

scarborough public library



ANNUAL REPORT 1972

SCARBOROUGH PUBLIC LIBRARY

1972

A REVIEW OF THE YEAR

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ANNUAL REPORT OF THE DIRECTOR 1972

During the past year our main preoccupation was with library organization, research, and planning for future expansion.

The year's activities are outlined in greater detail in the attached reports of the Administrators and Co-ordinators. I would urge the Board Members to read them as they give a good picture of our accomplishments as well as problems and inform the Members on all important aspects of our work.

Library Organization

Early in the year the new Public Services Division was created, amalgamating branch services with the Bookmobile Department. This change provided the framework for more effective planning of public services, staff utilization and control of collections.

With the opening of the Clifcrest Branch, the Albert Campbell District has now five service outlets. This number is adequate to serve the area population, for the time being.

Bendale Branch was placed under the management of the Cedarbrae District and this brought up the total of service outlets to four in this District. With the increased building activity in the southeast part of the Borough, more branches will have to be established in the District in the not so distant future. At present the Morningside Branch bears the brunt of the population increase. With the planned move of the Highland Creek Branch into larger premises, the pressure on Morningside Branch will be partly alleviated.

The district libraries as administrative units have worked out well. Frequent staff meetings on all levels and staff exchange programmes have created an awareness of our total resources and services. The staff has responded well to the exchange programme and has brought forward many suggestions for improvements beneficial to the whole system. The Agincourt Branch, the "loner in the North", is participating in all programmes representing the 'third district'.

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It is not too early to plan for the northwest district library - more so, because the Agincourt Branch is bursting at the seams through heavy use. The circulation at Agincourt is exceeded only by that of Cedarbrae and is still on the increase. Users constantly complain about the inadequacies of the collection and lack of space for programmes and services. The new library facility will be planned with the participation of community residents so that it will correspond with the expectations and perceptions of the users. The liaison established with the citizens in the Clifcrest area prior to the opening of the new branch there clearly demonstrated how beneficial this kind of co-operation can be in establishing a meaningful library service in the community.

Our experience with the two existing district libraries indicates that we need a simple commercial building on several levels with open space to allow for a flexible arrangement of our multi-media collection. We need an indestructable multi-purpose room which can be turned into a number of small study or meeting rooms so that many group activities can take place simultaneously. The building has to be wired for sight and sound throughout, and our equipment pool has to be enlarged to provide rentals of portopaks, video and audio playback equipment as well as film projectors. The collection will also include a larger proportion of microforms (miniaturized books and microfiche) to save shelf space and allow for quick updating of material. We hope that the book catalogues soon replace the card catalogues for easier access to the bibliographic information. This will be the end result of mechanized technical services, hopefully Metro-wide. We also have to design more effective circulation control methods to reduce the loss of materials.

The increased use of part-time staff employed for peak hours of service was initiated in the fall of 1971 to reduce the full-time salary budget. This plan has been only partially effective. The work of part-time clerical and technical assistants fits in rather well without any great disruption in supervision and in-service training. The use of part-time professional librarians has not been successful. The district heads complain of difficulties with supervision and in-service

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scheduling. The 'part-timers' have no opportunity to familiarize themselves with new materials and on-going programmes. There is a lack of liaison with the full-time staff, which makes the part-time librarians feel isolated from the library administration and activities. They feel they are working "out of context". Furthermore, we seem to lose the part-time librarians at an alarming rate as they find full-time positions. This large turnover places an additional burden on the supervisory personnel.

The negative aspects of using part-time trained librarians have made it necessary to review the requirements of our full-time professional establishment. To maintain the quality of service, it will be necessary to add to the number of professional librarians, particularly in the face of the greatly increased information questions (almost doubled in 1972) and circulation. At the present time we have thirty^{three}~~four~~ professional librarians on our staff, including three Administrators. Our full-time establishment as of January 1st, 1973, is 174.

The professional librarian plays an increasingly demanding role as interpreter of the changes in society. He is constantly challenged by the ever-increasing fragmentation of knowledge which goes hand in hand with the built-in obsolescence of materials published. It also seems that the changes in social environment have created public awareness in immediate things only, a trend which is enhanced by the media bombarding us constantly with new messages.

Our professional staff has been greatly involved in the continuous evaluation of our services. During the past year they met with the Administration in a series of meetings to discuss the various aspects of their work and their perception of public libraries in the modern society. The outcome - Statement on Objectives - mirrors their views on what our service should be and what means we have to use to achieve these objectives.

A close identification of all staff members with Scarborough Public Library and its objectives

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has lead to involvement with community groups and interest in what is happening in our Borough. The staff also participates in the programmes of the library organizations - OLA, CLA, IPLO. Scarborough Public Library was well represented in the workshops and seminars organized by these organizations in 1972.

Research

To provide us with means to evaluate our present services and make plans for the future, a number of research projects were completed in 1972. With the funds received through the Provincial/Municipal Employment Incentive Programme we conducted a survey of library users in the Borough. Two other studies were undertaken: 1) a survey of a selected group of community spokesmen in the form of taped interviews, for their assessment of library services in their communities; and 2) a survey of non-users, randomly selected residents in several areas of the Borough. The report on the findings of the User Survey was published in 1972. The others will be published in 1973.

The rationale for the Survey grew out of concern for reader reaction to our present services. We wanted to get some feedback of the effectiveness of our services and collections, and a profile of our present user - his age, background, interests and whether he was aware of the total services offered. This body of information received about our clientele and the use made of our libraries will have a marked affect on library services in the future. The report has been studied by our professional and supervisory staff who have already enacted some of its recommendations. It is a significant planning tool for us as well as other library systems, a fact which is brought home by the numerous requests for copies of the report received from other libraries.

The funds from the Provincial/Municipal Employment Incentive Programme enabled us to conduct another survey dealing with the narrower aspects of services to senior citizens and housebound readers. The findings helped us to determine the extent of services needed, the type of material required and the special problems of the users. The Bookmobile Department also surveyed its users

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in regard to the needs for foreign language materials. The result was a better utilization of the foreign language collection by the bookmobile users.

In addition to the above, two in-house experiments were undertaken:

The 4-Day Work Week. The idea was initiated by the Administration with strong interest and support from the staff. The objectives were to increase the productivity, reduce absenteeism and boost staff morale. The experiment was conducted between March and October, 1972, and included all branches and departments with the exception of the Administrative Offices. As the disadvantages of the 4-day work week far outweighed the advantages, the project was discontinued. Further study is needed into the relationship of all departments, and the supervisory aspects relating to scheduling before the programme could be reconsidered.

Youth Activities Programme at the Albert Campbell District Library. This programme could be termed as an "experiment" in community involvement. Funds to operate this project were received from two sources: 1) Provincial/Municipal Employment Incentive Programme from January to June; and 2) The Youth & Recreation Branch of the Ministry of Community and Social Services from October (this special grant was obtained for us by the Borough Recreation & Parks Department).

The Future

The User Survey has given us an insight into the direction we should take in strengthening and developing our services. But what about the potential users in areas which at the present time have no library services? The senior staff has been very much involved in planning for services in areas where no branches exist and I have kept the Board informed of our aspirations and projects.

All our efforts are geared to provide the community with an effective knowledge centre to help the individual in his lifetime self-development activities. To a more practical end, Scarborough Public Library has been involved in the production of the Metropolitan Toronto Continuing Education Directory since 1970. In 1972 we co-operated in the production and distribution of the Scarborough

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edition of the Directory which lists the courses offered in the Borough.

The role of the library as an informal education agency has been recognized by the Commission on Post-Secondary Education in Ontario. The recommendations outlined in its final report "The Learning Society" stresses the need for widening the spectrum of educational opportunities. The Members of the Commission propose the integration of programmes offered by the formal educational institutions with the educational activities of libraries and other cultural institutions. The objective is to provide the individual with the widest possible choice of services. Our multi-media collections and development of programmes for individual self-advancement places us in an advantageous position vis-a-vis the recommendations in the Commission's Report.

The recognition for the public library as an educational agency is long overdue. Hopefully it will result in strengthening the financial base of the public library with increased provincial grants for the services rendered.

