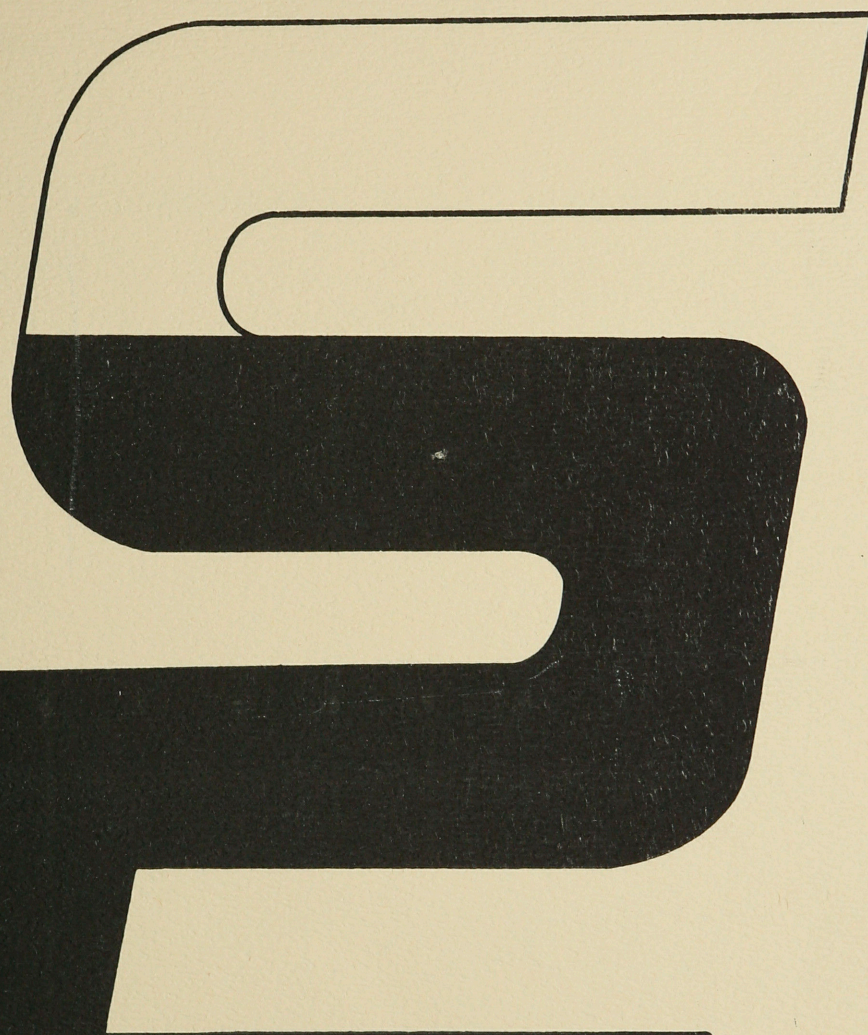


scarborough public library



ANNUAL REPORT 1976

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1976

A REVIEW OF THE YEAR

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Mrs. C. Youssef, District Head, Albert Campbell

CHAIRMAN'S REPORT

The year 1976 has been interesting and challenging for the Library Board. In responding to these challenges, we have continued to provide the excellent library service the people of Scarborough have come to expect.

The library system in Scarborough functions as it does because of the smooth meshing together of three sectors - the Board, staff and the public. While the Board is responsible for policy, it is the staff who effects policy and recognizes the needs of the public who utilize library facilities. Witness the range of books, records, tapes, the variety of programmes for all ages from tots to seniors and the almost 3,000,000 circulation for the year.

At the end of 1976, three Board members did not seek re-appointment; Mrs. Lois DeGroot, Mrs. Micheline Karvonen and Mr. Pat McLoughlin. The contribution of these members to the Board and to the people of Scarborough can be measured by the twenty-two years of service they represent between them: six, three and thirteen years respectively. The Board appreciates the dedication of these three members and will miss their presence and contribution.

