

scarborough public library



1971 annual report

SCARBOROUGH PUBLIC LIBRARY

DIRECTOR'S ANNUAL REPORT

1971

March 16/72

CONTEMPORARY LIBRARY

The library exists in the midst of an unprecedented knowledge explosion. According to Alvin Toffler, the author of the Future Shock, knowledge has become more plentiful and less permanent. The book itself has become more transient and contains a progressively smaller fraction of all that is known. Then there are the light and sound waves which constantly bombard the individual with 'engineered messages' to which he has to adjust himself selectively.

The library plays the all-important role as information gatherer and, as an instrument of continuing education, the pattern of modern library service is never static. The needs of the user rapidly change and the library's 'output' -- materials and services -- has to be constantly updated and revitalized to meet them.

LIBRARY RESOURCE AND ITS USE

The new methods in communication were firmly kept in mind when assembling the 60,000 item multi-media collection for the new Albert Campbell District Library. This collection is meant for users who read, look and listen.

1971 was a busy year for all the Divisions. Some 115,000 items were selected, purchased and processed, including 30,000 items to complete the initial collection for the Campbell Library.

Print is still the major medium of information. About 80% of the materials budget was spent on books, periodicals, government documents etc., and the balance on non-print (microfilm, tapes, recordings, films, maps, pictures, etc.).

Materials selection policies were completely changed to accommodate the two district systems and the communities they serve.

The increase in the number of home loans reflects the opening of the new library. Contrary to our previous calculations, the opening of this library did not noticeably decrease the use of the Cedarbrae facilities, which continues to be very high.

There was a significant increase in the use of library study facilities, not only at the district libraries but also at all the neighbourhood branches. This 'in-house' use of

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library material reflects in the increase of about 28% in information enquiries supported by our effective tele-communication system. The public is very much aware of this service and its potential.

NEW DISTRICT BRANCH OPENS

The opening of the Albert Campbell District Library in September, 1971 was, of course, the high point of the year. This library, which incorporates many unique service features, has been visited by many people from other libraries in Canada and outside. The multi-media approach to its collection has resulted in a very high use of films, tapes and recordings. There is a growing use of educational television programs by groups and individuals.

BOOKMOBILE SERVICE

The bookmobiles continue to serve the isolated subdivision and housing areas. The staff of the Bookmobile Department is also responsible for serving the elderly and individuals confined to the house or institutions for health reasons. This service is very much appreciated and its membership increased considerably last year.

In 1971 a Brief was submitted to the provincial government by the CNIB to obtain government support in making the 'talking books' available for the elderly and the handicapped. These materials are contained in the CNIB library and presently may be used only by the blind. A decision in this matter is pending.

LIBRARY PERSONNEL

Books and buildings are vitally needed parts of a library operation but, to the successful performance of library service, efficient and resourceful staff is essential.

The chief role of the Administration is to encourage innovations and experimentation to improve the services. We have been fortunate to have staff who have initiated and responded to innovative ideas and social challenges for the user's benefit. This attitude was very much in evidence when the service design was developed for the new library and in the resulting reorganization of the whole system. The staff reacted to the strain of expansion in good spirit and with positive attitudes.

The new library required a staff complement of 30 full-time employees. To accommodate the budget, we

concentrated the professional services on the district level, rearranged the technical and clerical staff at the branches, and increased the part-time staff for peak workload periods. As a result, we added only 18 full-time staff members to our total establishment.

To promote a better understanding and communication between the personnel of the many departments of our system, a staff exchange program for librarians and technicians was initiated in 1971. The results were encouraging and the program will be continued.

Staff membership in provincial and national library organizations was encouraged and 20 staff members attended the library conferences and workshops during the year.

LIBRARY IN THE COMMUNITY

In order to identify the community needs, the library participated in the activities of many community oriented organizations either through membership or representation.

We involved many community groups in assisting us to formulate effective service policies and programs. These new 'linkages' we established made our services more meaningful to many people because of their participation in program planning.

LIBRARY CO-OPERATION

A close liaison has been established between the Administration and the faculty of Centennial College, and co-operative community projects have been designed and developed involving staff from both institutions, and students from the College.

Once again we placed students from the Library Technicians' Course at Seneca College for practice work at our branches. The students of the U. of T. Library School were given the opportunity to carry out their field assignments in our various departments.

The co-operation with the Board of Education resulted in two additional collegiates joining our teletype network. The materials in all collections are 'on line' and are made available to library users no matter where they are located. At the present time the materials flow indicates good use of collections by all parties concerned.

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The Library Board co-operated with the Scarborough Mental Health Council in providing space at the Cedarbrae District Library for their community information service -- Information Scarborough.

FUTURE PLANNING

In 1971 the Scarborough Council approved funds for a new neighbourhood branch. This library -- a satellite branch in the Albert Campbell District -- is scheduled to open in fall 1972.

With the two library district established, we now have to turn our attention to other areas of the municipality where there is a need for library service.

At this point in the growth of the Borough and in the development of our system, we must establish the future pattern of service which we can follow.

To accomplish this, the Library Board requested the Borough Planning Department to prepare a Study of Future Library Locations based on population densities, traffic patterns, and proximity of the major shopping areas.