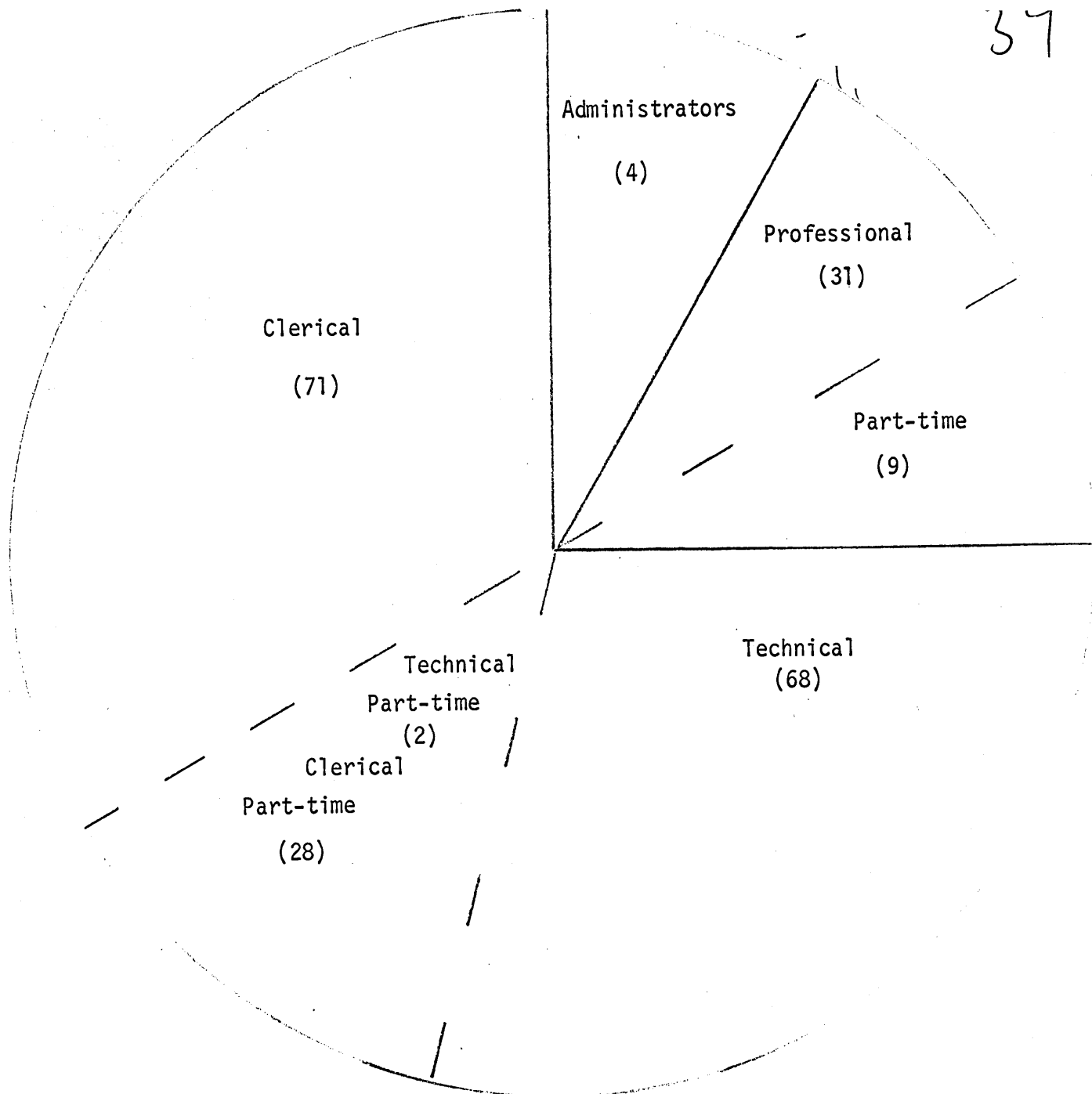
1972 was a busy and successful year. All the accomplishments were due to the expertise and hard work of the entire staff. To them go my thanks.

I wish to thank the Board for their support, encouragement and counsel to me and my staff which enabled us to carry out our programme in a spirit of optimism.

Helen Peterson,
March 14/73.

January 29, 1973

1973 ESTABLISHMENT



ANNUAL REPORT OF THE COMMUNITY DEVELOPMENT & PROGRAMME CO-ORDINATOR 1972

To what extent can programming demonstrate the link a library has with its community? To what extent can a library interpret and reflect recognizably its community's needs and interests through programming?

These two questions comprise the force of direction for programming, 1972. The groundwork was laid in preceding years through the emphasis on involvement with other groups, agencies and individuals in the community with similar concerns. Information - current, alive and useful - has always been a major thrust of SPL programming purpose.

In 1972 a new dimension was developed - programming as an integrated service component. The necessity for branches to respond to community needs and interests is being felt to varying degrees throughout the borough. The information gathered by the media and local agencies on the character of neighbourhoods and communities has enabled us to see the diversity and multiplicity growing in the borough of Scarborough. One would expect that a healthy sign of our response to this fact would be a range of programmes so wide that there would be no apparent connection among them.

At one end of the spectrum within this range, the distinction between a 'programme' and a service becomes blurred. This develops when the programme itself is meshed with the fabric of the total service pattern offered and where it functions as one of the reactions of that library to the necessity to respond. The programme then becomes that library's expression of interaction with and concern for the interests and needs of its community.

One of the best examples of this new dimension is the 'Orientation for New Canadian Women' programme. It is cosponsored by the YWCA and the Citizenship Branch and has been running on a weekly basis since it was begun in March, 1972 at the Albert Campbell District Library. The programme has at its very base the principle of community participation. A committee of residents and professionals meets regularly and the direction and content of the programme sessions are determined by those women who attend.

The role of the library was that of a catalyst, joining together those concerned and the agency empowered to act. So, the location of the programme is the library but outside personnel run the sessions - how does the library really fit in?

- a special baby sitting service for children of any age was started so that no woman would be prevented from attending.
- the children's department established an additional pre-school story hour tailored to the needs of the children aged 3-5 years.
- students of a community work course of U of T School of Library Science were assigned to a 3-week field work exercise doing

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outreach for this programme, calling door-to-door in the area.

- library staff with special skills were assigned to work with this group.
- all library resources (especially films, language recordings and information relating to their concerns) have been brought into play.

This skeletal enumeration of the functioning of separate areas of staff cannot begin to convey the total effect when taken together. However, it is possible to see how the programme has become integrated with the day-to-day operations and services of that library. In addition, the programme has been given the status of service by members of the professional community and is supported as a vital link in the total range of community services - not to mention how the women in the programme feel about it.

The number of this type of programme is increasing and, most likely, will continue to do so. Some examples include the course in community cable television, the Youth Activity Centre and the daytime discussion programmes at various branches.

Attached is a list of the many diverse programmes most successfully received during 1972.

W. Wright
February 6/73.

HIGHLIGHTS AND LANDMARKS OF PROGRAMMING AND COMMUNITY SERVICES, 1972

The Youth Activity Centre at the Albert Campbell District Library, funded through the Provincial/Municipal Employment Incentive Programme, began in mid-January with a full range of activities - creative drama, handicrafts and videocamera training.

The CRAFT FESTIVAL organized by the Morningside Branch enabled three organizations to demonstrate their skills - the Recreation & Parks Dept., Guildwood School of Arts and Crafts, and the Treadle Trompers to over 500 men, women and children who attended (January 7th).

One of the outstanding events of the year was the GREEK FOLK DANCING FESTIVAL at the Albert Campbell District Library (February 10th).

HOW TO START AND RUN A SMALL BUSINESS uncovered a few hundred people with aspirations in this area. The 3-week series was presented at the Cedarbrae District Library by Mr. William Smith, Consultant, Ontario Development Corporation (February 8th, 15th and 22nd).

THE INCOME TAX DILEMMA - a two-part series covering general interests and the more specialized area of Capital Gains Tax (Morningside, February 17th and Cedarbrae, March 2nd).

JAZZ HERITAGE was an evening of pure nostalgia. Short films and excerpts from films of the great names in jazz with commentary by John Norris, Editor of CODA Magazine, were featured in this successful Albert Campbell District Library programme (March 16th).

The weekly programme, ORIENTATION TO CANADIAN WAYS OF LIFE, was introduced at the Albert Campbell District Library in co-operation with the YWCA and the Citizenship Branch of the Provincial Government (March 9th).

Lawyer, Harvey Finkelstein, brought people up-to-date on the subject of WILLS & ESTATE PLANNING at the Agincourt Branch (April 18th).

SYMPHONY STREET at Cedarbrae District Library featured flutist, Keith Girard of the Toronto Symphony Orchestra, in a unique musical learning experience (April 29th).