We are fortunate in Scarborough to have as our Director, Mr. Peter Bassnett, a man really dedicated to his position with the ability to stimulate staff involvement in the provision of a more effective library service. This year has seen the on-going meetings of the Staff Council Executive with management and members of the Board. These meetings have afforded the opportunity for the Board to better appreciate the needs of staff and have provided a vehicle for useful

two-way exchanges of information and ideas.

One of the highlights of the year has been the bookmobile painting contest. Almost 100 Scarborough high school students participated in submitting designs. Of these four entries were selected as finalists and from them, the winning design by Risto Turunen of Cedarbrae Collegiate was chosen. The two bookmobiles will be repainted in the spring.

The highlight of the year has to be the opening of our Bridlewood Branch, the thirteenth library facility in Scarborough. In planning the opening, the Board had valuable input from an advisory group of fourteen area residents. The large number of people present on May 5th for the official opening will long remember the performances of the Bridlewood Junior Public School Boys' Choir directed by Ron Gough, of the folksinger Paula Krivoy, and of the L'Amoreaux Collegiate Steel Band directed by Sel Gomes. This branch is proving to be most successful and is largely responsible for the increased circulation in 1976.

The main reason that circulation has not increased as much as expected is due to the need to cut back on hours of service in most of the branches, in order to accommodate decreased revenue resulting from budget cuts. This fact represents the largest challenge for the Board - how to maximize service yet minimize ever increasing costs - all in a climate of budget restraint.

The magnitude of this problem is seen in looking at the growth of the Borough and the Library system in ten year periods. In 1956, four branches served a

population of about 150,000 people. By 1966, seven branches served about 250,000 people. In 1976, thirteen branches served about 375,000 people. In this time span, circulation of library materials increased from about 235,000 to almost 3,000,000 items!

Looking to the future, the Library Board will have to examine future plans for library service given the projected population increases in the Borough and the continued likelihood of decreased rates of available revenue. While the Bridlewood branch has relieved some of the strain on the services of the Agincourt branch, the facilities at the latter remain inadequate to meet the needs of that area. Expansion of library facilities at Agincourt remain a top priority item for the Board.

The Board will continue to recognize the changing needs of the community as more people from different cultures settle in the Borough. The need for future expanded services for senior citizens is one that the Board and staff have recognized.

Our library system will continue to be responsive to the varying needs of the people of Scarborough. Libraries are 'people-places' where people seek personal enrichment in many different ways.

Eugene J. Bowles
Chairman of the Board.

January, 1977.

DIRECTOR'S REPORT

The annual reports for 1976 from most of the staff emphasized financial restraints and change as being the more memorable aspects of the past year. The changes can be expressed briefly in the following ways: curtailment of hours of service, different organizational structure, methods of selecting and buying library materials, communications throughout the system, involvement in the budget process, collection of information about the system and its buildings, and the use of the computer for financial and bibliographic control. Although the impression of change is genuine, the reality more probably was that 1976 was the year of preparation for change. The management of change is a difficult and delicate activity, for many people are involved, many details of work are affected and business carries on as usual. One major change caused by the reduction of expected revenue from the Borough, resulted in the decrease of hours of opening of six of the Neighbourhood Branches by 27%, to 47 hours from 65 hours per week, so that savings could be made in staffing over the system as a whole. Nevertheless, despite many full-time and part-time positions left vacant during the year and diminution of access to library service for many of the population, the statistics of the basic library services showed an increase for 1976. The other changes mentioned are more organizational and will take time before any transformation is apparent at the service points. The basic reasons for these changes is an endeavour to stimulate thinking and action in such a way as eventually to alter and improve the delivery of library service to the population of the whole Borough.

