

SCARBOROUGH PUBLIC LIBRARY

ANNUAL REPORT

1970

In 1970 the Scarborough Public Library System started its sixteenth year of operation. The Borough population has grown from approximately 110,000 to over 300,000 during that period. The library has developed into an information network consisting of eight branches, three bookmobiles and the Administration Centre. We are about to enter the next phase in our expansion programme by adding another district library to our system.

Presently the operational crisis which faces many public libraries results partly from the great pressures on library facilities -- more people using libraries, more space and materials required, more staff to cope with the demands of the public.

The solution lies in a greater co-operation between libraries and other information agencies. This would first lead to centralization of storage and retrieval facilities to effect economy and expedience. Simultaneously the information outlets could then be increased using the combined wealth of many resources.

Co-operation between libraries already exists (e.g. regional libraries), but it is a slow-motion development due to the lack of financial incentives. In addition to the grants received from the municipal and provincial governments, financial support should also be received from the federal government sources (e.g. Information Canada).

The enclosed Division Reports and statistical summaries present an over-view of the year's activities. I hope the Board Members have a chance to study them.

ALBERT CAMPBELL DISTRICT LIBRARY

The construction of this library started in April, 1970 and is proceeding satisfactorily. The district librarian was appointed at the end of the year and has been busy preparing the collection and service installations to be ready for the opening in the summer of 1971. The residents in the community have shown a lively interest in "their" library. The planning for this branch has generated excitement among the staff, as many have been directly involved in the development of service concepts.

TELEVISION MEDIA

There is no need to argue about the relevance of the educational television concept. The Ryerson Open College undergraduates' courses are brought right into the living rooms of Metro. The American educational television networks serve thousands with their excellent programmes.

Channel 19

The Ontario Educational Communications Authority initiated its educational

broadcasts in September, 1970. While most programmes are school-curriculum oriented, a start has been made to provide the adult viewers with educational series. The weakness of educational television as I see it, lies in its inflexibility. If the viewer misses part of an educational programme, he has no chance to catch up unless the programme is repeated at some later date. It was due to this concern that I agreed to co-operate with the Authority in their utilization and promotion project. The necessary antenna was installed at the Cedarbrae District Library which enabled us to receive Channel 19; the display stands with Channel 19 programme literature were placed in all branches at no cost to the Library Board. On our part we featured the Channel 19 programmes in our Cedarbrae TV kiosk continuously and arranged book displays relative to the programme content. Two adult series were taped for playback purposes.

There have been other areas of co-operation with the Scarborough Public Library System and the Ontario Educational Communications Authority. Their staff produced a film at our Cedarbrae location. The subject was "How to use the library". Their crews have taped some of our programmes and used them during their regular broadcast hours.

I think eventually all Channel 19 programmes will be packaged into cassettes and we may be their first video-cassette deposit library.

Cablevision

The existing cablevision companies are anxious to acquire local programmes to be broadcast to pre-selected areas across Metro. They may tape our programmes and use them in broadcasting, provided their crews do the taping and that we receive duplicate tapes for our video library.

Plans are underway to develop regular library programmes with our own staff discussing library services and events.

COMMUNITY PROGRAMMING

Since the appointment of Miss Wendy Wright as Media and Programme Co-ordinator, intensive community-library interaction has taken place. In her report Miss Wright feels that the most significant social development in 1970, which affected the library directly, was the growth in the number of citizens groups involved in community affairs.

Together with the other service organizations, the public library is in the mainstream of things and cannot isolate its service from the community and its problems. The library has to make a sound commitment to issues concerning people, whether pollution, ecology, unemployment, housing, or on a broader scale quality of life, education and self-improvement.

Many programmes are arranged in co-operation with other community organizations: The YMCA (Rap Centres); Scarborough Mental Health Council (lectures of diverse social problems); Canadian Housewives Register (instant information for mothers of pre-school-aged children); Parks and Recreation Department of the Borough (craft exhibits and demonstrations); and the Board of Education (film showings at collegiates) to name a few.

COLLECTIONS

We recognize our obligation to respond to the informational and cultural needs of our active growing community. Unfortunately our materials budget has not kept pace with our aspirations. In fact, the state of our collections is deplorable. The quality of materials selection is high, but all new material circulates, "leaving behind on the branch shelves the best sellers of ten years ago" (from Mrs. Mason's report).

Our telecommunication system has relieved the situation somewhat by speeding up the flow of materials. This fact is emphasized by the ever-increasing number of teletype transactions.

Efforts have been made to 'rejuvenate' collections by material exchanges between branches and by circulating new stock purchased for the Albert Campbell District Library.

BUDGET

The Borough Council drastically reduced its appropriation to the Library Board. In addition the freeze of our provincial grant to the previous year's level meant a further loss of revenue.

To realize savings in staff salaries, all libraries and bookmobiles were closed on Saturdays during July and August. Fourteen bookmobile stops were cancelled altogether. Further economies were achieved by moving lending services at the Bendale Branch to the main floor of the building. The residents from the community around the branch reacted in strong protest against this move. However, the branch activities have resumed almost at their previous level, and this library continues to be a busy community activities centre.

In his annual review Mr. Ballett makes further comments on the 1970 budget and other business matters.

USE OF LIBRARY FACILITIES

The use of library facilities decreased in 1970 by 7% compared with 1969. This drop is explained by reducing the library hours during the summer months and by cancelling fourteen bookmobile stops.

It is interesting to note, however, that the library's information functions reflected in the increase in the reference and advisory questions.