TWO DAYTIME DISCUSSION GROUPS were begun during May at the Albert Campbell District Library, preceded by three weeks of outreach by U. of T. School of Library Science students (Week of May 15th).

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HIGHLIGHTS AND LANDMARKS (Cont'd)

OPEN HOUSE at the Albert Campbell's Youth Activity Centre attracted parents and professional youth workers alike to see demonstrations of crafts by teenagers and the display of completed projects (May 23rd).

Summer exhibits throughout the system were arranged to cover both July and August:

"KEEP ME WARM ONE NIGHT" - an exhibition of early Canadian handwoven textiles, Cedarbrae.

MAKONDE SCULPTURE FROM TANZANIA - wooden and stone pieces, Bendale.

KONIVSKY, Canada Council grant winner, displayed sculptures in wood, metal and stone, Albert Campbell.

The demonstration of BALINESE DANCE added a further dimension to the already beautiful exhibit of BALINESE ART at Cedarbrae during September (September 15th).

Chess expert WALTER DOBRICH attracted 150 enthusiasts to Cedarbrae for explanations demonstrated on a 4 ft. square magnetic board (September 19th).

The YOUTH ACTIVITY CENTRE resumed its functions at the Albert Campbell District Library in October due to a grant from the Youth & Recreation Branch of the Department of Community & Social Services of the Provincial Government (October 16th).

PRESSURES OF MODERN LIVING with Psychologist, Vera Denty, ran ten weeks at the Cedarbrae District Library, covering emotional kinds of stress in business, the community and the home (October 11th-).

Albert Campbell District Library brought in popular car expert, RAY STAPLEY, to care for the auto ailments of over 80 people, a task in which Stapley delights (October 17th).

What is a year without WINEMAKING? We may not know for a while for this subject still seems to be much in demand. This time Morningside Branch coupled it with BEERMAKING (November 16th and 23rd).

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HIGHLIGHTS AND LANDMARKS (Cont'd)

MERTON CHAMBERS' colourful batiks were strategically placed at Albert Campbell and seemed to fit right in so that one felt as though something was missing when they left (November).

THE CROSS-COUNTRY SKIING programme at Cedarbrae made its mark when 175 information seekers turned up to hear Mr. William Hearn, Toronto Ski Club (November 27th).

One of SPL's few annual highlights always falls in December - the SENIOR CITIZENS' CHRISTMAS PARTY at Bendale. For the fourth year, members of the community, local businesses and the Toronto Musicians Association combined their efforts for one of the happiest parties of the season (December 12th).

The year was topped off by the spectacular 'FESTIVAL OF TREES', organized by the children's librarians of each branch. For the whole month of December, the public was treated to the celebrations and customs of ten different countries.

Bendale Branch continued its very popular regular programme 'Book-in', now with a following of over fifty and began a new one 'Music Appreciation' which too gained an immediate following.

W. Wright
February 6/73

ANNUAL REPORT OF PUBLIC SERVICES ADMINISTRATOR
1972

Statistics-wise the Scarborough Public Library prospered in 1972. We started a new branch, Cliffcrest, and Albert Campbell District Library (opened Fall, 1971) became an integral part of the library system. The staff, the most important aspect of any enterprise, continued to be involved which means that they are interested people. They are definitely pushed - I don't suppose that any municipal service outlet in a developing area is anything but pushed. Schools, parks, sewers, municipal government itself are running inches ahead of the "settlers". It's an axiom of development that sewers, roads, food outlets run ahead of or parallel to the new housing but that the centres for the mind and the soul bring up in the rear. Who can gainsay it? It is true, however, that once installed in their new environment the people start to look around and wonder "is this it?" which is the beginning of community action and a demand for flesh on the bones of a 24 hour day.

As a library system attempting to look outwards beyond its buildings and its books, Scarborough Public Library is still flexible enough to become immersed in the community at large. It really attempts to be a reflection of Scarborough, to anticipate and respond to needs and desires here. It is much easier not to - to simply buy what is recommended in the so-called library tools - most of them published in the U.S. and G.B. To find Canadian material and to be assured of receiving it needs a vigilant eye and a dogged disposition. To acquire reports, briefs and any other information relating to Metropolitan Toronto and Scarborough is like pulling teeth. Fortunately we have people who extract the material and who see that it is put where it is most needed.

As administrator of public services, my concerns are personnel, services, collection and planning, in that order. "People problems" probably consume most of

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an administrator's time in any organization. Our needs demand flair (staff are "on stage" eight hours a day) efficiency (background work must be accomplished simultaneously with floor duty) sympathy (for lost souls) empathy (for other staff members) and (presumably the *raison d'être* of the library business) knowledge and the cunning to extract it. The personnel officer is a good right hand smoothing the way for interviews, staff exchanges, etc., and leading us through the labyrinth of government regulations.

"Services" means oiling the machine and being a trouble shooter when the oil is forgotten. Services must run smoothly - the effort must be non-evident - nothing must seem to come between the client and his wishes. Being a lending agency means built-in frustration. Technical Services Division and the Business and Maintenance Department help smooth the waters here.

Acquiring and maintaining our collection - books, films, cassettes, recordings, periodicals, pictures - is really safeguarding our bread and butter. There is never enough money to buy what we feel the people of Scarborough want so the collection coordinator has to keep a wary eye on the orders, balancing them to keep the whole collection fresh.

Planning takes a fair amount of time especially if a new branch is in the offing. It also means that the Administrator of Public Services must be aware of what is in the Planning Board Minutes and judge whether a new branch or a bookmobile stop will be called for in the near future. The Bookmobile Supervisor is most knowledgeable about population trends in the Borough.

When all is said and done, it's through the staff in the public service outlets - the branches and the bookmobiles - that the library lives or dies in the community. These people work with the public whether face to face or on the teletype or on the 'phone

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day in and day out. Their good humour must be unfailing, their knowledge broad and their physical stamina great. They work with shut-ins, the handicapped, the student, the scholar, the homemaker, the little kids, the businessman, the hobbyist, the irate and the nuts. They produce for people who just want "a good book" (to discern what that might be is an art in itself), they search to find out "whether a boat stays on the bottom when it sinks", to unearth on microfilm a hazily remembered article in the "Globe and Mail", to produce an evening of films for a church group, to answer a need for a programme of local or borough-wide interest, to buy material right across the board to answer future needs - in short to produce a total information system. They strive to do these things in the face of all sorts of counter-irritants - repairs to buildings, running children, flat tires, "impossible directives from the Administration Centre", lack of sufficient staff during various flu epidemics, not enough or too many meetings and the universal fouled-up communications lines. That our circulation continues to rise, the number of information questions climbs, film and programme audiences increase and we are constantly called by other library systems to find out how we handle new services means we continue to make an impact.

In 1972 the professional librarians battled through a series of meetings to produce goals for the system and by doing so gave meaning to the day to day tasks. The provincial-municipal incentive plan provided extra staff to enable us to look at ourselves through a user survey. In-service training began to take some shape and the ground rules for a much wider programme were set. An experiment with the 4-day work week stimulated much discussion and activity. A lot of people attended a lot of meetings and workshops outside the system - interest was high in what was happening elsewhere. I attended the

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International Federation of Library Associations Conference in Budapest - a very stimulating event indeed and one which brought home the fact that the Scarborough Public Library is doing as well as other advanced libraries and a great deal better than some.

Attached to this report are the statistics - a distillation of monthly figures produced by the Public Services secretary. They describe numerically the variety of activities a modern library provides.

Diana Mason,
Public Services Administrator.
February 6, 1973.