This study provides us with a guideline for determining the locations of future district and neighbourhood branches and for establishing the priorities of service in the years to come.

Short range plans include a library in the new Town Centre, the extension of service in the Agincourt area, and a site acquisition for the third district library (although the building construction itself may be years away).

Enclosed are the division reports and statistical summaries. I hope the Board Members have time to read them, and any comments are welcome.

My appreciation goes to the entire staff for their maximum work effort which enabled us to achieve our objectives in 1971.

I wish to thank the members of the Board for their support in all our efforts and their genuine interest in the development of library services.

Helen Peterson,
Director.

A N N U A L R E P O R T

B R A N C H S E R V I C E S D I V I S I O N

1 9 7 1

Scarborough Public Library

Three areas of concern - staff, services, and budget supervision related to both describe the constants of the Branch Administrator's job.

The hiring of staff, (or perhaps "re-grouping is a better word) was in season in 1971. Albert Campbell establishment called for 30 full time people most of whom were acquired from other branches. There were no new librarians, for instance. Professional hiring throughout the system consisted of part-time librarians and Library School students. Using this method it was hoped to bring service up to minimum standard. Other branches were left largely without sympathy and attention while we labored over the A-V wiring and patron patterns at Albert Campbell. They survived very well but will need close co-operation in the future.

STAFF

The cut-back in the number of full time members is far from ideal. The desire for information generated by the media and an increase of awareness of the citizens at large means branch staff must be constantly producing at peak levels. However, as the District Librarian at Cedarbrae says in his annual report "even though we cannot give enough service, we

give good service".

MATERIALS SELECTION

The staff worked hard to produce the required number of items (books, recordings, tapes, pictures, films, videotapes etc.) for the system which, of course, included Albert Campbell. The amount of money designed for materials is still not commensurate with the turnover. The system has some 400,000 items but the circulation is two, and a half million. It appears to be an impossible task to give the branches an up-to-date look. Everything new is snapped up immediately and circulates rapidly rarely touching the shelves. This state of affairs is aggravated by the reserve system - approximately 60,000 filled requests in 1971. At least \$500,000 is needed for two consecutive years to allow us to retire old "shelf fillers".

TELE-EDUCATION

S.P.L. is fast becoming an educational television centre. "Off air" and replay capacities are being realized at both Cedarbrae and Albert Campbell. These new (to libraries) educational packages will provide a needed dimension.

Assistance from and co-operation with the Technical Services and Business Office helped make what could have been a very rough year into one which was a steady progression for Branch Services. The administration staff (the programme co-ordinator, personnel, collections co-ordinator, and publicity) should also be commended for their effort to keep the system as a whole running smoothly while most of the effort was being expended on the new library.

1971 was not remarkable for dialogue between S.P.L. and other libraries in Metro. Two committees existed - one in the rarified area of "reference" and one concerned with audio-visual services. Co-operation and interest in each other's activities are vital.

Attached to this report please find statistics for 1971, and charts relating to staff proportions at the present time.

Diana Mason,
Administrator,
Branch Services Division.

STATISTICS - 1971

SCARBOROUGH PUBLIC LIBRARY

CIRCULATION OF MATERIAL - BRANCHES & BOOKMOBILES

Total items 1971	-	2,456,502	Total items 1970	-	2,409,333
Circulation by branch 1971	-		Circulation by branch 1970	-	
Agincourt	-	320,003	Agincourt	-	305,019
Bendale	-	217,462	Bendale	-	223,820
Cedarbrae District	-	655,174	Cedarbrae District	-	677,030
Eglinton Square	-	227,122	Eglinton Square	-	229,529
Highland Creek	-	94,268	Highland Creek	-	86,158
McGregor Park	-	195,389	McGregor Park	-	205,040
Morningside	-	231,604	Morningside	-	222,896
Taylor Memorial	-	110,583	Taylor Memorial	-	118,132
Albert Campbell District	-	87,320		-	-
Bookmobile Total	-	317,577	Bookmobile Total	-	342,123
		2,456,502			2,409,333

HARDWARE

Projectors	16mm	1,156*
	Viewlex	131*
	Opaque	27*
	Carrousel	21*
Screens		576*

FILMS

16 mm. films	13,903*
Filmstrips	423*

INFORMATION

General Information Questions - Telephone 33,062 Other 63,696 = Total 96,758

AUDIENCES

		<u>Number</u>	<u>Attendance</u>		<u>Outside Audiences</u>
Programmes	Adult	151	8,287		
	Juvenile	736	21,691	16 mm. films	272,193
Class Visits	Juvenile	281	7,756	Filmstrips	1,258
Films	Adult	182	11,081		273,451
	Juvenile	134	4,555		
		1,484	TOTAL 53,370		

SERVICES

Audio & Viewing Carrels		<u>Patrons</u> 5,521	Photocopies made	230,118
Borrower Training	- Projector	652	Microfilm Reader/Printer	381
	- Portapac	40	Total Copies Made	230,499