As in previous years, the Cedarbrae District Library proved to be the busiest. Agincourt and Morningside Branches were the most active neighbourhood libraries.

REORGANIZATION AND MECHANIZATION OF THE TECHNICAL SERVICES DIVISION

The automated circulation control method adopted by the Library Board in 1970 makes use of machine-readable transaction slips and eliminates the needle-sorting of the edge-punched cards previously used. This method greatly increases the efficiency and accuracy in handling the circulation control records.

A study of the workflow in this Division was completed during 1970, thus leading to the reorganization of this area. The reallocation of work duties has increased the materials handling capacity throughout the various departments in the Technical Services Division, and it is expected that further reorganization and mechanization may be possible in the future.

CO-OPERATION WITH THE BOARD OF EDUCATION

During the year only one meeting was held with the Board of Education. The film lending procedures with the public library were finalized.

The possibilities of co-operation between the two Boards were further explored: school-community library projects; expansion of the present teletype network (one collegiate hooked up to the public library); standards for school and public library services; to name a few.

MUNICIPAL RESOURCE MATERIALS

The library staff is presently cataloguing and processing the materials in the Borough Municipal Library. Our staff helped the Records Manager to set up the card catalogue and organize the library materials.

INFORMATION SCARBOROUGH

The library staff has been instrumental in helping the Scarborough Mental Health Council in setting up their community information service. This is operated entirely by volunteers and dispenses information on community activities, social and welfare services.

CONCLUSION

To the Board Members goes a special appreciation from me and the senior staff for their support in our activities and needs throughout the year.

I wish to thank all staff members for the co-operation and optimism which resulted in excellent staff relations and high morale throughout the whole system.

Helen Peterson,
Director.

January 13, 1971.

ANNUAL REPORT

BOOKMOBILE DIVISION

The year 1970 was an eventful year for the bookmobile department. During the months of January, February, March and a major part of April the department had operated with a fleet of three buses and nineteen staff members. Effective the last Monday in April one bus was ordered off the road. This made six staff members surplus, and necessitated the cancellation of fourteen bookmobile locations. The surplus staff members were transferred to other branches and departments in the system. One of them, Mary Lynn Weatherwax, has since gone to library school.

In September 1969, one of the driver-clerks, Mr. H. Moritz left us to go to library school. He was replaced by a part-time driver. In October of 1970 we hired a part-time circulation assistant Mrs. D. Gooderham. In both cases this arrangement has been satisfactory and has saved us quite a bit of money.

Two new bookmobile stops were initiated during the year (January 1970). The stop at Samson is a replacement for Galloway Road but the Adanac Road stop is an additional one. Business is flourishing at both locations.

With the grounding of one bookmobile and the cancellation of fourteen stops we had a surplus of multiple titles on our hands. These were dispersed among the branches and quite a few since have come up for discarding. A total of 4,203 volumes were discarded and only 1,994 hard cover volumes added to the collection.

During the middle of the year it became apparent that the flow of new books, to the department, had reduced to a mere trickle and was affecting the circulation adversely. Accompanied by two senior bookmobile technicians, I paid two visits to paperback warehouses and replenished the book stock with a couple of thousand new paperbound volumes. I also had an opportunity of going to the Ryerson warehouse sale, in June, and picked up 234 volumes at discount prices.

During the months of July and August when Scarborough Public Library branches and bookmobiles were closed on Saturdays we provided auxiliary service, on Mondays, at Cliffside and Guildwood, our regular Saturday stops. This was much appreciated by the area residents.

Also during July and August we helped volunteer workers provide a library service out of Heather Heights Public School during the ten weeks of Summer recess. We gave them a 700 title loan to supplement the 5,000 volume collection of the public school library. Most of our titles were suitable for adults. I am pleased to report that, at the end of the experiment, we got all (except five J/picture books) our books back.

INSTITUTIONAL and HOUSEBOUND SERVICE

The year under review has been a period of expansion as well as of consolidation of the projects investigated and started in 1968 and 1969. I am pleased to report that the period of experimentation is behind us and the picture that evolved during 1970 is a very satisfying one.

Library materials and readers advisory service was made available to two more Senior Citizen's residences during the year. One of them is an apartment building and the other is a nursing home. During the same period we withdrew our services from:

1. Centenary Hospital - Psychiatric Ward
2. Rosalie Hall - Home for Unwed Mothers
3. Scarborough General Hospital - Psychiatric Ward

In each of the three institutions mentioned above we had to leave our materials on open shelves so that the patients could have access to them at all times. The idea worked very well in theory but in actual fact no one could be held responsible for the missing materials. The stay of the patients was extremely short and when they left no one asked them for the return of library materials. It is impossible to tell what percentage of the missing materials were taken away by the patients, the staff or visitors. The only facts we are sure of are that the losses were tremendous and without justification whatsoever.

Library Service was rendered to the following institutions during the year:

Bendale Acres	-	Nursing Home
Extendicare	-	Nursing Home - started October 1970
Guildwood Villa	-	Nursing Home
McClain Park	-	Apartment building - started March 1970
Providence Villa	-	Nursing Home
Rockcliffe	-	Nursing Home
Rosalie Hall	-	Home for Unwed Mothers - discontinued April 1970
Woodland Acres	-	Apartment building

Staff visits have been fairly regular during the year. Generally speaking each institution was paid a weekly visit. Deposits were renewed whenever the supervisors felt the need for renewing them. Due to the extremely small institutional collection, reading materials and recordings were borrowed from throughout the library system. Almost 1,000 books were borrowed through the Inter-Loan department.