TOTAL CIRCULATION OF ALL ITEMS

	1972	1971
BOOKMOBILE	272,159	317,577
AGINCOURT	337,620	320,003
CEDARBRAE	605,828	655,174
BENDALE	196,919	217,462
HIGHLAND CREEK	91,632	94,268
MORNINGSIDE	230,310	231,604
A. CAMPBELL	295,063	87,320 (opened 9/71)
CLIFFCREST (opened 10/72)	33,242	-
EGLINTON SQUARE	208,495	227,122
McGREGOR PARK	177,380	195,389
TAYLOR	93,713	110,583
TOTAL FOR YEAR	2,542,361**	2,456,502

HARDWARE**

16mm Projectors	1,313
8mm Projectors	224
Opaque Projectors	40
Carrousel Projectors	24
Viewlex Projectors	191
Screens	443

FILMS**

16mm	SPL	10,881
	AVS	1,412
	Other	376
Loans to other Library Systems		1,764
8mm special Birthday Collection		974

<u>PROGRAMMES IN BRANCHES</u>	<u>6,020</u>	Total Attendance	<u>95,461</u>
Programmes Adult	512	"	18,400
Juvenile	4,646	"	57,946
Films Adult	664	"	12,382
Juvenile	198	"	6,733

(191 Filmstrips - Viewing Audience 2,257)
 14,433 16mm Films - Viewed by 228,972

SERVICES

Photocopies made	217,544
Audio Carrels used by	10,312
Projector training of	572
Portopac training of	30
TV Viewing Monitors	
(Cedarbrae - Adult 664 Juvenile 742)	
Viewing Carrels (A.C.)	7,178
Use of earphones (Cedarbrae Children's Dept.)	1,248

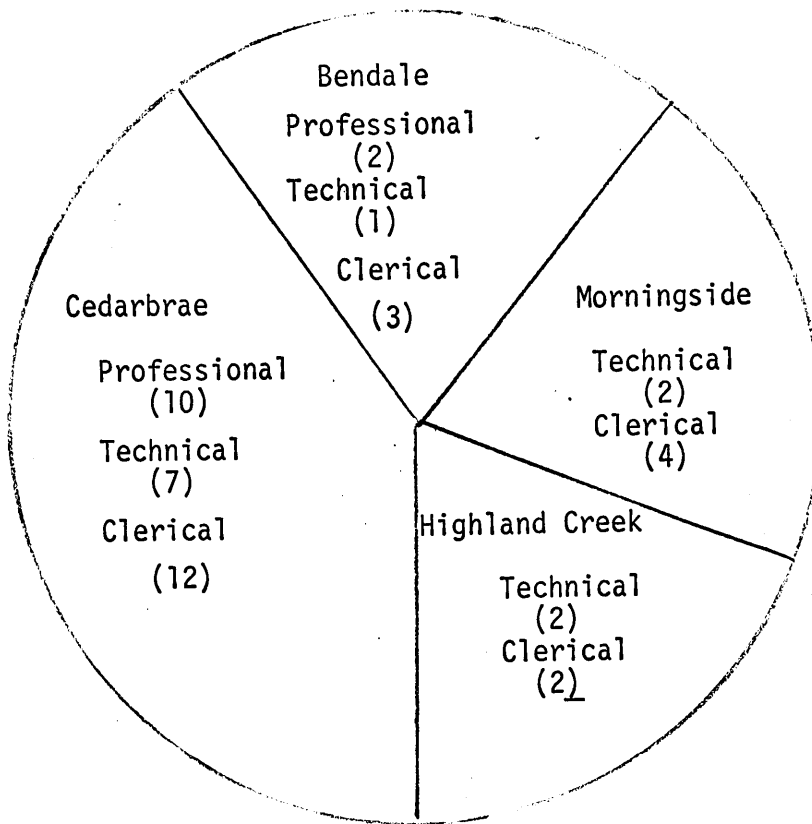
INFORMATION

General Information Questions	100,479
Research Questions	8,011
Telephone Enquiries	<u>64,340</u>
Total Information Questions	172,820

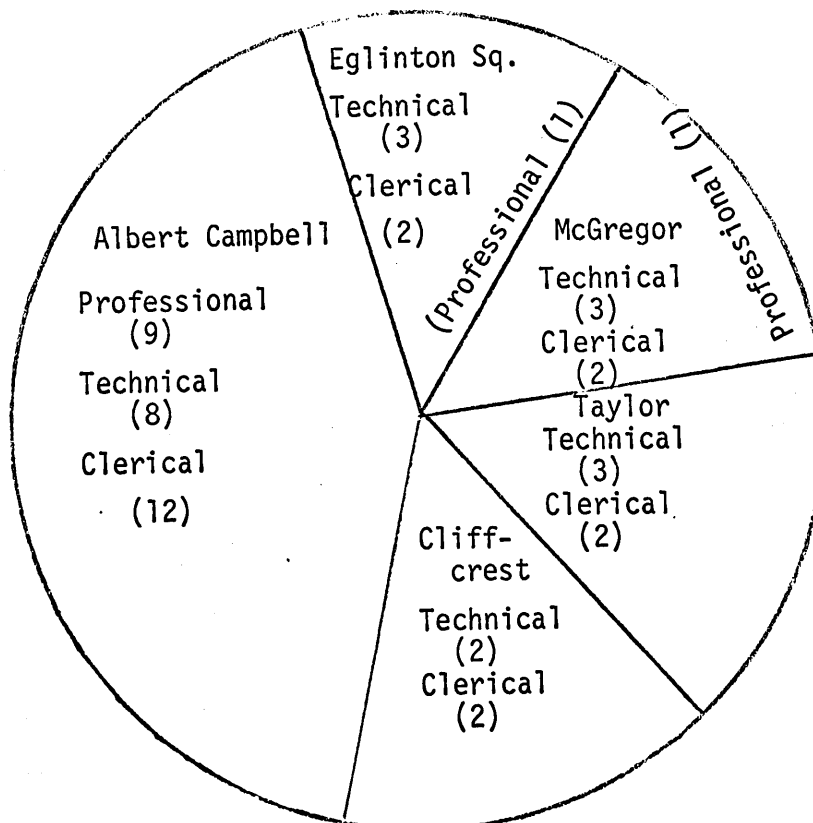
TAPING

Audio Taping	9½ hrs.	Playback	3 hrs. 40 mins.
Video Taping (½")	110 hrs. 50 mins.		
		Playback	73 hrs. 30 mins.
Video Taping (1")	43 hrs. 55 mins.		
		Playback	186 hrs. 10 mins.

CEDARBRAE DISTRICT



ALBERT CAMPBELL DISTRICT



ANNUAL REPORT OF BOOKMOBILE SUPERVISOR
1972

Two staff members, a bookmobile driver and a Circulation Assistant, retired on June 30th, 1972. The driver was replaced immediately but the Clerk III vacancy was not filled until the end of September. Two staff members resigned due to personal reasons. The Department Assistant left us in August and the Senior Technician in the beginning of November. Both vacancies remained unfilled until the close of the year. This situation caused great hardship for everyone in the department. There wasn't enough staff, from July to the end of the year, to cover all the bookmobile stops as well as institutions and also look after the selection of materials for shut-ins. These are some of the reasons for the decrease in circulation from the year before. Birchmount stop was cancelled when Albert Campbell District Branch opened and Cliffcrest stop was cancelled at the end of September. No new bookmobile stops were initiated during 1972.

Service without interruptions was possible because of the good maintenance service the vehicles received from our Maintenance Department and the Borough Garage. Availability of the spare vehicle was also a factor that cannot be overlooked. Two of the three bookmobile units were thoroughly overhauled and now they are as good as new. We took delivery of a new cab in November and gave one old one in exchange.

During 1972 an all out survey was conducted to seek out the bookmobile readers who preferred to read in languages other than English or French. The results have been quite gratifying. With the cooperation of the two district libraries and the Language Centre, we were able to keep readers of Dutch, German, Greek, Gujarati, Hungarian, Spanish, etc. very well satisfied. Our readership in these and many other languages is growing and I do hope our collection is growing too.

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Another area of service - programming - was explored this year. With the limited staff and facilities at our disposal, we organized a creative drama group at 400 McCowan Road, a puppet show at Trudelle Court, a film programme at Teesdale Court, and a film strip story at the Tuxedo Court Nursery School. We plan to continue with programming whenever staff is available. In addition to this, an auxiliary library service was provided to the Meadowvale Public School for the first half of the year. By the fall of 1972 the school had its own library rebuilt.

Our materials budget was quite adequate and we were fortunate enough to get most of the titles requested.

Institutional and Shut-in Service

This service increased by leaps and bounds during the year. The following institutions were added to the list of institutions receiving service from us:

Craiglee Nursing Home
Mini-Skool Nursery School
Palms Nursing Home
Teesdale Apartment Buildings
West Hill Nursing Home

Almost every member of the bookmobile staff is involved in the project. Each one has been assigned one, two, or three institutions to look after. The visits to these places have been fairly regular except when the staff member responsible has been ill or away on vacation.

Some institutions are visited once every week, some once every fortnight and some only once a month.

Most of our institutional work, so far, had been in Homes and Apartments for the aged and Nursing Homes. This year we have branched out into providing library service to all

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residents of an apartment building complex regardless of age. This is at Teesdale Court. This area is cut off from the rest of the Borough in such a way that no library branch or bookmobile stop is within easy approach of it. The service is proving very useful and is well used by the residents.