TAPING

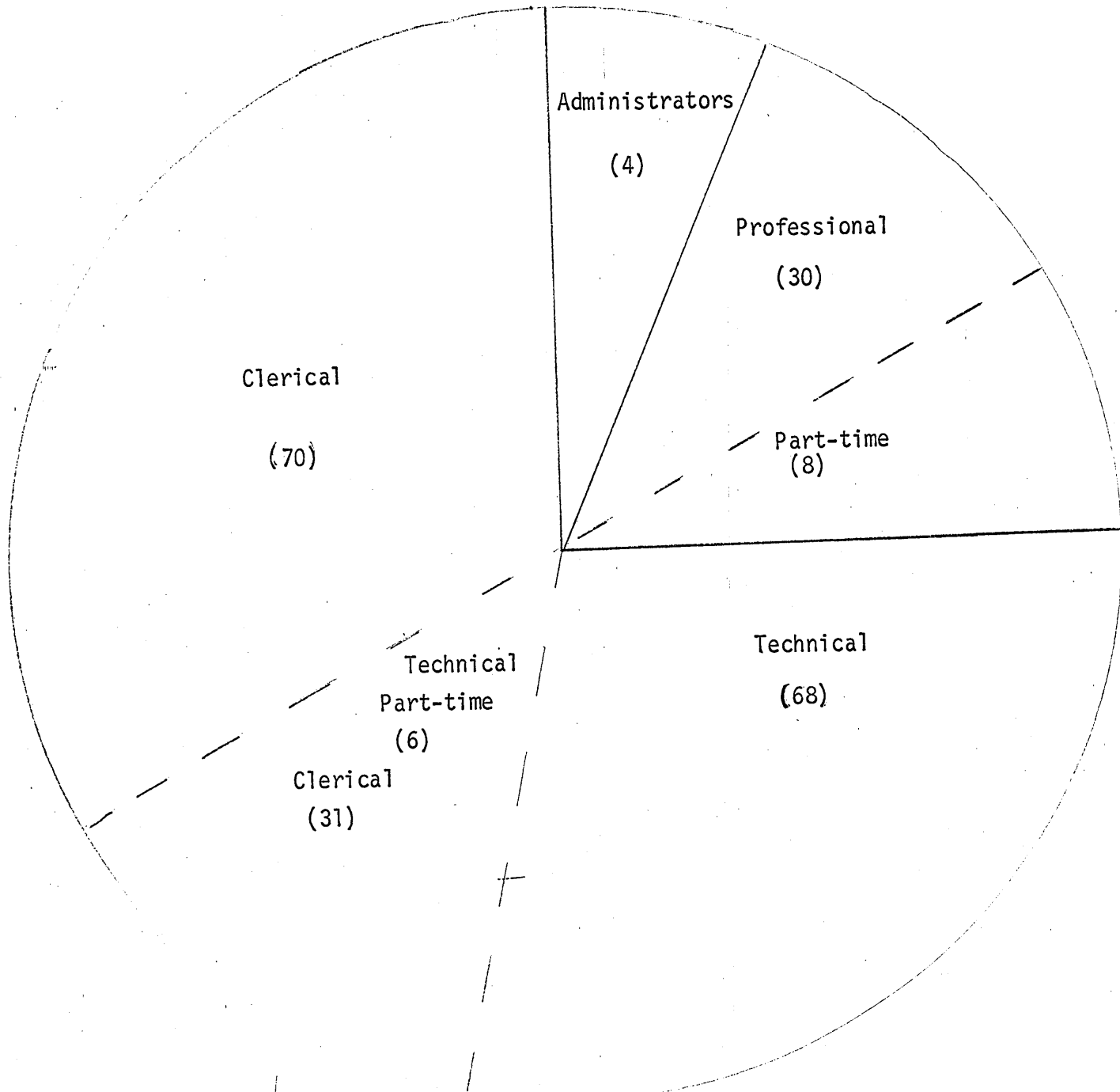
Audio	11½ hrs. Taped	2 hrs. Playback
Videotape	83 hrs. Taped	90 hrs. Playback

* these figures included in
Total Circulation Items

Branch Services Administrator's Office
February 1972

February 1972

STAFF
1972 ESTABLISHMENT
(whole system)



January 14, 1972.

ANNUAL REPORT

BOOKMOBILE DIVISION

During the early part of 1971 the interiors of all the vehicles were completely sanded and revarnished. All other long needed repairs were also made to the interiors. Part of the metal on the exterior of one vehicle had started to rust. It has been repaired and repainted. The work has been extremely well done. Defective air-conditioner on #5 was also replaced.

A total of 3,575 new volumes were acquired during the year. Out of these 1,955 were adult and 1,620 were juvenile. 4,279 adult and juvenile books were discarded during the same period.

Circulation figures for the twelve months show a drop of 40,000 over 1970 figures. Actually the circulation per bookmobile has been higher during 1971 than 1970. The drop in the total is due to the fact that for the first four months of 1970 there were three bookmobiles on the road, but throughout 1971 there were only two, this accounts for approximately 33,000. With the opening of Albert Campbell district library in late September we lost a very busy stop (Birchmount) and that is the reason for the balance of the loss. Two other stops, George Peck and Hillside, besides Birchmount were cancelled due to decreasing circulation. Only one new stop, Centenary, was initiated during the year.