The overall statistics for 1976 which typify the essential services of the Library Board; those of information, self-development, leisure and community activities were fundamentally adequate given the financial limitations. The use of library materials increased 1.5% when measured by the number of items borrowed by the public, that is 2,927,758 in 1976 against 2,882,753 in 1975. Although this increase is small, the service points north of the 401 highway showed an increase of over 30% of items borrowed by the people living in that area. Another measurement of use of both materials and staff is the number of information enquiries received. The overall increase in requests for information was 21%, 412,532 in 1976 compared with 339,546 in 1975. Once again, the business in the area north of the 401 highway increased even more rapidly, by 129%, which indicates that the population is very print oriented and is probably using information both in general daily life as well as for work and educational purposes.

Community activities dropped a little, which can be expected when six of the service points had their opening hours cut back by 27%. The number of programmes declined by 8%, 3,970 in 1976 against 4,357 during 1975, however, the number of people attending these programmes only showed a 3% decrease, 102,736 in 1976 as compared to 106,113 in 1975.

A major event of the year was the opening of the Bridlewood neighbourhood branch library on Monday, March 22nd. This branch is becoming one of the busier outlets of the library system and during 1976 lent 161,214 items. It was expected that Bridlewood would help to ease the workload on the Agincourt

branch library but there was little impact on Agincourt's work as the circulation at the Agincourt branch still exceeded 400,000 for the year. There is no doubt that a district library in this area of Scarborough is needed both from the service and administrative points-of-view.

In November, the first copy of the computer-assisted book catalogue was produced. This represented the beginning of the re-introduction of access to bibliographic information about the library system's resources at the neighbourhood branch level, both for staff and public. The catalogue, which comprised 6,670 titles, included the collection in the Bridlewood branch plus other titles for the system added since May of 1976. The machine-readable bibliographic record will soon become the normal way of storing cataloguing information within the Metropolitan Toronto Area and will aid not only the general cataloguing process, but quicken the inter-library loan service between the City and Borough Libraries.

During 1976, a start was made on the computer programming of the accounting aspect of acquiring library materials. This is so that more control may be obtained, not only on the overall budget, but on the specific budgets for particular materials, and for budgets designated for locations. This will enable not only the overall budget to be controlled more accurately, but will indicate to the staff on a monthly basis how they have spent the materials budget.

In another area of collecting information about the system, a complete appraisal of all the library buildings was accomplished. There is no doubt

that here is another aspect that might well be automated as, in its manual form, it will take weeks to update and even longer to turn into a report form ready to be used in the decision-making process.

1976 was the year of The Ontario Public Library Review and Reorganization, a study prepared for the Ontario Provincial Library Council by Mr. A. Bowron. This report, which did not study the public libraries within the Metropolitan Toronto Area in any great detail because of The Royal Commission on Metropolitan Toronto, nevertheless did make some recommendations on the government of public libraries. The Bowron report recommended that Library Boards be appointed by municipal councils. The Municipal Liaison Committee not only showed interest in this recommendation, but considered that the Bowron report did not go far enough, and recommended to the Provincial Government that special purpose boards should be eliminated and their functions be integrated with those of the municipality. As the final report on the Royal Commission on Metropolitan Toronto is expected within the next few months, it will be very interesting to see what form of governance the Hon. John Robarts recommends for Public Libraries.

In conclusion, I should like to thank the staff who have had to deal with many unexpected difficulties over the past year and who have worked very effectively in achieving the results outlined in this and the accompanying reports. As the work of the Public Library is never finished, we can all

look forward to 1977 with more experience to meet those unexpected events that always seem to occur, however carefully we plan.

Peter J. Bassnett,
Director.

January, 1977.

ASSISTANT DIRECTOR'S REPORT

The past twelve months have been a period of unprecedented change; a new organization structure; a revised method for selecting library materials; the introduction of automated cataloguing procedures; a much needed concern for fiscal accountability at all levels; reduced hours of service; a freeze on staff replacements. These factors must be viewed against the fluid and problematic social and economic conditions within the Borough. From a service point of view, 1976 was a difficult year when staff at all levels were affected by events which forced a re-examination of the library's method of delivering resources to the people of Scarborough.