In the first quarter of the year a house-to-house survey was done in order to locate shut-ins desiring library service. Many requests for service were generated by this survey with the result that we now have approximately 165 active home readers and many more on our waiting list. We could take on a few more readers provided a vehicle, suitable for deliveries, was available to us on a full time basis.

There is urgent need for a typewriter in good working condition as well as shelving for books for shut-ins.

For all of us, in this department, it has been an eventful year and we look forward to 1973 with the same enthusiasm.

S. Dhawan
January 26/73

LIST OF INSTITUTIONS THAT RECEIVED LIBRARY SERVICE DURING 1972

Bendale Acres

Birchcliffe Nursing Home

Craiglee Nursing Home

Extendicare Nursing Home

Guildwood Villa Nursing Home

McClain Park Apartment Building for Senior Citizens

Mini-Skool Nursery School

Palms Nursing Home

Providence Villa Nursing Home

Rockcliffe Nursing Home

Shepherd Lodge

Teesdale Apartment Buildings

West Hill Nursing Home

Woodland Acres Apartment Building for Senior Citizens

BOOKMOBILE DEPARTMENT

<u>CIRCULATION</u>	<u>TOTAL ALL ITEMS</u>
JANUARY	20,365
FEBRUARY	21,104
MARCH	31,483
APRIL	21,578
MAY	22,375
JUNE	33,034
JULY	20,402
AUGUST	20,964
SEPTEMBER	23,884
OCTOBER	22,644
NOVEMBER	20,353
DECEMBER	13,975
<hr/>	
TOTAL FOR YEAR	272,159

Home Readers service grown from 95 in Mar. 1972 to 168 at Dec. 31/72

PROGRAMMES

1	Puppet Show (at Trudelle Court Apartment)	Audience	<u>22</u>
223	Class Visits	Total Attendance	<u>6,130</u>
1	Preschool St. Hr.	Total Attendance	<u>15</u>
1	Film Show at Teesdale Apartment (Ont. Housing)	Attendance	<u>26</u>
1	Children's Special (400 McCowan Rd.)	Attendance	<u>10</u>

BOOKMOBILE DEPARTMENT - STATISTICS

BOOKMOBILES

	<u>1970</u>	<u>1971</u>	<u>1972</u>
CIRCULATION -	319,384	279,391	233,535

INSTITUTIONS

	<u>1970</u>	<u>1971</u>	<u>1972</u>
CIRCULATION -	21,674	31,946	27,692

HOME READERS

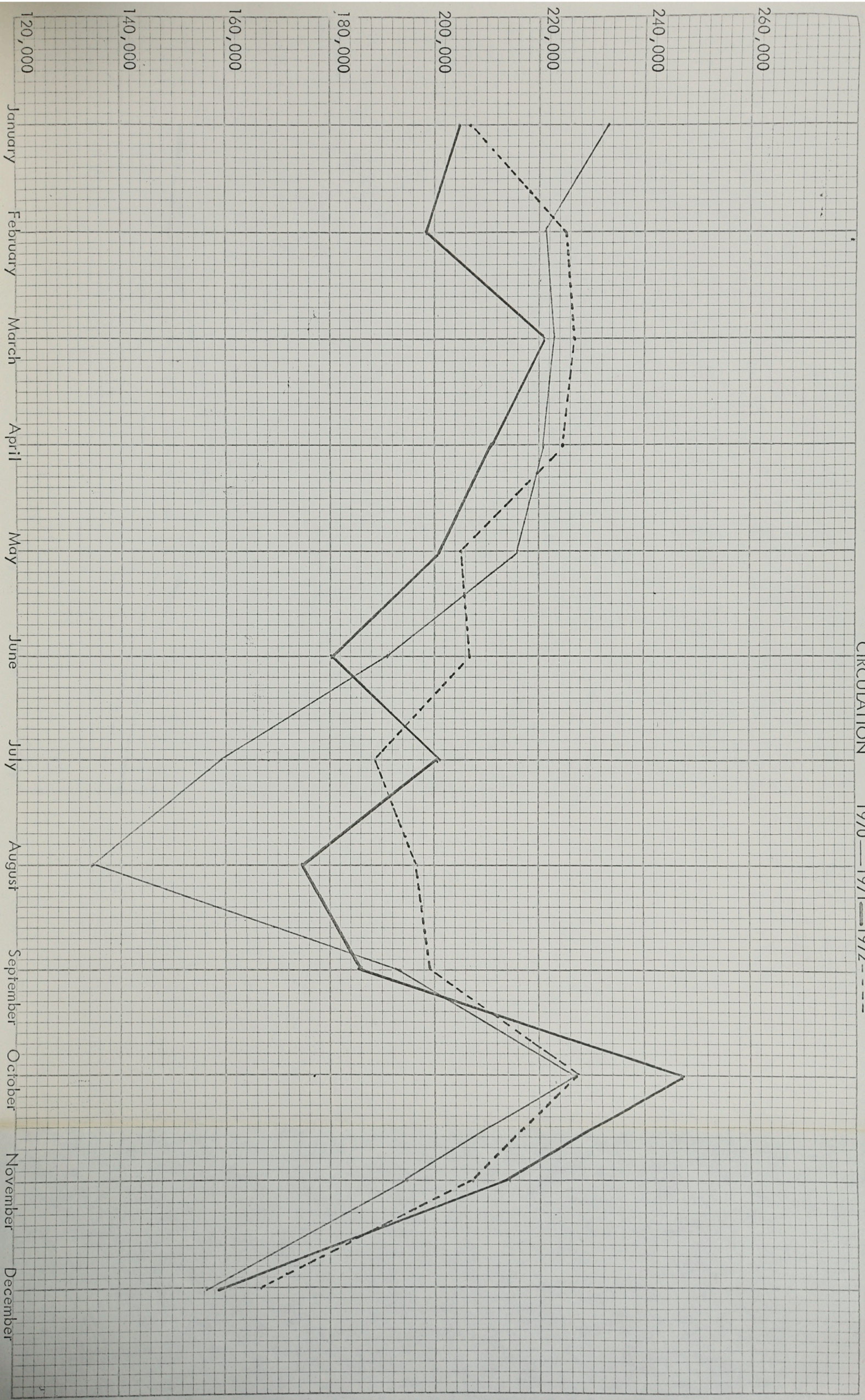
	<u>1970</u>	<u>1971</u>	<u>1972</u>
CIRCULATION -	835	6,640	<u>10,932</u>
<u>GRAND TOTAL-</u>			<u>272,159</u>