There were fewer cancellations due to mechanical breakdowns. Service received from the Maintenance department and the Borough garage was excellent. Most of the time we were able to meet our deadlines. Only forty hours of public service were lost during the whole year, twenty-six of these due to snow storms.

STAFF: One staff member was promoted and transferred to a branch, one was

promoted from within the department, and one new clerk III was hired to replace the one promoted. One driver-clerk resigned in June. He was replaced by a part-time driver without encountering too many problems in the time-table.

SPECIAL ACTIVITIES: From January to the end of June library service was provided to 125 students at the Meadowvale Public School because the school library had burned down. It was handled by two staff members throughout. The project was a great success. We have been asked to provide the service again during 1972.

Warden Woods Community Centre has been sent old periodicals once every month since May.

One staff member attended the two day Puppet workshop at the Albert Campbell district library.

Besides attending book selection, departmental, and staff meetings I spoke to Agincourt Community workers and residents of Birchcliffe Nursing Home and Shepherd Lodge. I also attended 'Action Outreach' workshop and took the five week course on Community Cable and television.

CONCLUSIONS AND PROPOSALS FOR 1972

The year 1971 has been a very satisfying year for every member of this department. Each one of them did their utmost to make it as great a success as it has been.

The area north of Sheppard between Pharmacy and Brimley was thoroughly investigated and proposals for six new bookmobile locations were submitted. Since then many enquiries have been received from residents at the Tuxedo Court development, north of Ellesmere and east of Markham Road.

Under the circumstances I would suggest that the conversion of the third bookmobile be given top priority. There is a great need and demand for library service in the newer subdivisions in the Borough, particularly, north of highway 401.

SERVICE TO INDIVIDUALS IN INSTITUTIONS AND SHUT-INS

During the year under report Birchcliffe Nursing Home requested institutional service. A book deposit was sent to the Nursing home in August and since then service to the Home has been regular.

The following institutions received library service during 1971:

Bendale Acres	-	Nursing Home
Birchcliffe	-	Nursing Home
Extendicare	-	Nursing Home
Guildwood Villa	-	Nursing Home

McClain Park	-	Apartment building
Providence Villa	-	Nursing Home
Rockcliffe	-	Nursing Home
Woodland Acres	-	Apartment building

In addition to the above, the Sister in-charge at the Providence Villa library asked for and received three book deposits during the year. These books are for the Villa library which is used by the more mobile residents. The bedridden residents receive weekly visits from our staff member who visits the Villa for this purpose.

Management at the Rockcliffe Nursing Home and Extendicare, this year, bought us new book carts. Now we have library type book carts in all the institutions. We also have satisfactory arrangements for keeping our book deposits in all the places where we have library service.

	<u>1970</u>	<u>1971</u>
Membership	654	650
Circulation	21,674	31,546

SHUT-INS: There has been an increase of more than 150% in the shut-in reader enrollment. The service is working very smoothly.

	<u>1970</u>	<u>1971</u>
Membership	39	101
Circulation	1,065	6,640

Most of the shut-ins are senior citizens unable to go out on their own, due to old age or chronic illnesses. There are approximately half dozen younger shut-ins who are confined to wheel chairs or are suffering from other physical disabilities.

One young woman is trying to make a living by making and repairing jewellery. Our Publicity department arranged with the "Scarborough Mirror" to do a write-up on her. This article appeared in November and since then, our shut-in reports, she has had more business.

Requests for reading materials have varied from light paperback romances to highly sophisticated non-fiction. Thanks to our Inter-Loan department and an excellent selection of materials available from the Scarborough Public Library collections we were able to meet the needs of almost all our readers. Requests for large print books, books in foreign languages, spoken word and music on records and cassettes have gone up a great deal during the year.

The Institutional collection now has 1,712 hardback volumes, approximately 1,000 paperbacks, and 125 records. During the year the number of new volumes acquired was 558.

Permission was granted in the last quarter of the year, to hire one additional clerk for institutional work. The new clerk took over in the middle of November and was immediately required to fill in for a sick staff member. This was the first time institutional service was not disrupted due to illness of the regular visiting staff. There has been so much work for the institutional clerk that I wonder how we ever managed without that extra pair of hands.

Work is expanding so rapidly that we should now consider having a full time driver and truck for the department. More books have to be bought and more shelving will be needed to house them.

S. Dhawan
Supervisor of Bookmobiles.

SCARBOROUGH PUBLIC LIBRARY

STATISTICAL REPORT

BOOKMOBILE DEPARTMENT

		<u>1969</u>	<u>1970</u>	<u>1971</u>
<u>REGISTRATION</u>	-	8,198	5,903	6,061
<u>CIRCULATION</u>	-	422,529	342,123 *	317,577 *
<u>HOURS OPEN</u>	-	5,465 $\frac{1}{4}$	4,271	3,779
<u>AVERAGE CIRCULATION PER HOUR</u>	-	81	77	82

* This includes both Institution and Home Reader Services.

BUSINESS OFFICE
1971 ANNUAL REPORT

With the addition of the new Albert Campbell Library in 1971 I would have to concede that this proliferated and completely frustrated the business operation for that year and did upset the budget equilibrium. It is difficult to get back on an even keel when you have disrupted a programme budget that is already in progress. However, with the acquisition of a branch like Albert Campbell I suppose this is justified.