District I - Cedarbrae

In terms of the organization, Cedarbrae is the oldest district and 1976 marked its tenth anniversary as an administrative unit. Although it shows some signs of future service complications - ethnic growth, senior citizens, subsidized housing - it is an established area and this is reflected in the service provided.

At the district library, the main thrust was directed towards consolidating its role as a district resource centre. Re-organization and increased access to government publications continued; a map collection was acquired; the record collection was enlarged and indexed. The senior staff responded to training needs and several workshops designed to increase competence in the use of resources were conducted. Programming, with some audiences as high as 300, reached a peak and it is obvious that this approach to the delivery of information is viable for Cedarbrae.

Although circulation decreased by 9,048, the pattern was an established library responding to the expectations of an established clientele.

The process of community involvement and programmes in the branches, which was well established in previous years, continued. Circulation dropped by 48,131 with Port Union being the only branch to show an increase. At Highland Creek, this may have been partially due to sewer construction outside the building and at Morningside, general deterioration of the plaza pending re-development. For the past two years, Bendale has been devising a service plan which involves extensive use of the building for programmes and discussion groups. Shorter hours and a reduced staff proved that this kind of activity may be difficult to sustain.

District II - Albert Campbell

Albert Campbell, with a shorter history, serves the older section of the Borough where a low educational level and income and the influx of non-readers and ethnic groups are characteristic. Staff annual reports indicate a concern for the library's role in an area where traditional service patterns do not necessarily produce comfortable results.

At the district library the emphasis has been outward: projects undertaken include work with immigrant service agencies, planning service for "blue collar" workers, community surveys and studying the problem of adult illiteracy. Circulation statistics increased 13,272 over 1975. Since there is a lesser demand for the reference function, the emphasis has been in other directions. This may necessitate a re-examination of the standards of district library service as they pertain to Campbell.

In the neighbourhood branches, circulation decreased by 42,123. Taylor, located in an older neighbourhood, worked with its community in a review of the Secondary Plan; McGregor investigated and discovered community change; Cliffcrest continued an active outreach programme; the unique role of Eglinton Square was recognized by a recommendation that its opening hours return to $65\frac{1}{2}$ per week.

District III - Agincourt

This area has yet to be organized as a district unit. The circulation for Agincourt and the new Bridlewood branch totalled 571,291. Considering the fact that the Bridlewood figure was for nine months only, and adding the number of bookmobile stops, it is impressive. Qualitatively speaking, there is cause for concern: facilities are too few; reference resources are lacking; staff reports indicate an inability to do much more than quick service on demand; the administration of Bridlewood by Cedarbrae has taxed the latter's resources; Agincourt, reporting to the Assistant Director, is denied the benefits of a district association. The need for administrative re-organization and expanded service for the district were evident throughout the year.

Bookmobile Services

Three new stops were added, four cancelled, leaving a total of 29. Although statistics dropped from 228,284 to 214,463, circulation of books in other languages doubled. More material for children and non-English speaking patrons is required if circulation is to be maintained. The year saw no lessening of the need for mobile services.

Institutional and Shut-In Services

Deposit collections were placed in four additional institutions, bringing the total to nineteen; circulation increased from 52,632 to 53,682. Shut-in patrons increased from 254 to 290 and approximately 2,300 visits were made; circulation rose from 29,340 to 35,283. Surveys by our own staff and a student librarian indicate a rise in the number of potential patrons for this service in the next few years.

Film Services

In 1976, a core audience was developed for programmes at Campbell and Cedarbrae; resources were promoted among service organizations and at three open-houses for teachers; workshops were held for personnel working with children; staff were instructed in the use of equipment. In spite of equipment breakdown and an uneven input of new films, circulation rose by $4\frac{1}{2}\%$. The transfer of the Film Department from the Campbell establishment to the Assistant Director will, in 1977, provide a more accurate means of measuring and costing this service.