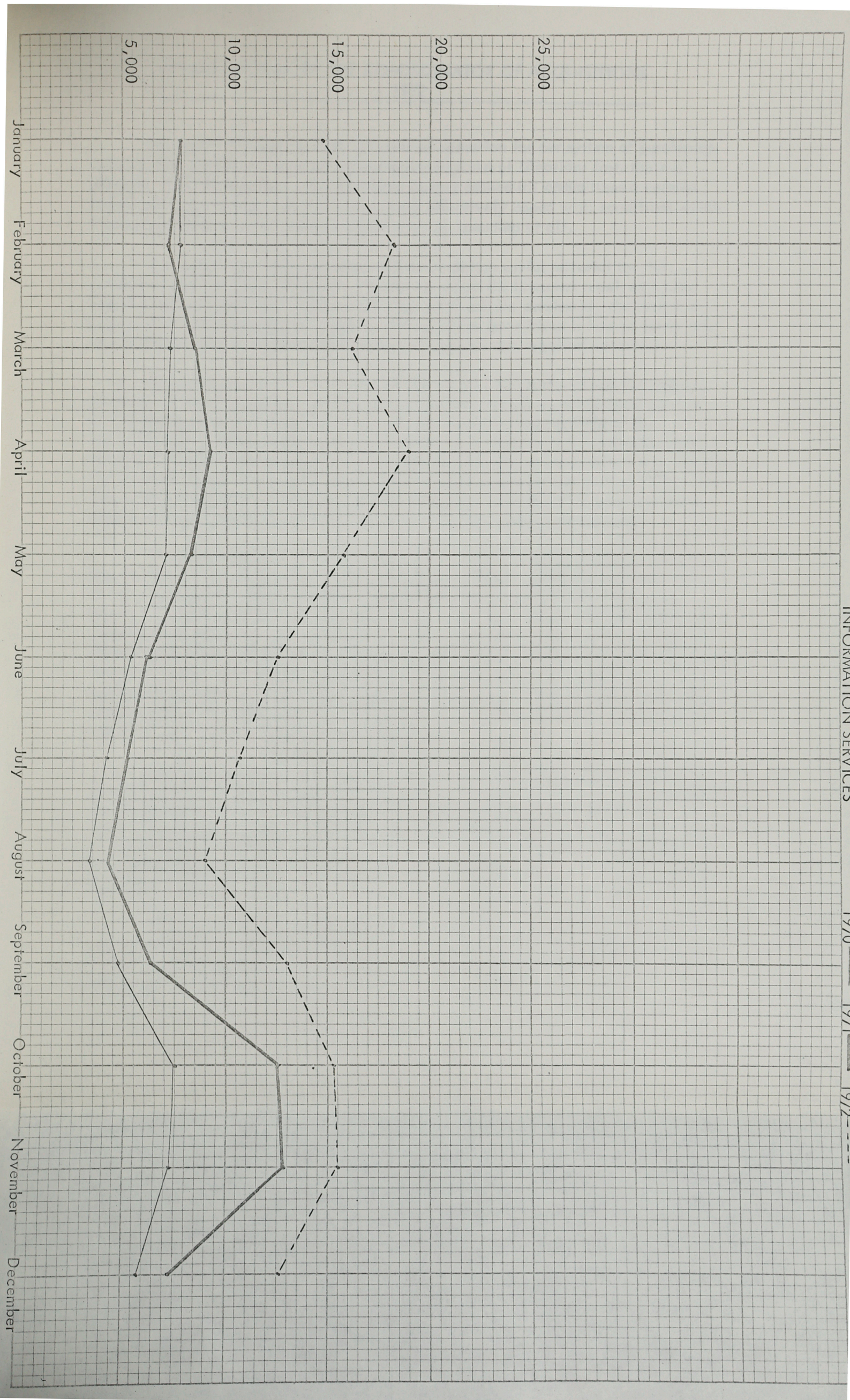
DURING 1972

Total number of Bookmobiles on the road	-	2
Bookmobile stops	-	27 (once a week)
Shut-Ins	-	170 (once every four weeks)
Service to general hospitals	-	0
Service to houses and apart- ments for the aged	-	6 (every week)
Service to Nursing Homes	-	9 (every week)

January 30, 1973.

CIRCULATION 1970—1971—1972----





ANNUAL REPORT OF THE CO-ORDINATOR OF ACQUISITIONS 1972

The year 1972 was the first full year of operation for our system of purchasing material through subject oriented committees composed of librarians from the two districts. The fluctuations of the materials budget caused all committees a certain degree of frustration but, on the whole, they effectively coped with conditions which frequently involved either massive spending or no spending at all.

All committees made consistent efforts to obtain useful material for the neighbourhood branches. There were occasions when the branches received books they did not want but when one considers the total volume purchased, the record is good. The most difficult task faced by the selection committees is how to fairly and most usefully apportion insufficient amounts of popular and required material.

As in previous years, the largest single recipient of material was Cedarbrae. However, when one considers the branch circulation and the demands made upon it as a resource centre, it seems justified. In the rapidly changing field of the Social Sciences, heavy purchasing was required for Cedarbrae if the collection was to be maintained at an acceptable level. Efforts were also made to inject new life into the Science Department and this should be continued and expanded during 1973. The Technology and Business collection at Albert Campbell continued to grow and more people now seem aware of its existence as an important community resource.

The purchasing of material in languages other than English reached an all-time high in 1972. The Italian and Greek collections at Albert Campbell were enlarged to include children's books, cookbooks and other useful items of the how-to-do-it variety. A large number of French books were ordered and it can safely be said that Cedarbrae possesses the nucleus of what can become an excellent source of French Canadian material. Additional languages purchased were German, Dutch, Russian, Hungarian, Ukrainian, Polish and Serbian. Experience has shown that we cannot rely on Metro for popular and current books in other languages. The User Survey clearly indicates the inadequacies of our language collections and the process begun in 1972 should be continued and expanded during the coming year.

The volume of material published in and about Canada in 1972 was tremendous. Canadian books are being reviewed consistently in the daily papers, courses in Canadian Studies and Literature are mushrooming in the high schools and, a few weeks ago, the non-fiction bestseller list in the Toronto Star was 100% Canadian. Although we purchased nearly all the Canadiana we could find, requests from all branches for Canadian material in every field indicate that a wider distribution of available titles is probably called for.

The collection of framed art reproductions housed at Cedarbrae was enlarged considerably during 1972. The emphasis has been on the work of Canadian painters and orders from the National Gallery and the Art Gallery of Ontario are presently being framed for circulation early in 1973.

PAGE 2.

The past year was a record one for the purchase of paperbacks and some of these are being stored for distribution in 1973. The demand for fiction is insatiable and paperback browsing collections seem one way of partially filling the gap. Large print books which may be borrowed by the branches from the Bookmobile Department were ordered on a regular basis.

In the audio-visual field, film purchases were down over the previous two years. However, cassettes were ordered for three new branches; film strips were bought for the Science Department at Albert Campbell; educational toy collections were spruced up; and a large order of recordings processed at the end of the year will be making its way to the branches early in 1973.

Over 20,000 books were withdrawn from branch collections in 1972 - many in pretty disreputable physical shape. Some of the juvenile picture books were sent to the CNIB where they are used to illustrate Braille texts for blind parents to read to their children. Final resting places were also found at the National Library, the Department of Indian Affairs, residences for emotionally disturbed adults and a centre at Long Lac where Indian children come to do their homework. Whenever possible, withdrawn books were transferred to other branches or to the Pool Collection at the Administration Centre. Duplicates and material that no longer moves were put on the Metro Duplicate Exchange List to which all libraries in Metro contribute. The material on these lists is made available first to libraries in Metropolitan Toronto, and then to points in Ontario, Canada and as far afield as India and Africa.

In spite of certain definite achievements during 1972, which must also include the ordering of the Cliffcrest collection, the total picture leaves something to be desired. The User Survey clearly indicated that our collections in many cases are inadequate. The material in our branches is often worn out and read out. Some of these problems are directly related to the limited amount of money available for the purchase of library materials. In the final analysis, the success of our system of purchasing material through subject oriented committees will to a large degree be determined by the amount of dialogue and personal contact which exists between the librarians who do the ordering and the staff in the neighbourhood branches, and this must be a two-way flow if the collections are to be relevant and interdependent. Hopefully, this process will continue to grow in 1973.

N. Hall,
Co-ordinator of Acquisitions.
February 6/73

ANNUAL REPORT OF THE TECHNICAL SERVICES ADMINISTRATOR 1972

Order Department

The main change and improvement in the operation of the order department was the installation of the Mohawk Data Recorder. This was done on consequence of the previous change to mechanical checking of the on order and received material file. The rental cost of the data recorder is shared with our supplier and the cost to us is approximately \$1,000.00 per year and a check run per tape of 500 titles per week is \$25.00 or approximately \$1,250.00 per year.

The major saving in using the Data Recorder lies in the elimination of multiple order forms at an annual cost of \$9,000.00 plus other advantages such as cost saving of typewriter, order file, audit file, cataloguing work slips, etc.

One point of concern was the training of our staff in operating the Data Recorder, but considering the complexity of the machine this was quite successful and the two clerks were able to master this in a matter of weeks.

In general, the operation of this department ran smoothly and, of course, after the opening year of the Albert Campbell District Library, the book budget and hence the pressure on buying materials through the department was substantially reduced.

During 1972 the order department took over from the Business Office the responsibility of the central checking in of all periodicals subscribed to by the Scarborough Public Library.

This has been a frustrating and time consuming operation and plans to mechanize this checking and claiming procedure are presently under study.

Cataloguing Department

The highlight in 1972 was the introduction of the new 18th edition of the Dewey Decimal classification, which contains expansions for new subjects as well as for old

PAGE 2.

subjects not adequately covered in the earlier edition. The new edition has a net increase of 1,848 entries, 396 relocations and 14 classifications with new meanings.

During 1972 the department started cataloguing videotapes and library programmes taped on cassettes. Catalogue cards for these two types of material are provided for the two district libraries (Cedarbrae and Albert Campbell) as well as the Agincourt Mall branch.

There has been a marked increase in cataloguing foreign language books and especially for books in Greek and Italian for the Albert Campbell District Library.