Accounts:

We have been somewhat fortunate that the library materials budget, books in particular, is scheduled and purchased from one primary source reducing the need for continually checking all suppliers' invoices.

With the addition of capital expenditures in conjunction with the regular expenditures this indicated a considerable increase in the amount of accounts processed over the previous year.

We have continued to issue quite a number of invoices for delinquent library materials and levied charges etc. As statistics are not available I am not certain as to how successful our efforts might be. Our return from the coin operated copier machines is not as lucrative as initially anticipated because some of the branches are not as productive as would have appeared when the machines were installed including the Albert Campbell Branch. We should not be too enthusiastic in the coming year for this item as a revenue producer.

Payroll:

The increase in establishment is also reflected in the payroll documentation and, naturally, will show an increase in the workload for this department.

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

Payroll (cont'd.)

Also, the functions of this department is a never ending change of regulations and requirements from various sources over which we have very little control. While it does duplicate some of the personnel requirements, it is extremely difficult to divorce responsibility and communications.

Purchasing and Stores:

The purchasing operation was somewhat disrupted because of the precaution of making allowances for the purchase of items for the Albert Campbell Branch which could not be readily procured from the capital budget resulting in a delay in current budget procurement. While the number of individual purchases may not have increased over the year it is without a doubt that the amount of time spent on research and expediting would far out-weigh any increase in purchases.

In the field of audio-visual requirements which we are now pioneering as far as libraries are concerned, this is an industry somewhat prone to change. This, of course, gives rise to a great deal of competition without the assistance of qualified technicians insofar as service and installation is concerned. On the basis of this it would appear only fair that errors and omissions can be anticipated.

We are gradually moving to perpetual inventory control for our supplies. This includes all items, - maintenance, janitorial, stationery and office supplies. We hope to effect a rigid control of requisitioning these supplies in 1972 in an effort to determine to what extent it is being used from a budgetary control standpoint. It is conceivable that some savings could be effected in more advance planning.

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

Printing:

The primary function of this department is to accommodate Technical Services for book classifications, etc. With the continued increase in library materials budget, both capital and current, we have not shown any ill effects in this department. However, I would have to add that a considerable amount of work in the area of publicity is also being processed. As this is a non-controllable item it is difficult to assess to what degree the workload has increased.

At this time I must mention the fact that we are continually using the equipment now used by the Borough and we certainly appreciate the co-operation of the Borough Printing Department and their facilities as it becomes costly should these requirements be contracted outside

It is obvious that we are continuing to use the Xerox copier to a great degree. This service is so readily available and, not being the direct responsibility of any individual, I am suspicious to the point that possibly excess use might have been generated by its convenience.

Maintenance:

Again, the Albert Campbell Library was shown great favour by this department in the past year. It might be hilarious to quote that when tenders were published for the construction of this building I think our Maintenance Department should have submitted a bid. However, after making a contribution to the Albert Campbell Branch we did have time to complete some other projects for the system. As you know the responsibility for the maintenance of bookmobiles was shifted to this department during the year and it is without reservation that we did a complete renovation of two bookmobiles which had depreciated badly.

Our carpentry shop was quite busy with a number of manufactured items including an 80-drawer catalogue cabinet for Cedarbrae to match the existing furniture.

A multifarious contribution to the system as a whole was made, - - summary of the items can be submitted later.

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

Conclusion:

With the opening of a district branch such as the Albert Campbell it should give one a great deal of satisfaction in the way of accomplishment, however, I do not feel any sense of achievement, - - this could be as a result of the strain on our financial control or the mounting increase of financial responsibilities. Our current and capital budget in 1971 was in excess of 3 million dollars. This added financial responsibility was administered without any addition to the Business Office establishment which, naturally, places an extra burden on all concerned.

J.H. Ballett,
Business Administrator.
March 16, 1972.

STATISTICS

Accounts: Our total billing for 1971 was \$97,459.00 and cleared invoices was \$71,526.00, - - this is 73% cleared invoices as compared to 85% the previous year. The revenue recovered was 61%, - - the 12% difference represents invoices cancelled for books returned or irrecoverables. However, the workload, that is number of invoices issued to cover overdue notices and lost books and other receivables increased 78% over the previous year.

Budget Expenditures related to terms of budget and allocation:

	<u>1971 Budget</u>	<u>1971 Expenditures</u>
Salaries and Benefits	69.42%	66.77%
Building Maintenance	2.58%	2.27%
Library Materials	11.73%	12.15%
Library Supplies	1.24%	1.53%
Debt Charges	8.52%	8.52%
Other Charges	6.51%	7.10%
Surplus		1.66%
1971 Total Expenditures	\$2,316,885.00	
Net Surplus on Expenditures		\$ 39,139.00
1971 Revenue	\$2,362,957.00	
Revenue Over Budget		<u>\$ 6,933.00</u>
1971 Surplus		<u>\$ 46,072.00</u>

Payroll: The number of permanent employees increased by 19% over the previous year. The number of employees terminated represented a turn-over of 6%. If we include the part-time, the turn-over was 17%. This is a decrease of 4% staff turn-over from the previous year.