The heart-warming response that the project received from Senior Citizens, inside and out of nursing homes, has been very encouraging for the staff members involved in the project.

The other area we expanded into is the service to the house-bound individuals. At the close of 1969 we were serving ten individuals. During the year requests for service were received from thirty-one individuals. Two of the old ones moved away from Scarborough. At the end of the year we were serving thirty-nine house-bound borrowers. All except two are Senior Citizens with physical disabilities. The two younger borrowers are physically handicapped. All of these borrowers received approximately one visit every four weeks.

SPECIAL ACTIVITIES:

I and my staff participated in various community activities such as the official opening of the Centenary Plaza and Warden Woods Community Centre, meetings of Senior Citizens' Social Clubs etc. We also visited other library systems, spoke to school groups regarding the services of Scarborough Public Library available to them and attended O L A workshops and conference.

CONCLUSIONS:

Despite the frustrations of frequent breakdowns necessitating mechanical repairs, inhospitable weather conditions, temperamental electrical outlets etc. every staff member has worked to the fullest capacity bringing another year to a successful conclusion and look forward, hopefully, to a better future.

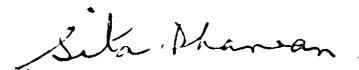
There is a great need for special library services to the handicapped, through age or physical disability, in the borough. We have only touched the surface. With the present facilities at our disposal we cannot expand much more. More staff, books, office equipment and a delivery van are urgently needed. The four technicians responsible for making the service such a tremendous success have worked extremely hard. I thank them all.

PROPOSALS FOR 1971:

It is recommended that a brand new bookmobile be bought for the department. This vehicle should be self-contained so as to eliminate the need for expensive electrical hook-ups and also for greater mobility. The oldest vehicle in the department is approximately a dozen years old and it is not too soon to replace it. The cab is also the same age and has had numerous breakdowns during the past year. The mechanics at the borough garage have recommended that it be replaced at an early date because they cannot do much

with it anymore, in the way of mechanical repairs. The two bookmobiles in use, at the moment, also need extensive repairs to be made to the interiors as well as exteriors. If repairs are going to be made they should be made before further deterioration sets in.

Respectfully submitted



S. Dhawan
Supervisor of Bookmobiles.

SCARBOROUGH PUBLIC LIBRARY

STATISTICAL REPORT

BOOKMOBILE DEPARTMENT

	<u>1968</u>	<u>1969</u>	<u>1970</u>
REGISTRATION -	12,292	8,198	5,903
CIRCULATION -	463,342	422,529	342,123*
HOURS OPEN -	5,681	5,465½	4,271
AVERAGE CIRCULATION PER HOUR -	81	77	80

* This includes both Institution and Home Reader Services.

INSTITUTION SERVICES - Circulation - 21,674
- Registration - 654

HOME READER SERVICES - Circulation - 1,065
- Registration - 39

ANNUAL REPORT

COMMENTS ON BRANCH REPORTS

Annual reports are generally a bore to write and a bore to read. Somehow however, thru' the web of day to day events, S.P.L. branch heads are able to present a picture which characterizes their branch and their relationship to it. To me what they are doing sounds exciting - probably because we are all in midstream - no one knows how libraries will develop or what they can become. We are in for changes - some uncomfortable perhaps but library work is never dull and promises to accelerate as we are able to leave behind the tedious nit-picking nonsense of 3" x 5" cards, and repetition, and become creative individuals contributing to a dynamic community.

a) Collections

With branches the most pressing problem seems to be the collection and I think it true that our inferior book stock is off-putting to the library habitués. The quality of selection has not fallen - on the contrary according to the Collection Co-Ordinator it has improved. What is inadequate is the amount of money we are able to devote to materials. The population grows (from 251,675 in 1964 to 313,000 [approximate] in 1970) the pressure mounts (from the popular information and culture craze) and all the material we pour into the branches (close to 100,000 items per annum) goes right out leaving behind on the branch shelves the best sellers of ten years ago - add the aggravation of the paucity of new fiction and you have a critical situation. Our selection experts will have to go much further afield than the narrow North American publishing world and introduce the people of Scarborough to translations from Europe Asia and South America.

Except for the fact that there was never enough money, the new selection routines involving subject groups worked out quite well. Of course, it was and is not ideal because the self interest of individual branches is largely ignored. On the other hand system wide thinking is to be encouraged. The balance is hard to achieve. We hope for some positive directions for buying and discarding from the Collections Co-ordinator who started a survey of the entire holdings (books, recordings - the lot) in December.

b) The Community

Altho' the programming will be described and commented on by the Programme-Co-ordinator and the Publicity Department I feel I must say something about Community Involvement. Some branch staffs have the message - as one staff member said to me "librarians should spend as much time out of the branch as in it". In a nutshell, this is what we should strive for. Apparently we have reached the saturation point of passivity i.e. waiting for the customer as we were always wont to do.

c) D2

One of the most interesting and at times exasperating problems of 1970 was the discovery of the minute dissection, clairvoyant anticipation and sheer time consumption that goes into the planning of a new building. A "brains trust" met every week last spring to establish patterns of movement and to try to anticipate individual and community wants in the Albert Campbell District Library. The D2 Librarian's report indicated to you what miracles we expect

the elegant edifice to perform. According to rumour, the citizens of the south-west corner of the borough await our arrival with bated breath. Perhaps we should provide goalie outfits for the staff!