The opening of the Cliffcrest Branch, of course, created a greater demand on the department but was compensated for by the reduction of acquisitions for the Albert Campbell District Library.

There were no major complications in the department during 1972, and the amount of material flowed through smoothly and without creating any backlogs in materials to be catalogued. The number of titles and volumes are slightly reduced as from 1971, as may be observed in looking at the attached statistics.

Circulation Control Department

Starting in January 1972, the system was changed from using MICR transaction cards to using I.B.M. 55 column punched card and the processing and print outs of missing transaction cards, from The Bank of Nova Scotia to the Seneca Community College. This has been an improvement and we are receiving the print outs faster and more accurately.

Under the Local Incentive Programme we asked for and got approval for a material collector from January to March. This decreased the number of long overdue items somewhat but did not solve this problem. In October 1972 we had "Forgiveness Week" which was quite successful and relieved the situation again to some extent, but

PAGE 3.

by no means eliminating the problem of long overdue material. The addition of the Albert Campbell District Library and the Cliffcrest Neighbourhood Library have added in proportion to the number of overdue items per week. Because of the collector and "Forgiveness Week" results, we were able, in most cases, to send out overdue notices four weeks after the date due, but in some cases the number of items was too large to do this after four weeks and another print out was requested for five weeks after the date due. The backlog of long overdue items to be collected is sufficiently large again to justify application for another collector(s) under the Local Incentive Programme in the beginning of 1973.

The total number of overdue notices mailed in 1972 was 28,981 and the total number of invoices was 16,929. The total amount billed for lost and damaged material was \$102,877.77 and the total amount of received or cleared for lost and damaged material was \$89,150.96 which left an amount outstanding of \$13,726.81.

The total amount billed for unpaid fines was \$1,672.15 of which \$1,000.50 was received, leaving an amount outstanding of \$671.65.

The circulation control of material has always been and still is a problem and a major time and labour consuming operation and, although the computer processing of transaction cards has been of great help to the operation, the only final solution probably is the totally computer controlled circulation of material.

Interloan Department

The department was busy as ever during 1972 and the staff hard pressed to keep up with the constant and continuous demand. During the year the suggestion was made to charge 10¢ for any request requiring a written slip. It was hoped that this would possibly slow down the number of requests. However, the only result was the decrease in the number of written requests but a shift of at least the same number to spontaneous

PAGE 4.

teletype requests, for which no charge was levied. This may be observed from the 1972 statistics which show a jump from 22,343 (1971) to 31,625 (1972) for spontaneous requests.

This was the first full year that the network was connected with the three high schools. These are all included in the Albert Campbell District loop of the teletype network. As may be seen in the statistics of the high schools and Centennial College, there is not much of a discrepancy between the amount of materials lent to and borrowed from these schools and this works out to a reciprocal advantage for all parties involved.

In October with the opening of the Cliffcrest Branch, another connection was made to the Albert Campbell District loop. In December the Morningside Branch had a teletype installed and started operating on the main loop in January 1973. This means that now all the branches in our system, except the Highland Creek Branch, are linked up by telecommunication. The demand on the system has grown to such an extent that it has reached the stage of full capacity and sometimes beyond for the machines. A number of meetings were held with the other boroughs and Metro libraries to discuss possible ways and means of relieving the overload of demand on the Metro teletype system. Further mechanization or the spinning off of the A.V.S. film bookings into a separate loop seem to be the two possible solutions. The probable immediate solution is the spinning off of the film bookings and this has been suggested to the Metro and Borough Chief Librarians. We hope to do further studies in the Scarborough system on the feasibility of further mechanization of our own system with the aid of CP/CN, the communication experts, and the Scarborough Borough Systems Department.

The total number of requests received in our system was 70,114 and the total number filled was 58,073. The rather high number of requests not filled was a further

PAGE 5.

consequence of the large increase in spontaneous requests which only call for an immediate search for material on the shelves at the time of asking.

In conclusion, it may be said that the interloan system, mechanically, has reached its ultimate size and, unless further mechanization is feasible, it will be difficult to accommodate further additions to the existing loops of our system.

Marius Post,
Administrator of Technical Services.
February 6, 1973.

CATALOGUE STATISTICS FOR THE YEAR 1972

TITLES

	<u>New</u>	<u>Repeat</u>	<u>Total</u>		
Adult non-fiction	7,621	3,934	11,555		
Adult fiction	1,719	421	2,140		
Juv. fiction	336	373	709		
Juv. non-fiction	934	1,367	2,301		
Total titles (full cataloguing)			16,705		
"Easy book" Juv. titles			290		
"Picture book" Juv. titles			525		
Total book titles			17,520	(1971)	20,535
Catalogued cassettes			821	"	512
Catalogued records			691	"	2,549 (at this time
Microfilms			108	"	83 multiples counted
Audio tapes			3	"	21 <u>not</u> titles).
Video tapes			221	"	-
Total titles catalogued			19,364	(1971)	23,700

MULTIPLES

	<u>New</u>	<u>Repeat</u>	<u>Total</u>		
Adult non-fiction	18,703	8,591	27,294		
Adult fiction	6,358	1,089	7,447		
Juv. fiction	1,186	704	1,890		
Juv. non-fiction	3,644	2,502	6,146		
Total multiples (full cataloguing)	29,891	12,886	42,777		
"Easy book" Juv. multiples			1,150		
"Picture book" Juv. multiples			2,347		
Total multiple copies (books)			46,274	(1971)	54,410
Catalogued cassettes			821	"	512
Catalogued records			1,243	"	2,549
Microfilms			108	"	83
Audio tapes			3	"	21
Video tapes			223	"	-
Total multiple items catalogued			48,672	(1971)	57,575

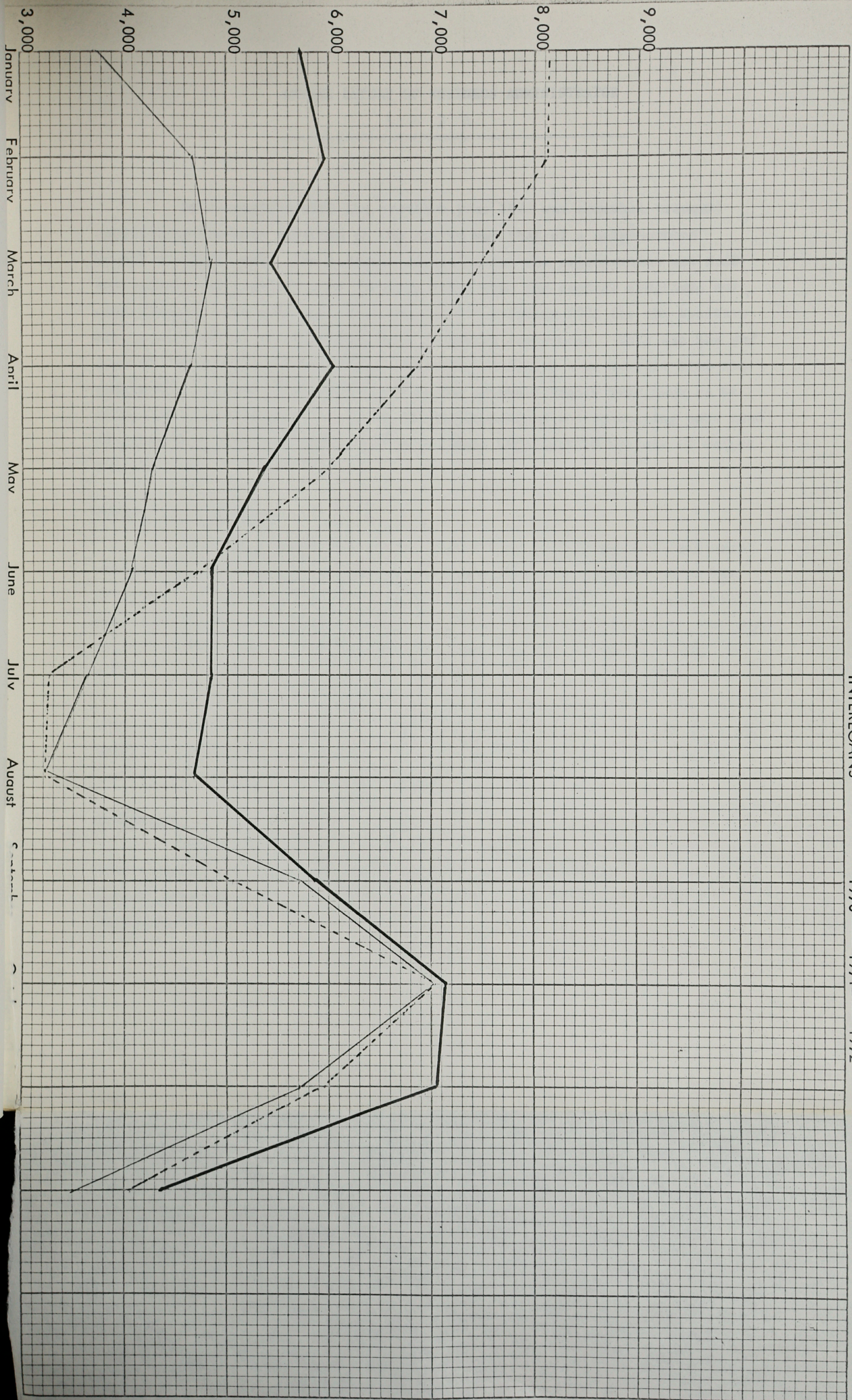
CATALOGUE STATISTICS FOR THE YEAR 1972 (continued)