Purchasing: The number of purchase orders issued in 1971 was 5% over the previous year.

Printing: The number of printing jobs processed was 16% more than the previous year. This increase is represented in all jobs processed by the Printing Department.

Maintenance: During 1971 we initiated a work order control for the number of jobs processed through the Maintenance Department. The number of jobs processed in 1971 was 219. Because of this new record we have no comparison from the previous year.

ANNUAL REPORT TECHNICAL SERVICES DEPARTMENT

The main impression obtained from the figures and statistics of the department as a whole, is a large increase in production in all departments. These results were accomplished by a revision of methods and procedures, without having to add to the number of personnel.

Satisfying as this may seem, it is of course a piecemeal improvement only. As our system has been growing and hopefully will continue to grow, the greatest economies can only be obtained by further mechanization of the total technical services operation. At present only minor parts of the total operation make use of computer facilities.

1. Circulation control card sorting and print out of missing numbers. (Seneca College).
2. Computer checking for duplicate orders by Book and Periodical Acquisition Ltd. (B.P.A.L.)

The Scarborough Borough computer facilities are expanding to a much more powerful computer system and would be able to provide us with services through this system. However, we are waiting for the results of a feasibility study of the Metropolitan Toronto Library Board on centralized technical services, which has been commissioned to one of the Borough Libraries (North York).

Pending the outcome of this study, it would not be sensible to do the same for our own library system.

Another area the Metropolitan Library has been investigating is the mechanization of the interloan teletype system. The Scarborough teletype service has been so successful that the networks are overloaded most of the time. A "message switching" system by computer has been considered by Metro but the matter has been deferred for the time being. This could be an area for which the Scarborough Public Library system, with a subsidy by Metro and the aid of the Borough Data Processing department could probably find a solution.

These above mentioned areas, are the most susceptible to mechanization, because of their size and their repetitious nature. Furthermore, with the steady increase in the cost of labour, a manually operated system will become prohibitive in its cost. Although economies and better services could be attained for our size operation, these would be multiplied if they were combined with a Metro wide operation. The decision to go ahead with such operations at the local level would have to be made by the Scarborough Public Library Board.

CATALOGUING DEPARTMENT

There were several changes in the cataloguing department during 1971.

1. Personnel changes:

Mrs. Amira Stamboulie was appointed as coordinator of the cataloguing department with the classification of Librarian III, and the department operates now under her direction. She took over this position because of the high rate of absenteeism of Miss Elaine Leightner who works now as cataloguer Librarian III.

2. Change in cataloguing:

During 1971 the department started cataloguing musical records and cassettes. Catalogue cards for these are now provided for the Cedarbrae and Albert Campbell District Libraries.

Juvenile material is now divided into 3 categories.

- a) Picture books are not catalogued or classified and receive book pocket only, marked PIC and the symbol of the owning branch.
- b) Easy books (Grade 1-4) classified only and no catalogue cards produced, pocket only marked E and symbol of the owning branch, simplified Dewey classification number on the spine and back page of the book.
- c) Material above Grade 4 level is catalogued and classified, cards are produced as for adult material.

During 1971 Mr. Stanley Algoo was appointed to the department's staff as cataloguer, Librarian I and the department operates now with three cataloguer librarians. The production of the department as compared with 1970 was, total number of items catalogued in 1970 (22,870) and in 1971 (23,744).

Although this figure compares favourably with the 1970 figure, the department could have handled more material if there had been a more even flow of incoming books. (see attached statistics)

INTERLOAN DEPARTMENT

During 1971 again a substantial increase in requests was shown. The total number of requests filled was 58,833 (1970 - 47,594, 1969 - 44,330). This is an increase of 11,239 in one year or a better than 23% increase compared to 1970.

The traffic over our teletype network has grown to such an extent, that it was not possible to add the Albert Campbell district library on this general network. To overcome the crowding of the network, it was decided to have a separate network for the Albert Campbell District, and to include in this:

Albert Campbell District Library (with extra teletype), MacGregor, Eglinton Square, Taylor, as well as the Agincourt Collegiate libraries (the latter two were added in December 1971).

The installation of the extra teletype is such that by operating a switch the Albert Campbell District Network may be separated from or become an integrated part of the overall Scarborough Library System network.

These two networks have worked quite satisfactorily till the end of 1971, but we don't know yet, the possible increase in traffic because of the two added collegiate libraries. Indications are that these two libraries will add more to the traffic than R. H. King's statistics indicate.

Our teletype systems are now working, or very closely to, full capacity, and, unless there is further simplification or mechanization, it will be very difficult to add more libraries to the systems.

The Metro Library System is presently investigating further mechanization of the interloan and teletype systems.

If the volume should expand any further in S.P.L., then there will be an inevitable need for extra staff.
(see attached statistics)

ORDER DEPARTMENT

A change in personnel was made at the end of February, 1971, when Mrs. Carol Hayden resigned from the S.P.L. This was a position classed as Technician III. She was replaced with a Technician I (promoted from Clerk III) and the Clerk III position was eliminated in anticipation of mechanical checking of orders. The department has operated since then without this Clerk III position and with only temporary help when required.