) Odds and Ends

- i. a start was made on a comprehensive plan for in-service training.
- ii. plans were drawn up for joint middle - management meetings between School Board and Library Board Staffs
- iii. close co-operation between the Municipal Reference Library and S.P.L. will result in better service to the public.
- iv. our summer hours and loan period notices were detrimental in every way. Let us hope that the budget is large enough this year to allow us to open on Saturdays.
- v. a staff group has been and is planning a campaign to bring to the attention of business and industry our many services and materials.
- vi. staff members attended many meetings such as the erstwhile Welfare Council, Canadian Association for Adult Education, Ontario Association for Adult Education, and special programmes for children's librarians; speeches were made to Home and School Associations, groups of teachers etc.

vii. complaints - always interesting - were few and generally of no great moment. One woman didn't like the hair style affected by a page, another felt that we shouldn't buy pumpkins at Halloween and yet another protested against Charles Addams cartoons in the children's collection. Any complaints about staff behaviour (fortunately few) are followed up immediately so far to the satisfaction of the patron.

viii. The Administrator - was a member of a reactor panel
(subject: training technicians) at
a conference sponsored by C.L.A. at
Thunder Bay.

- a panel member O.L.A. Fall Workshop
St. Lawrence Centre, Toronto
- attended C.L.A. Conference, Hamilton
- was chairman of the committee which
produced the Continuing Education Directory
- on advisory committee, training Library
Technicians, Seneca College

e) Conclusion

In 1970 we had generally a good, hard working, engaged staff -
a staff of great potential. This is the necessity in any organization.

(For a detailed analysis of the
growth of the system, see
attached statistics).

Diana Mason

January, 1971.

1 9 7 0 S Y S T E M S T A T I S T I C S

C I R C U L A T I O N

PHOTOCHARGED

Books, Cassettes, 8 mm films, audio tapes, periodicals, recordings 2,394,085

HANDCHARGED

Pick-A-Pic	1,446
16 mm films	11,635
Projectors	1,121
Screens	616
Filmstrips	430
	15,248

	15,248
Total for all items	2,409,333

S E R V I C E S

Photocopies made 197,500
 Audio Carrels 2,132 persons

I N F O R M A T I O N

Telephone Enquiries	24,316
Other Enquiries	51,576
Teletype Transmissions	13,362

C O L L E C T I O N

Books	348,270
Other Print Material - Periodicals (total)	1,587
Paperbacks (added)	35,352
Pamphlets (added)	2,482
Total	387,691
Total Audio Visual	*20,430
Total Collection all items	408,121

Audio Visual -	
16 mm films	627
8 mm films	792
Recordings	17,194
Microfilm	493
Filmstrips	160
Videotape recordings	150
Audio Tapes	133
Cassettes	443
Pick-A-Pic	438
	*20,430

PROGRAMMES - In Branches

<u>ADULT</u>		
133	Specials	6,413 Attended
156	Film Programs	8,063 Attended
289	Total Adult Programmes	14,476 Attendance

<u>JUVENILE</u>		
63	Special Programmes	4,135 Attended
120	Film Programmes	3,849 Attended
508	Preschool Story Hrs.	13,692 Attended
116	Arts/Crafts	3,068 Attended
54	Puppetry	4,439 Attended
861	Total Juv. Programmes	29,183 Attendance
926	Class Visits **	20,026 Attendance
1,787	Total Juvenile Programmes	49,209 Total Att.

85 EXHIBITS & DISPLAYS

(**including visits to bookmobiles)

Total Audience for 16 mm films (shown outside library premises)	264,897
Total Audience for Filmstrips (shown outside library premises)	1,089

BUSINESS OFFICE
1970 ANNUAL REPORT

The ultimate aim of any business operation, of course, is to conclude with a balanced budget. It is hoped that when the final analysis is concluded that 1970 will be very close to a balanced budget. Having considered the related accomplishments provided it is more gratifying because in the initial stages of our 1970 budget we did not have sufficient funds in our salary budget to accommodate the salary and fringe benefits acquired by collective bargaining given other employees of equal status. We were able to accommodate this added expenditure to keep our employees in line with other salary increases. We were also informed by the Province that our annual grant would remain frozen at the previous year's appropriation. This made it necessary to accommodate an additional \$16,000.00 loss in revenue. Again, we made this provision. Therefore, a balanced budget became a relentless challenge.

Our present 1970 expenditures available would indicate that we have remained fairly constant in terms of budget allocation.

Salaries and Benefits	65%
Building Maintenance	4%
Library Materials	13%
Library Supplies	1%
Debt Charges	10%
Other charges	7%

Accounts

The accounts payable operation by comparison to the previous year has increased by 10%. This is by comparison of the number of cheques processed for the payment of our accounts and, in most cases, we have been able to pay accounts on time and take advantage of early discounts. We did not encounter any penalties because of delinquent accounts neither did we encounter any bank charges in our banking operation.

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

The accounts receivable operation relevant to our collections, other than grant receivables, improved considerably. We were able to collect in excess of our budgeted revenues. Our total billing was \$21,325.00 and paid up invoices \$18,175.00. This means that we received 85% of our billing as compared with 73% of the previous year.

Payroll

The payroll operation reflected a decrease of 10% in the number of permanent employees on staff. Also, the number of employees who left our employ last year represented a turn-over of 10%. I am not aware of any standards in this area, however, this does not appear to be out of line with an organization of our size. However, our casual payroll fluctuated considerably.

Purchasing

The purchasing as compared with the purchase orders listed from the previous year shows the number of orders issued was 2% less than the previous year. The reason for this is that most of our purchases now are inventory controlled and the necessity for sporadic orders has been reduced considerably.

Our perpetual inventory control of library assets set-up last year is now accurately listed and up to date. The total value as of December 31st last year is \$4,430,000.00.