Children's Services

Staff training and programmes were the high points of 1976. Experience '76 made possible the "Travelling Troupe" which supplemented activities during the summer months. A pilot project is in process to determine if this programme can be sustained by existing staff.

Of the total number of hard cover books added to the system, approximately $10\frac{1}{2}\%$ were juvenile - well below minimum standard. The low acquisitions figure

certainly contributed to the drop in circulation. Although a children's co-ordinator is slated for 1977, it will be some time before collections are at an acceptable level.

Language Services

In addition to system acquisitions, collections were supplemented by material selected and purchased by the Metro Language Co-ordinator and a small Finnish deposit from the Multi-Language Biblio Centre of the National Library. Reports from the bookmobiles and branches indicate insufficient material for an increasing number of patrons. There was a notable increase in staff participation in workshops and with organizations providing services to ethnic groups. Programmes included English as a Second Language classes, orientation groups, Italian week at Campbell, to mention only a few. Scarborough is a multi-cultural community and the need for planning and co-ordinating this service was evident in 1976. The appointment of a co-ordinator in 1977 should assist this process.

Programmes

As in the past, programmes were an integral component of service. Predominant was the degree to which they were carried out in co-operation with other agencies: for example, the Mental Health Council for Scarborough, the Board of Education, individual schools, the Royal Ontario Museum, Information Scarborough, Self-Start, Catholic Children's Aid Society, the Health Department, Y.W.C.A. Programmes were frequently directed to special groups - immigrants, women, parents and senior citizens, the latter being a commitment of long standing at

Bendale, Morningside and Taylor.

Collections

Planned and consistent input of library materials was hampered by encumbrances from the previous year. This, coupled with purchases for a new branch, inhibited collection development in all areas and no doubt contributed to lower circulation figures. The transfer of accountability to the Collections Co-ordinator, a revised method of selecting material, the appointment of branch liaison librarians to define branch collection requirements - all of which occurred during the latter part of the year - point to an improved situation in 1976 provided the materials budget can be maintained.

Services Planning Group

Composed of senior librarians from each Division, Agincourt and the Bookmobile Department, this group has been meeting monthly. The most impressive achievement has been the degree of co-operation between Public and Technical Services which has resulted in information exchange and the solution of specific problems.

Public Services Monthly Reporting System

Revision of the reporting system began and was completed in 1976. The new form becomes effective in January 1977 and provides for a clearer definition of questions asked, programmes and services provided, staff activities and, for the first time, in-house use of library materials in the district libraries.

Conclusion

As a result of organizational change, fiscal restrictions and the complex and evolutionary nature of the public served, the staff were at times hard pressed during 1976. Shorter public service hours and a consequent reduction in staff produced a mandatory re-evaluation of service patterns and priorities. Although difficult at first, it argues well for the future. The recognition of system-wide planning as opposed to ad hoc response has been established as the most viable means of providing total library service to the Borough. Staff co-operation and assistance during this period was impressive and much appreciated.

Nancy Hall
Assistant Director.

January, 1977.

CEDARBRAE DISTRICT

1976 brought a number of changes for the Cedarbrae District, including personnel and organizational changes. The past year also saw the completion of projects begun in 1975, as for instance the improvement of selected areas of the Cedarbrae Library collection and of user orientation. With the opening of Bridlewood in May, another very successful Community Branch was added to the Cedarbrae District, albeit in trust for the third district.

Collection

The addition of new materials to the collections in Cedarbrae District was not as generous in 1976 as it was in 1975. Nevertheless, with the revised materials-selection method the community branches have been getting more materials related to their particular needs.

Cedarbrae's professional staff has been able to improve the content and management of three areas beside the general work on the collection.

- i) Government documents: continual work at proper organizing and providing easier access to these materials has paid off in increased public attention.
- ii) Maps: Topographical maps of all of Ontario, new geological maps of Southern Ontario and nautical charts of waterway systems have been acquired.
- iii) Records: Systematic adding and organizing of selection and indexing procedures have made the collection more attractive

to our patrons .