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

Uncatalogued records	714	(1971)	1,519
Uncatalogued cassettes	444	"	432
8 m.m. films	39	"	44
Pic-a-pics	65	"	183
Paperback books	48,702	"	45,313
Pamphlets	2,611	"	2,482

INTERLOANS

1970 — 1971 — 1972 - - - -



ANNUAL REPORT OF BUSINESS ADMINISTRATOR

1 9 7 2

By comparison with the previous year 1972 was somewhat tranquil considering the only addition to the system was that of a neighborhood branch at Cliffcrest. The business operation for the organization was much more steady and coherent than previous years when the capital programme was much greater. The only real exciting encounter during 1972 for the Business Office was that of the Municipal Work Incentive Programmes. This was new and required scheduling and forethought in order to derive some benefit from the programme. However, I think indirectly the accomplishments were much to be appreciated as it enabled us to carry out maintenance and renovating jobs that we would have otherwise had to postpone almost indefinitely because of budget restrictions.

Accounting & Payroll:

In view of the small capital expenditure in 1972 and the fact that we have consolidated most of our book purchases from one supplier, this has increased the dollar and cents value but the accounts payable workload did not increase significantly in this area. However, this was offset by the fact that greater emphasis was needed because of a budget control commitment making our salaries and library materials reciprocal with regard to expenditures.

As the budget increases it is becoming more incumbent on this Department to carry out more audit requirements to assure greater consistency in our account distribution. This simplifies the annual audit and gives us a more precise identification of our expenditures.

Purchasing:

Our purchasing in the past year was equivalent to that of the previous year although the previous year included capital expenditures. As a result we did not make any significant gain to enable us to consider any changes or improvements.

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

Purchasing (Cont'd.)

However, our service contracts during the year needed greater attention since we do not have a replacement equipment programme the servicing of our equipment takes a great deal more time as we are constantly juggling in the event that we may consider some equipment for trade and avoid costly repairs. Nevertheless, if we do not establish a reserve fund or a replacement fund for our equipment replacement, we will continue to be chasing shadows in the basket.

With the re-alignment of some duties in the Payroll Department it is my intention to relieve this operation from any accounting duties to create more time for research and expediting of orders. It has become difficult to obtain reasonable deliveries, - this will necessitate better forecasting of our needs to avoid having to wait for materials.

Printing:

The workload in the Printing Department was much the same as the previous year. This was due to the fact that there was very little difference in the library materials processing from the previous year.

Maintenance:

The demands on the Maintenance Department continue to grow as we find ways and means of reducing the workload in one area, there seems to be a never ending increase in another. In addition there were some noticeable improvements throughout the year. We were able to conduct extensive repairs to the bookmobiles, a job that has been postponed for some time, and having completed the body work on two units, we were quite pleased with the results. The assisting and supervision of two major carpet installations were completed. The extension of our parking lot was also an asset to this building which had become a problem when all staff members were in attendance at the Administration Centre.

The branch deliveries for books and other materials seem to be quite strained with the addition of Cliffcrest. It is becoming difficult to meet the demand with one vehicle and comply with the schedule which is pegged to the Metro delivery.

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

1972 ANNUAL REPORT
BUSINESS OFFICE

Maintenance (cont'd.)

From a security standpoint and a number of break and entries there would not appear to be any significant increase in damage to our property from previous years. We are endeavouring to correct any construction defects that might attract this type of vandalism. As an example we are installing unbreakable glass in windows that are vulnerable to break and entry. This serves a dual purpose inasmuch as it does not destroy the aesthetics of the building and makes it much more difficult to gain entrance to the building.

While accurate statistics are not presently available it would appear that our service to the public in the way of building rental and maintenance supervision has improved because our men were scheduled on more occasions for this purpose than the previous year. Our programmes, exhibits and meetings, etc. have increased and as a result our maintenance staff is spending more time in these areas.

Conclusion:

Other than the normal increase of all phases of the budget, the business operation did not increase significantly. However, in order to keep within budget restraints and absorb a small increase in all areas, it is necessary to apply and maintain proper controls with a view to a balanced budget. In a budget such as ours, where all expenditures are constantly strained to the limit, we must be alert in all areas to take advantage of any area that might show signs of either a surplus or a deficit.

It is becoming apparent that we cannot look forward in the future to an increase annually to take care of all our programmes. Therefore, we have to place greater emphasis on creating savings within the present framework of our budget, if we are to accomplish these aims and objectives. We can look forward to mechanization for some relief, however, we may find our requirements are not of sufficient volume at the present time to warrant such a mechanical change. Therefore, in the interim, we will have to rely on self-motivation to provide greater efficiency.

J.H. Ballett
Business Administrator
February 6, 1973.

SCARBOROUGH PUBLIC LIBRARY
STATEMENT OF REVENUE AND EXPENDITURES
FOR YEAR ENDING DECEMBER 31, 1972.

	<u>1972 BUDGET</u>	<u>EXPENDITURES TO</u> <u>DECEMBER 31, 1972.</u>
	\$	\$
Salaries	1,802,439.00	1,718,437.37
Mileage	5,000.00	5,999.18
Conventions	1,550.00	725.83
Printing & Stationery	29,500.00	36,777.69
Advertising & Publicity	2,500.00	3,626.43
Book Processing Supplies	7,000.00	7,160.18
Building Maintenance	58,500.00	58,852.38
Professional Book Binding	2,000.00	1,959.92
Cartage, Brokerage & Postage	6,932.00	7,769.07
Furniture and Equipment	5,832.00	5,028.33
Library Materials	184,000.00	259,452.63
Unclassified	508.23	577.52
Employee Benefits	138,871.00	129,738.04
Rent	45,492.00	46,524.03
Utilities	45,165.00	52,737.64
Insurance	9,150.00	10,447.04
Equipment Maintenance & Rental	21,634.00	19,530.05
Debt Charges	329,685.00	329,212.43
Delivery Van Operations	3,000.00	6,163.96
Bookmobile Operation & Maintenance	3,000.00	4,468.36
	<hr/>	<hr/>
	2,701,758.23	2,705,188.08
	<hr/>	<hr/>
<u>REVENUE</u>		
Borough Grant	2,303,266.00	2,303,266.00
Legislative Grant	279,412.00	279,412.00
Levied Charges	70,000.00	63,729.32
Commission - Photocopiers	3,000.00	6,843.55
History of Scarborough	-	-
Sundry	-	841.64
Recoveries-Salaries & Rentals	-	2,703.50
Surplus - Prior Year	46,080.23	46,080.23
Recoveries - Cataloguing	-	310.00
	<hr/>	<hr/>
	2,701,758.23	2,703,186.24
	<hr/>	<hr/>

SUMMARY OF BUDGET EXPENDITURES RELATED TO BUDGET ALLOCATIONS

	<u>Percentage of Total Budget</u>	<u>Percentage of Total Expenditures</u>
Salary and Benefits	71.85%	68.33%
Building Maintenance	2.16%	2.17%
Library Materials	6.81%	9.59%
Library Supplies	1.35%	1.63%
Debt Charges	12.21%	12.16%
Other Charges	5.62%	6.12%
1972 Total Expenditure	\$2,705,188.00	
Expenditure over Budget		\$ 3,430.00
1972 Revenue	\$2,657,106.00	
Prior Year Surplus	46,080.00	\$2,703,186.00
Revenue over Budget		1,428.00
1972 Deficit		\$ 2,002.00