Printing

The printing operation did not show an increase over the previous year. However, the number of jobs completed for the Technical Services Department have increased on an individual basis because of the number of copies required, therefore, it is conceivable that in job numbers we did not complete any more but the individual jobs showed an increase because we have been accommodating the extra copies for the Albert Campbell District Branch. However, it would be fair to say that the other jobs for publicity and stationery items did not increase.

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

Maintenance

We did conclude the airconditioning installation at the Cedarbrae Branch, also, the fire alarm system giving us a complete hook-up with the Fire Department and this should contribute to the public safety of the building. In addition we have managed to re-carpet the entire main floor and make the necessary re-arrangement of bookstacks more conducive to the requirements of the branch librarian.

We are still trying to combat the vandalism at this branch. At this point it would be more of a headache than an expense. Our present most serious problem is the parking accommodation. Our neighbours in the immediate area make constant use of our parking lot. This hampers the flow of traffic and reduces the amount of parking available for our regular borrowers.

I have made a recommendation to the Scarborough Traffic Department with the intention of creating an alternate exit and entrance to the parking lot. Their reply pointed up the fact that our problem was primarily due to the use of the lot by the adjacent apartment tenants, and while they agree in principle, this would still be an antagonizing problem. You will therefore be receiving a recommendation early in the new year to try and combat this problem.

In order to streamline our workshop operations it has been necessary to institute a work order control, the purpose of which is to give full evaluation to the request to determine whether it is both practical and economical before too much experimentation takes place. It will also provide a yard stick for scheduling and completion of jobs. We have encountered some communication difficulties in this regard and with the addition of the new Albert Campbell Branch we are hoping to have this work order routine established and operating satisfactorily before we take on the maintenance problems of the new branch. The attached annual statistics from the Maintenance Department will give you some idea of the man hours distributed on the workload last year.

The obvious reflection of these statistics show by the graph that the branches located in the plazas are much more economical to operate from a maintenance standpoint than the branches owned.

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

Capital Programme

The construction of the Albert Campbell Branch has not created any unnecessary problems due to the fact we have not encountered too many change orders. This does not necessitate a great deal of supervision. However, whether we take credit for getting started in 1970 or for its completion in 1971 we can feel a sense of achievement.

The Cedarbrae District Branch outstanding deficiencies have been completed and all capital accounts have been closed.

The workshop renovations that were approved have also been completed and this account still indicates a surplus.

Conclusion

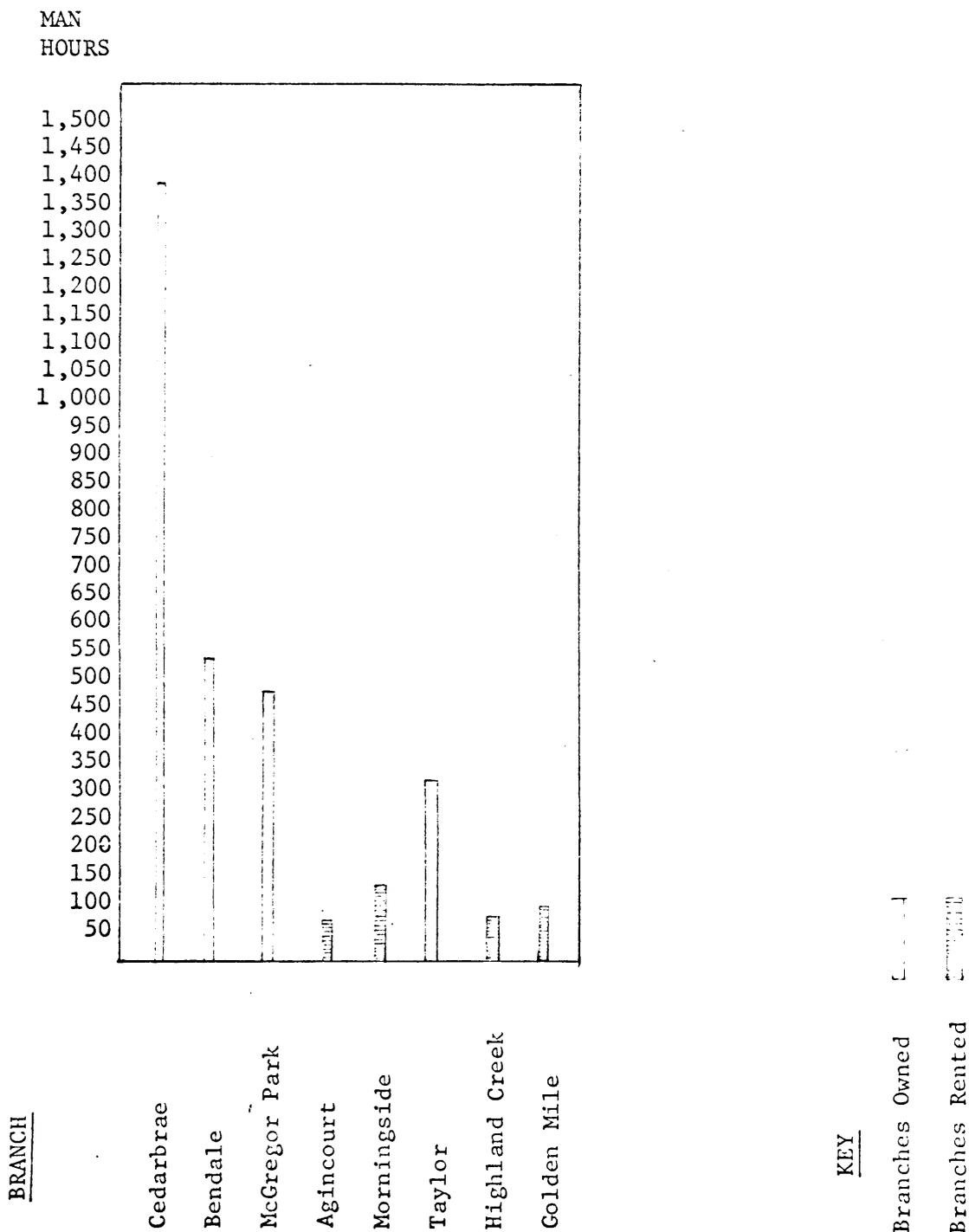
The business operation is essential but I feel that this is a supplement as related to public service, therefore, the operation will not have the same effect and accomplishments known to the direct public service. I feel if this operation can be efficient and any savings passed on to the public service, we have made a worthwhile contribution.