The languages collections has been rounded out further although, as in other areas, a number of gaps need to be filled yet. Approximately half of our new books were received from the office of the Metro Languages Co-ordinator. A number of these are expensive and specialized materials which we ourselves would not have been able to afford.

One section which has expanded too slowly in 1976 is the Historical Collection housed in Bendale. It will need special attention in 1977, since a growing interest in local history and related subjects will put demands on a collection which, at the moment, is ill-equipped to satisfy them.

Staff shortage was the major reason why it was impossible to spend the necessary time at collection maintenance.

Bridlewood's paperback section merits special mention. Not only is it the most extensive one in the system, but it also offers mainly popular material, and, in addition, is very attractively displayed in a prominent spot. I should like to recommend this way of handling paperbacks for as many branches as possible.

Staff

Staff changes and shortages made for a period of unsettledness and an increased workload which gave rise to concern among the staff that the quality of service to the public was suffering. The willingness of the staff in Cedarbrae library and the branches to work wherever necessary and take on the bigger workload made it possible to weather difficult situations and was very much appreciated. By

the end of the year, the old and the new staff members in all the community branches had grown into congenial teams.

Cedarbrae's staff situation is still difficult with two full-time and one part-time vacancies.

In-Service Training

The work begun in this area in 1975 has been continued with great success. Twenty workshops and training sessions on a wide variety of subjects have been carried out with others to follow in 1977.

Although most of the workshops were conducted by district staff, some involved people from outside the District and even outside the system. I only mention here the Technical Services Division staff, whose participation was greatly valued, and Mr. Spikes, Management Consultant, who held two highly successful workshops on supervision as a token of appreciation for the service he receives from the Scarborough Public Library. In addition, staff members have attended a number of conferences and workshops outside the library.

District Library - Neighbourhood Branches

Although there has always been a team approach to work in Cedarbrae, the formal introduction of team management at the district level has meant a shift in responsibilities. With some six months of experience behind us, it is proving itself to be a useful tool.

The appointment of the Branch Liaison Librarian made it possible to give the branches the much needed undivided attention by one person in all aspects of

library work, and leadership and assistance in collection problems.

The reduction of opening hours to 47 hours generated a greater interaction between District Library and Neighbourhood Branch staff and a number of other beneficial developments, since all branch staff now work regularly in Cedarbrae. For instance, the branch staff can acquaint themselves more thoroughly with Cedarbrae's collection and Cedarbrae can draw on their expertise in various areas to assist the District Library's staff in their work.

Although a pattern of increased traffic in Cedarbrae has become discernible while the branches are closed, it is difficult to pinpoint how much of the decrease in circulation in the neighbourhood branches is caused by the reduced number of opening hours. Not only did all the Cedarbrae District branches, except for Port Union, experience a decrease in circulation, but there are also other factors, like the general demise of the Morningside Plaza and the sewer installation in front of Highland Creek Library, which have to be taken into account.

Children's Services

Programming for children throughout the district has been, as in previous years, very intensive and successful. The Summer Travelling Troupe eased the strain on the individual branch considerably and demonstrated again how beneficial co-ordinated services to children are. With that in mind, Sophie Abraham and Barbara Quinlan worked out a pilot project patterned on the Summer Travelling Troupe for the winter months. The Winter Travelling

Troupe serves the branches in the Cedarbrae District by providing craft programmes and puppet shows. Although it is staffed with regular branch staff as opposed to additional staff on the Summer Travelling Troupe, and had its share of complications through illness and other emergencies, it has shown good results.

The state of the juvenile collections continued to be poor to the frustration of the branch staff as well as the children's librarians.

Programming and Exhibits

Programming comprised a variety of forms, from widely publicized informative evening programmes of general appeal, like the Mental Health Series in Cedarbrae, to small on-going sessions often geared to particular sections of Scarborough's population, like films for Senior Citizens and a programme for teens. Cedarbrae District also makes its facilities available to outside groups like the Colour Photographic Society and agencies such as the Catholic Children's Aid Society.

