial statement is a reflection of the above in total values.

J. H. Ballett,
Business Administrator.

MAJOR MAINTENANCE AND CONSTRUCTION COMPLETED

Administration

1. Reception area expanded and enhanced by rearranging vestibule and main entrance partitions.
2. Set up display for subway opening.
3. Panelled Mr. Bowron's Secretary's Office.
4. Rearranged shelving, desks, etc. for five departments.
5. Constructed record bins for all branches and administration.
6. Relocated D. Mason's Office.
7. Relocated Circulation and Bookmobile Departments.
8. One addition to C.B.I. Table (D. Mason).
9. Constructed and installed office for A. Gillespie, Bookmobile Department.

Bookmobiles

1. Converted 2052 Bookmobile to Funmobile.
2. Repairs to 90% of electrical boxes at Bookmobile Stops.
3. Constructed and installed two doors and frames on 2055.

Bendale

1. Carpet installed in adult reading area.
2. Replaced large window.
3. Removed and rearranged shelving.
4. Complete paint job in Children's Department, workroom, lunchroom and boiler room.

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Cedarbrae

1. Installed electrical and TV cable from M.P. Room to Kiosk.
2. Constructed Kiosk for display purposes.
3. *Alterations on main floor to house information booth.
4. Sealed roof shingles.

McGregor Park

Alterations to incoming and outgoing desk, shelving and study table.

Morningside

1. Designed and constructed shelving for children's books.
2. Constructed shadow box for film showing.

Taylor

1. Converted kitchen into an office.
2. Rebuilt back porch.
3. Constructed and installed film screen.
4. Wall papered ceilings, staircase and hallways.
5. Painted multi-purpose room.

LIBRARY DOLLAR

% OF BUDGET

	<u>1967</u>	<u>1968</u>
Salaries and Benefits	57%	60%
Debt Charges	12%	11%
Books	15%	16%
Building Maintenance	5%	3%
Library Supplies	4%	2%
Other Charges	7%	8%
	<hr/>	<hr/>
	100%	100%
	<hr/>	<hr/>

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FINANCIAL STATEMENT
1968 REVENUE AND EXPENDITURE SUMMARY

Operating Expenditures

Books, Periodicals, Films, Records, Tapes, Prints	\$ 263,294.79
Salaries and Benefits	993,536.37
Debt Charges	183,462.22
Library Supplies	21,594.42
General Building Maintenance	46,983.53
Other Maintenance Costs	137,976.71
	<hr/>
	\$1,646,848.04
	<hr/> <hr/>

Revenue

Scarborough Borough Appropriation	\$1,332,655.54
Provincial Government Grant	259,290.00
Levied Book Charges and Other Income	52,443.19
Deficit	<hr/> 2,459.31
	<hr/> <hr/>
	\$1,646,848.04
	<hr/> <hr/>

BOOKMOBILE DEPARTMENT

General Review

All through 1968 our purpose has been to provide service to areas far removed from the branches. Most of these are low population density areas, so far, as is reflected in our circulation figures, which show a decline of 67,121 over 1967 and in the decreasing rate of enrollment of new borrowers. The opening of Morningside Branch in January, 1968 also helped cut into our circulation in that part of the borough.

Throughout the year the staff was plagued by illness so much so that more than 200 days were lost for this reason alone. There was also an acute shortage of staff in the branches during the months of July and August. We helped out by lending the services of some of our experienced staff members. This total amounted to 138 days. During the summer months bus #2 was borrowed by the Branch Services Division and used as a "Funmobile". I can say without reservation that what we have lacked in quantity has been more than made up in quality with the help of the highly qualified personnel we now have.

Scheduling

Bookmobile timetables were streamlined for greater efficiency without increase in the cost. As an experiment the staff schedules on two buses were changed to five day weeks of 35 hours instead of the long and the short day weeks. I am pleased to report that this experiment has been very successful. With deep regret I report the scrapping of bus #2 in October. This bus served us well for close to 11 years. The bookstock from this bus has been absorbed by other buses and branches in the system.

A good deal of the time of the staff was spent preparing books and keeping records for the Institutional Service.

Stop Changes

During the year under review, seven new stops were established:

Trudelle	January
Colonial	February
North Agincourt	February
Bellamy	February
Marilake	February
Centennial Road	September
Hillside School	November

Hillside Public School requested our services last Fall. We agreed to give them one hour per week provided they installed the electrical outlet at their cost. This stop is strictly for the school children as there are no housing sub-divisions in that neighbourhood.

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The following stops were cancelled during the year:

Tredway	Poor circulation
Agincourt Community Centre	Poor circulation
Neil McNeil	Poor circulation
Variety Village	Lack of interest on the part of the borrowers
Holy Spirit	Very close to Agincourt Branch
Eastview	Very close to Morningside Branch

Staff Changes

This year also saw quite a turnover of staff. The following staff members left us:

Mrs. B. Kiesner	Transferred to McGregor Park Branch
Mrs. S. Carney	Left to go to School of Library Science
Miss M. Powers	Left to go back to university
Mrs. S. Byfield	Transferred to Cedarbrae District Library
Mrs. L. Walsh	Transferred to Taylor Branch

The following new staff members joined the department:

Miss E. Young	Supervisor
Mrs. J. Skovhoj	Secretary - Bookmobiles
Mrs. G. Dick	Clerk
Mrs. S. King	Supervisor

I spent a good deal of my time selecting, weeding and discarding books. A total number of 9,060 volumes discarded during the year. Discards out-numbered acquisitions by 975.

More time was devoted to the visiting of institutions, preparing deposits and selecting books for the institutions. Please refer to the Branch Services Division Report.

Looking back, I can say it has been a very rewarding year made possible by the cooperation of the whole department.

Sita Dhawan,
Supervisor of Bookmobiles.

STATISTICAL REPORT - 1968BOOKMOBILE DEPARTMENT

	<u>B. M. #2</u>	<u>B.M.#3</u>	<u>B.M.#4</u>	<u>B.M.#5</u>	<u>TOTAL</u>
Registration -					
Adult	64	743	831	961	2,599
Children	-	<u>2,719</u>	<u>3,256</u>	<u>3,718</u>	<u>9,693</u>
Total	<u>64</u>	<u>3,462</u>	<u>4,087</u>	<u>4,679</u>	<u>12,292</u>
Circulation -	2,152	168,611	149,095	142,984	462,842
Hours Open -	62	1,986½	1,812	1,821½	5,681
Average Circulation Per Hour -	35	83	82	78	81
<u>Book Stock</u>					
Adult -	24,327				
Juvenile -	<u>26,959</u>				
<u>Total</u>	<u>51,286</u>				