With the exception of maintenance personnel we have been able to accommodate our expansion over the years without having to add to the Business Office personnel. This is an indication that we are keeping abreast with good accounting methods and other ways of improving to make this possible. With salaries the most expensive portion of our budget, this gives the Department a sense of satisfaction.

P.S. The cost per circulation chart based on the permanent staff for each branch is not relevant to this Department. However, it is interesting as a payroll document as related to salary expenditures and you might find it interesting.

J.H. Ballett,
Feb. 15, 1971.

SCARBOROUGH PUBLIC LIBRARY
 BRANCH COMPARISON FOR MAN HOURS EXPENDED
 FOR GENERAL MAINTENANCE 1970



SCARBOROUGH PUBLIC LIBRARY
 MAINTENANCE DEPARTMENT
 1970 ANNUAL STATISTICS
 (MAN HOURS)

	Shop Work Cabinets	Alterations Major Repairs	Minor Repairs	Displays Pick-up Set up	Maintenance Delivery	Inter- Branch Delivery	Snow Removal	Garden Work	Painting	General Mtce.	Total
January	178½	7	298½	99½	140	147	98	0	127	200	1,295½
February	187	60½	163	20½	154½	140	12½	0	159	262	1,159
March	133½	145½	196½	53	114½	154	4	23½	149	180	1,153½
April	148½	117½	139½	34	90½	154	5	83	158	371	1,301
May	155½	115	82½	48	78½	146	-	96	148½	271½	1,141½
June	88½	126½	70½	28½	130	154	-	160½	140	336½	1,235
July	47½	69	40½	5½	43½	127½	-	84	49	64	530½
August	155½	204	19½	41	21½	133	-	196	112	114½	997
September	23	132	101½	25½	59	147	-	157½	100	217	962½
October	192½	173½	101	1½	12	147	6	149	133	49½	965
November	203½	146	102	71½	84	140	0	152	126	191½	1,216½
December	175	125	166½	60½	175½	140	90	0	135	138	1,205½
	<u>1,688½</u>	<u>1,421½</u>	<u>1,481½</u>	<u>489</u>	<u>1,103½</u>	<u>1,729½</u>	<u>215½</u>	<u>1,101½</u>	<u>1,536½</u>	<u>2,395½</u>	<u>13,162½</u>