In 1976, the interaction between community and library has become even more evident. Patrons offered to talk on subject areas they were knowledgeable in, or agreed readily to do so when they were approached by library staff. To a lesser extent, and on a selective basis, a similar interaction took place with exhibits. For the most part though, it was the Exhibit Committee of three which provided the system with exhibits mirroring the trends and happenings in the art field. One important example is the "Art in the Subway" display which generated much interest and discussion.

Community Work

All branches have continued to work on getting to know their communities better, establishing contacts and to offer, within their means, services that were relevant to the make-up of that particular community. Cedarbrae Library, on the other hand, is in a different and as far as this particular point is concerned, more difficult position. The high volume of daily work, the multitude of demands by patrons from all over the borough tend to overshadow the mandate of immediate community involvement. However, there has been a growing awareness of the importance of this work. Besides the continuation of work started in previous years, new projects will be added which will involve a greater number of staff members.

Two areas we shall have to focus on in 1977 are services to senior citizens - a highrise for senior citizens in Cedarbrae's immediate neighbourhood will be ready around the middle of the year - and to immigrants who have settled in great numbers around Cedarbrae in recent years and will continue to do so.

Conclusion

In conclusion, I should like to stress that in 1977 we shall attempt an equilibrium of the various aspects of our work on the basis of our staff resources. Maintenance of collections and services to library users and outreach into the community have to be balanced in order to give effective service to the public.

I want to end this report by expressing my thanks to a staff whose dedication and expertise I admire, and for whose helpfulness I am very grateful.

Birthe Joergensen
Cedarbrae District Librarian
January, 1977.

ALBERT CAMPBELL DISTRICT

This year we began to review methods of operation which will ensure that the community receives value in terms of money spent for the delivery of public library services. We continued to co-operate with government agencies, public educational institutions, and local groups to learn more about the community. Thus, effectiveness and continued community involvement were important issues in Campbell District in 1976.

Community Involvement

General information collected on the entire District (including specific surveys on Oakridge and Cliffside communities) indicates we are serving a population that does not readily respond to traditional library services. Drawing on the experience of other major libraries serving populations of similar socio-economic conditions, we continued to develop our community contacts, and through them increased our visibility among the population.

Some highlights of these efforts include:

- local school-public library participation in a month long focus on Italians.
- invitations to all separate and public schools and a community college located in the District to attend an Open House at the District Branch.
- co-operation with Scarborough Planning Board in helping to disseminate their studies concerning Parks, Employment,

Commercial facilities and Secondary Plan Review .

- co-operation with the Scarborough Board of Health to provide space and support materials for borough Parent Effectiveness Training programmes .
- staff participation in the planning of a Scarborough Agencies Federation Workshop on managing small meetings .
- sharing community survey information with local agency field staff .
- establishing continuing contacts with Scarborough Manpower Office concerning adult upgrading and immigration .
- contacting local community volunteer who is Greek, to discuss needs of local Greek community .

Many of these initial contacts develop into continuing relationships for information exchange and problem solving .

Community development also brought specific issues to our attention . Responses include:

Blue Collar Worker

Meetings were initiated with the Metro Labour Council to provide a framework to develop services to attract what appears to be a significant segment of the District's population .

Adult Basic Education and Literacy

I chaired a session on Public Libraries and Adult Basic Education at the World Literacy Conference, participated in informing the Canadian Library Association about the issue, planned two literacy workshops for the Ontario Library Association and one for Metro Toronto .

A report tabled at the Conference revealed that 26% of Metro Toronto's

population is functionally illiterate. I contacted representatives from the School Board, Community College and Manpower in an effort to develop co-ordination of adult upgrading programmes. Our community information indicates a low educational attainment for a significant portion of the population we serve.