It is expected that the mechanical checking of orders will start at the end of March.

The present supervisor will be on maternity leave from January - May 1972, and the department will operate with a part-time clerk I until May, under the supervision of the Co-ordinator of Technical Services (Technician IV), Mrs. Mavis Robinson, who is well informed about the problem of changeover to mechanical checking in the department.

There should not be too many problems in the department, because a substantial part of the 1972 budget has already been ordered.

There will be an increase in the workload, of course, because of the capital budget for the new Cliffcrest Branch.

CIRCULATION CONTROL DEPARTMENT

The circulation control department showed fairly well the same picture as in other years. The number of overdue notices mailed has substantially increased. Because of less information typed on notices, these can be typed sooner than before, hence increasing the number of notices.

In October, we were notified by the Bank of Nova Scotia that their charges would double as of October 1, 1971, triple as of February 1, 1972, and quadruple as of July 1, 1972.

The decision was made to change over from the Micr card system to an IBM 51 column punched card system. This system is being handled by the Seneca College of Applied Arts and Sciences.

The cost is comparable to our cost as it was with the Bank of Nova Scotia before their price increase, and the total cost of cards and computer time is equal to the Micr system cost. The width of the punched cards is a point of advantage, as they will not slip out of the bookpockets as easily as the Micr cards.

The workload has increased and will increase in relation to the circulation of the Albert Campbell District Library.

Long overdue material is now being collected under the provincial/municipal work creation project.

Marius Post
Administrator of Technical Services

CATALOGUE STATISTICS FOR THE YEAR 1971

<u>TITLES</u>	<u>New</u>	<u>Repeat</u>	<u>Total</u>
Adult non-fiction	11,317	3,403	14,720
Adult fiction	1,699	338	2,037
Juv. fiction	318	265	583
Juv. non-fiction	1,275	970	2,245
Total titles			
(Full cataloguing)			19,585
"Easy book" titles			361
"Picture book" "			589
Total book titles	20,535	-1971 (22,434	-1970)
Catalogued cassettes	512	"	95
Catalogued records	2,549	"	170
Microfilms	83	"	121
Audio tapes	21	"	9
8 m.m. films	44	"	41
Total items catalogued	23,744	-1971 (22,870	-1970)
<u>BOOKS</u>	<u>New</u>	<u>Repeat</u>	<u>Total</u>
Adult non-fiction	24,258	7,460	31,718
Adult fiction	6,806	956	7,762
Juv. fiction	1,290	1,037	2,327
Juv. non-fiction	4,701	2,983	7,684
Multiple copies (Full cat'guing)			49,491
"Easy books" mult.copies			1,414
"Picture bks." "			3,505
Total multiple books)	54,410	-1971 (42,601	-1970)
Catalogued cassettes	512	"	95
Catalogued records	2,549	"	170
Microfilms	83	"	121
Audio tapes	21	"	9
8 m.m. films	44	"	41
Total multiple copies	57,619	-1971 (43,037	-1970)
catalogued			

MATERIAL GOING THROUGH TECHNICAL SERVICES REQUIRING PROCESSING AND/OR TYPING WORK

Uncatalogued records	1,519	-1971	(1,842	-1970)
Uncatalogued cassettes	432	"	307	"
Paperback books (incl. 45,313	"	"	35,352	"
793 Foreign)				
Pamphlets	5,619	"	2,482	"
Pic-a-pics	183	"	-	"

INTERLOAN STATISTICS FOR 1971 (LISTING 1970 ALSO TO COMPARE INCREASES)

	1971	1970
Total requests <u>filled</u>	58,833	47,594

(Increase of 11,239)

Breakdown:

Interlibrary Loan (ILLO) requests filled, located via the Metro Teletype Network

	1971	1970
	3,145	2,620

(Increase of 1,525)

Branch to Branch spontaneous requests filled, located via "SIN" or the District Network, material forwarded direct to the requesting branch bypassing the Interloan Dept.

	1971	1970
	13,853	10,921

(Increase of 2,932)

Request filled in response to daily block transmission. Interloan Dept. sending post card to inform patron material is now available.

	1971	1970
	41,835	34,012

(Increase of 7,823)

During the year 22,343 "location requests" were transmitted via teletype from the branches for spontaneous requests, material was supplied to 13,853