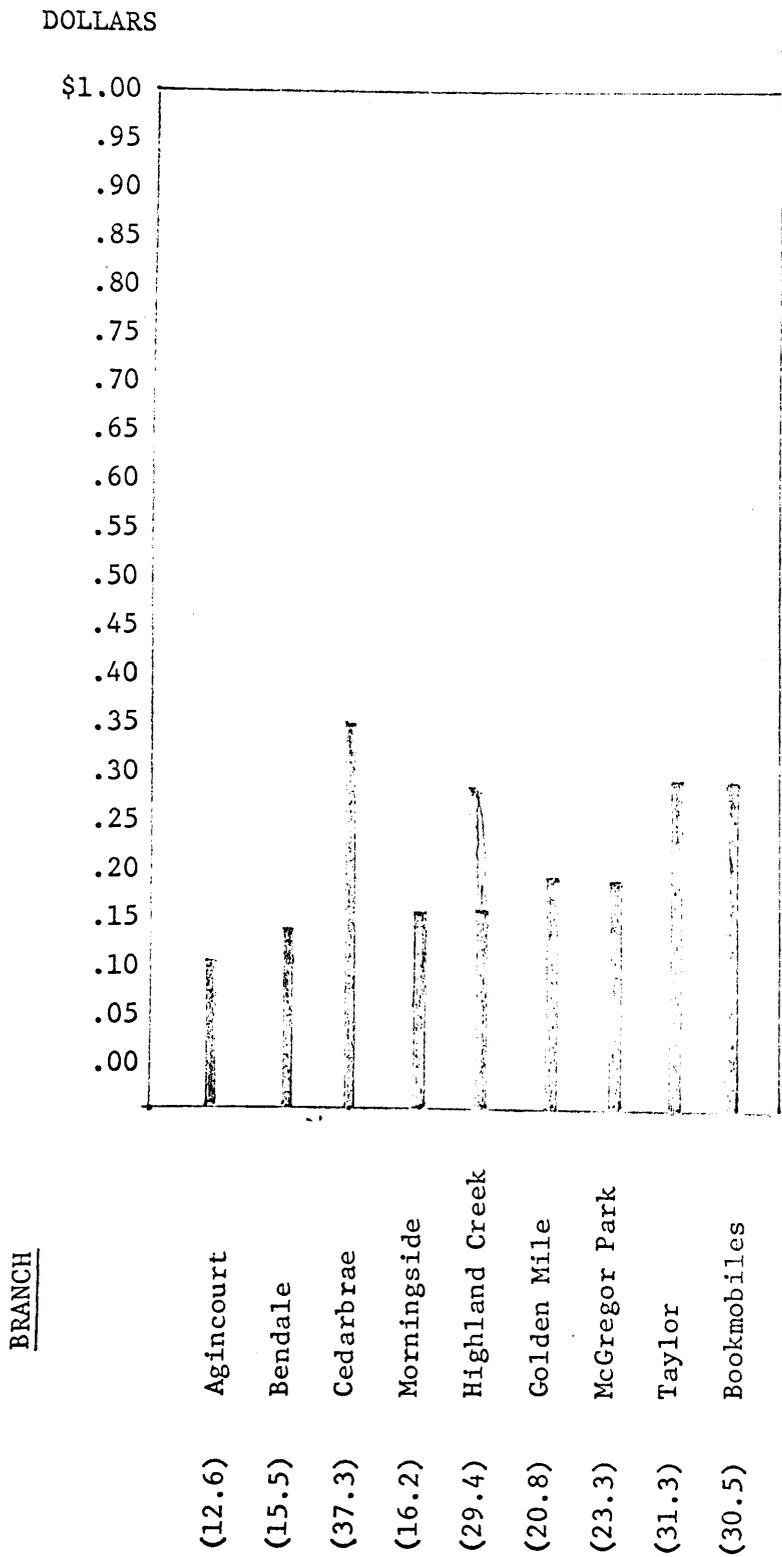
Murray
1/71

SCARBOROUGH PUBLIC LIBRARY
 MAINTENANCE DEPARTMENT
 1970 ANNUAL STATISTICS
 (MAN HOURS)

	<u>Shop Work Cabinets</u>	<u>Alterations Major Repairs</u>	<u>Minor Repairs</u>	<u>General Maintenance</u>	<u>Displays Set-up etc.</u>	<u>Garden Work</u>	<u>Painting</u>	<u>Snow Removal</u>	<u>Total</u>
Cedarbrae	434½	132½	285	427½	179	246	441	65	2,210½
Administration	329	122	84½	349	0	229	362½	64	1,540
Bendale	148	79	61	158	50	151½	168	23	838½
McGregor Park	61½	113½	48	61½	5½	104½	249	21	664½
Agincourt	25	9½	6	25	16½	0	23	0	105
Morningside	22	3½	35½	22	35½	0	65	0	183½
Taylor	39	140	19	49	3	149	96½	20	515½
Highland Creek	18½	6	16	21	6	23	8½	10	109
Bookmobiles	36	74½	85	20	0	0	49	13	277½
Golden Mile	25½	28½	3	33	18	0	64	0	172
	<u>1,139</u>	<u>709</u>	<u>643</u>	<u>1,166</u>	<u>313½</u>	<u>903</u>	<u>1,526½</u>	<u>216</u>	<u>6,616</u>

J. Murray,
 Feb. 11/71

SCARBOROUGH PUBLIC LIBRARY
COST PER CIRCULATION BASED ON PERMANENT STAFF
(1970 PAYROLL)



ANNUAL REPORT TECHNICAL SERVICES

1970

Order Department

The main problem in the department was the difficulty of actually receiving the books ordered.

In previous years, the greater number of orders were handled by the CoOp Book Centre. In the latter part of 1969, it was realized that books ordered through this company were not being received, and a percentage as high as 60% of book orders were still unfilled as late as November, 1969.

Since this situation became untenable, other sources of supply were considered and, consequently, negotiations with B.P.A.L. (Book and Periodical Acquisition Ltd.) were initiated.

This company was prepared to handle the bulk of our purchases at a service charge by the following formula:-

The first six volumes (1-6) of title @ 60¢ per volume.

The second six volumes (7-12) free of charge and this formula to be repeated for any subsequent six volumes.

For this charge they committed themselves to:-

- 1) Deliver books ordered within a reasonable time.
- 2) Give a weekly computer print out of books ordered during the first three weeks of the month and a cumulative print out of all books still on order at the end of each month.
- 3) A monthly print out of books delivered during the month.

The print outs all indicate the number of volumes and which branches ordered them.

At first sight, the service charge of 60¢ per volume for the first six volumes seemed rather high, but, by comparing publisher's discounts allowed to libraries and B.P.A.L., it was indicated that on an average the cost of buying through B.P.A.L. amounted to only 4-5¢ per volume.

During the year (1970), the feasibility of a check for duplicate orders made through the use of the B.P.A.L. computer was investigated, and B.P.A.L. is prepared to do this checking at a charge of \$75 per run. Since the size of an order is irrelevant to the run, the decision of how many runs per month is up to the S.P.L. with the understanding that there will be a one time programming cost charge of \$1,800. The cost of manual checking for duplicates involves at least two clerical salaries, which makes the proposal for mechanical checking financially very attractive. The fact that there is a record of all books bought through B.P.A.L. on magnetic tape, opens the possibility of many future applications as yet not practical or too expensive.

A further proposal from B.P.A.L. to the S.P.L. is the installation of Viatron. This installation would be jointly advantageous. For S.P.L.

it would mean no need for multiple order forms or typewriters for ordering purposes, and for B.P.A.L., the elimination of key punching our orders.