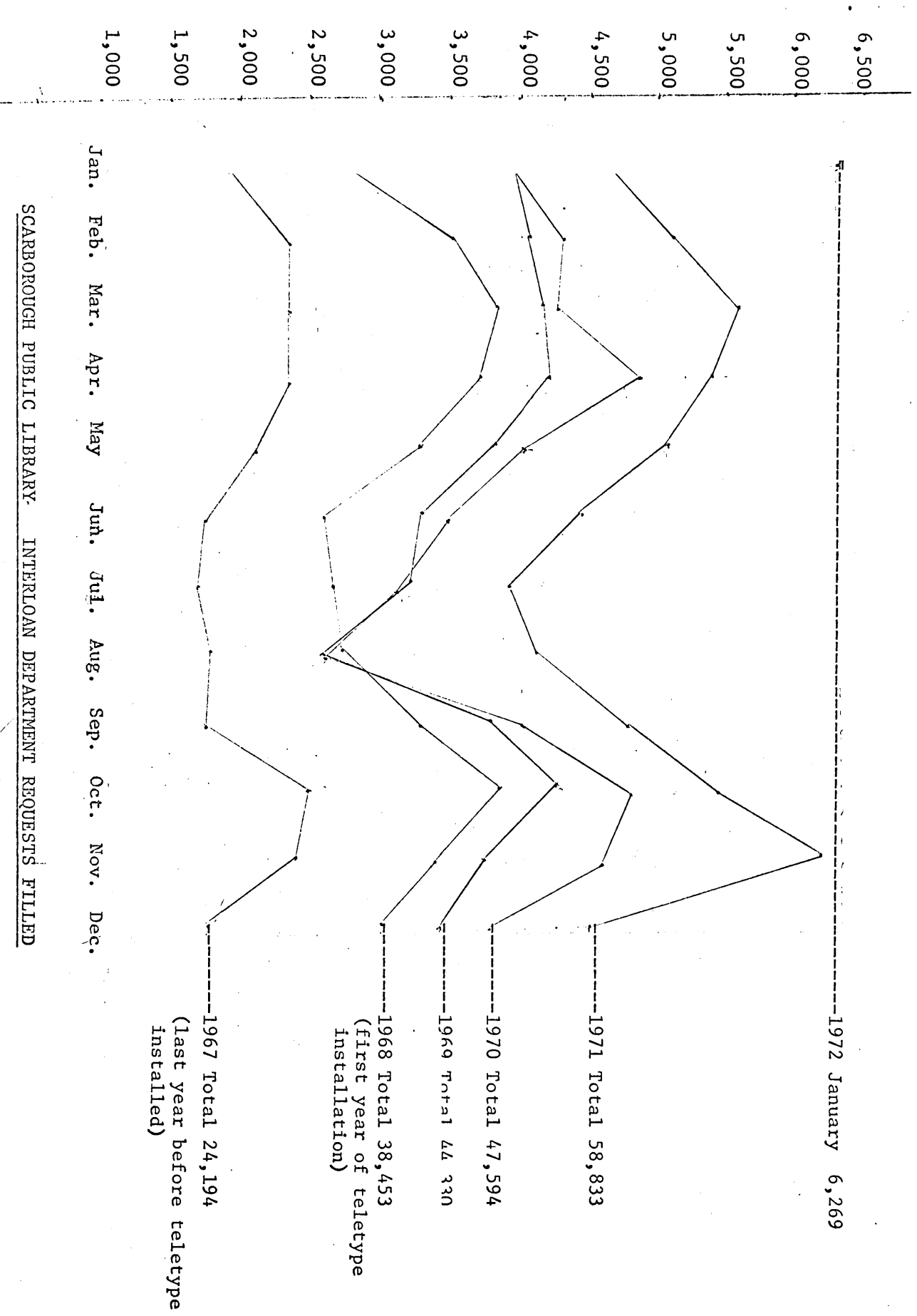
46,063 request slips were sent to the Interloan Dept. from the branches and Bookmobiles, 44,980 were filled.

2,992 notices were sent to patrons informing them their request was not available.

29,222 requests were transmitted from the Interloan Dept. to the branches on the morning "block transmission".

3,211 requests were transmitted from the Interloan Department to Metro for ILLO search.

1,795 film requests were transmitted from the Interloan Dept. on the Metro Teletype Network.



STATISTICS FOR THE ORDER DEPARTMENT 1971

Value of orders placed during the year:

	<u>1971</u>	<u>1970</u>
BOOKS	\$359,374.74	\$355,434.10
FILMS (16 m.m.)	24,852.75	28,173.39 (total non-print)
FILMS (8 m.m.)	327.70	
MICROFILMS	1,178.25	
RECORDS	29,179.56	
CASSETTES	7,496.83	
TAPES (AUDIO)	36.00	
TAPES (VIDEO)	1,458.00	
PRINTS		
	<hr/>	<hr/>
	\$423,903.83	\$ 383,607.49
PAPERBACK SENT TO BINDERY 3,658	<hr/>	<hr/>

Value of orders received during the year:

	<u>1971</u>
BOOKS	\$238,566.67
PAPERBACKS	36,117.84
FILMS (16 m.m.)	22,776.62
FILMS (8 m.m.)	315.35
MICROFILMS	1,178.25
RECORDS	17,367.58
AUDIO TAPES	764.98
CASSETTES	6,024.57
VIDEO TAPES	<hr/> 1,646.64
TOTAL	\$324,758.50

STATISTICS FOR THE CIRCULATION CONTROL DEPARTMENT 1971

	<u>1971</u>	<u>1970</u>
Post card notices mailed	37,705	25,066
Invoices mailed	14,255	3,144
Delinquency File (S.P.L.)	413	339

NOTE:

During 1970 all information regarding author, title, etc., was typed on the post card notice. The invoice was typed after the collector had failed to obtain the material from the patron.

In 1971 the post card notice has the printed message on to tell the patron they have overdue material from the S.P.L., only the transaction card number and patron's name and address have to be handtyped.

Invoices are sent to all overdue loans before the collector calls on the patron.