Because of the non-delivery of books by the Coöperative Book Centre, many of these books had to be re-ordered, and the first orders were sent to B.P.A.L. in February, 1970. Notwithstanding this late start ordering books for the year, and the large number of titles for building the collection for the Albert Campbell District Library, the department managed to process all orders selected. During October, it was decided to postpone the ordering for 1970 because the funds of the book budget had been committed, and ordering is to be resumed in January, 1971.

In looking back over 1970 with its complication of change from one major supplier to another, the department has shown a very good performance.

Cataloguing Department

Because of the time lapse between ordering and receiving the books and, up to 1970, not receiving the ordered books at all, the department was not operating to capacity for the first two months in 1971. Some staff in the department were allocated to help out in interloan and order department during this time.

After the first two months, shipments of books received gradually increased and reached their peak during July, August and September. It became obvious that, unless our methods of dealing with such a large number of books were changed, the department could not cope with this large volume of books.

- 1) Too much time of the librarian-cataloguers was spent on other than cataloguing of books and other material, e.g. checking work done by clericals, and allocating work to clericals.
- 2) The supervisor of the department was too involved in doing part of the workload itself, rather than allocating work to others in a rational way.

When the supervisor was appointed as senior clerk in the Cedarbrae branch, rather than replace her, it was decided that the position as such should be eliminated, and to have one person supervise the overall technical services operation, and initially have the interloan and cataloguing departments under one coordinating supervisor.

At the same time, librarians were to do cataloguing only, and work allocation and production checks were to be done by technicians in the department under the direction of the coordinating supervisor.

One clerk II position was reclassified to a clerk III position, and this person given more responsible work.

This change in the system of operation, and a more efficient way of producing and reproducing catalogue cards, enabled the department to handle the increased flow of material, and to clear up the backlog created by the large volume of material received during July, August and September, by the end of the year.

By the end of October we had to stop sending in orders and to instruct our supplier to slow down deliveries, because the funds of our budget were close to being spent. This, and the improved method of handling the books, meant that, at the end of December, 1970, practically all books received during 1970 were catalogued and that there was no further backlog to be dealt with.

Based on the production statistics of the last four months of 1970, I may say that we should be able to deal with the material the library will be able to buy out of their 1971 budgets, provided we will be receiving the books and other material in an even flow during the year.

Circulation Control Department

Beginning in 1970, circulation control started to operate with Micr type transaction cards on a permanent basis.

This type of operation was presented to the other library systems in Metro, with the possibility, that when adopted by all systems, of developing into a centralized circulation control operation. However, this idea was rejected by the other systems, until late in 1970, North York expressed the desire of adopting this system later in 1971.

The two positions of clerk I and clerk II, which had become superfluous because of the new system, were not filled after the persons in these positions resigned from the S.P.L. system.

The system works smoothly, but the optimum of sending out overdue notices four weeks after material becomes due is not always possible, because of the high number of notices involved. The department operated with the three remaining staff, until September 1970, when, because of the one date due for the summer (September 12, 1970), it became necessary to hire a part-time typist to help clear the backlog of overdue notices to be sent.

During the year, the data processing department of the borough was approached for possible further mechanization of the circulation control procedure. Although certain possibilities exist, no feasible solution has been found yet. When the borough further expands its computer facilities, there are many aspects of the technical services operation that may be made subject to mechanization through use of the computer, including circulation control.

Better prices for the Micr cards have been negotiated from the various suppliers and the card cost for S.P.L. has been reduced by approximately \$1,500 per year since the start of the operation.

Various other possibilities have been thought of, some promising, but for the time being the Micr system seems to be the most economical solution.

Interloan Department

The volume handled by the interloan department increased again in 1970, and September, October and November were all record-breaking in the number of requests handled.

The supervision of the interloan department is now shared with the cataloguing department supervision, under the direction of the new position of coordinator of technical services. To compensate for the time and duties previously performed by the supervisor, one position of clerk II was reclassified to clerk III, and a part-time clerk I (25 hrs. per week) position created. One clerk III was on maternity leave from August till September, and this, plus the increased volume, really applied a high pressure on the staff as well as on the teletype machines.

The increased volume and specifically the length of the morning block transmissions is such that a more technically sophisticated system of communications is being sought. The Metropolitan Library System is investigating the possible application of a small type computer to reach more efficient means of operating the teletype machines.

The attending of the teletype machines at night and on Saturday in the administration building had to be discontinued because of budgetary reasons, and was restarted for Saturdays only in September 1970.

Hopefully, the Metropolitan System will be successful in its search for a solution, because the interloan service in our system as well as in Metro has developed into a high pressure operation.

Marcus Post

Administrator of Technical Services.

STATISTICAL SUMMARY 1970

Number of Loans (All Items)	2,409,333
Number of Items Added to Collection	77,133
Total Stock of Library Materials	408,121
Research Questions Asked and Teletype Transmissions Made	89,254
Inter-Library Loans Completed	47,594
Educational Programmes Organized	1,150

OPERATING EXPENDITURE

Books, Periodicals, Films, Records, Etc.	\$ 258,563.57
Salaries	1,333,943.54
Debt Charges	205,255.67
Library Supplies, Printing, Stationery, Etc.	24,013.82
General Maintenance of Buildings & Renovations	60,706.51
Other Costs	<u>145,935.24</u>
	<u>\$2,028,460.69.</u>

REVENUE

Scarborough Borough Appropriation	\$1,676,400.00
Provincial Government Grant	279,412.00
Levied Charges and Other Income	70,484.87
Deficit	<u>2,163.82</u>
	<u>\$2,028,460.49</u>

Mill Rate for Library Purposes (1970)	2.54
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