Multiculturalism

Through the Scarborough Immigrant Services Committee, of which I am chairperson, the library is providing a leadership role in co-ordinating and sharing information on the ethnic situation in Scarborough. Two major projects in 1976 include a series of in-service training workshops for community agencies and a listing of free English as a Second Language classes for adults and children. Library co-operation with E.S.L. classes, inside and outside the library, expanded this year, especially at Eglinton Square, McGregor Park and Campbell branches.

Effectiveness

The move toward effectiveness brought, among other things, a re-evaluation of the work and who should do it. The position of the District Librarian changed greatly and took on a managerial role. The Assistant District Librarian became Branch Head of the District Library and the Branch Liaison Librarian became responsible for the overall functioning of the community branches. The Administrative Assistant became the fourth member of the District Administrative Team. Our involvement in the preparation of the annual budget was one of the most significant steps in developing an awareness of the need for cost-effectiveness.

When we were planning our services, we became very concerned about the efficiency factor. We planned our fall programmes in close response to the needs indicated by our District Communities Survey. We have tried to go beyond the fact that - "that's the way we always do it" or "all staff need that kind of information" and began to question our ideas, methods and priorities.

Branch Highlights

Although Campbell Branch circulation shows an increase of 13,000 over 1975 figures, it was not enough to cover the circulation decrease in all the community branches. The total district circulation shows a 4% decrease over last year's total figure. Campbell Branch figures indicate significant increases in June (+14%), October (+17%) and December (+15%).

The trial run of the revised monthly report form indicated that Campbell Branch had not in the past submitted an accurate account of information questions handled.

Cliffcrest

A demanding local community kept the staff busy in the branch. Staff did make time to become involved in community activities outside the library (e.g. Scarborough Agency Federation and Thompson Area Committees' participation, local school co-operation, work with various indigenous community groups). This branch maintains a programme commitment for adults and children which is very well received by the public.

Eglinton Square

Major influences on this branch's services include its location in a mall, on

the border of two boroughs, in an area zoned in favour of industrial rather than residential uses. This year the branch developed contact with Mall management and tapped their publicity and promotion methods.

McGregor Park

Community outreach and responsive programmes became targets for this branch in 1976. While staff were investigating community resources, agency and community spokesmen became aware of library resources. I am concerned about the location of this branch. Time has changed local conditions which at one time might have made an ideal library location.

Taylor

With the change in hours came a re-evaluation and lessening of the programming thrust of the branch and a strengthening of the commitment to outreach. A highlight of the year was our involvement in the Birchcliff Community Secondary Plan Review. Visits to local schools were made to ensure awareness of public library services as well as to gather information about community needs.

In closing, may I thank the staff of each branch in the entire District for their efforts in getting the job done and also the staff of the Administrative Divisions for the support services that enable us to get our job done.

Carolyn Youssef,
Albert Campbell District Librarian.

January, 1977.

TECHNICAL SERVICES DIVISION

About six years ago, when many of the neighbourhood branches had their card catalogues removed, a promise was made that there would be a book catalogue in the future. It has taken a while to deliver on that promise, but a few days before Christmas the first copies of a computer produced book catalogue were distributed to all branches. The book catalogue began the effort to restore system-wide bibliographic control and retrieval ability to all service points in a more immediate fashion, without the interposition of the interloan function.

It was, as well, the first full year of using the University of Toronto's Library Automation Systems (UT/LAS), Cataloguing Support Services (CATSS) for catalogue card production. This required readjustments of procedures and personnel to effect the best use of the computer capability. These adjustments are ongoing and will probably not be finalized until decisions affecting the future of card catalogues are reached.

Cataloguing

The statistics show that there was an increase in output or improvement in efficiency in each section except cataloguing (12,548 titles in 1976 and 18,483 titles in 1975). Behind these lower statistics, however, lie a number of factors worth mentioning. Among them is a considerable, all round qualitative improvement of products: picture and easy reading books for children are now entered into our data base, appear in the book catalogue and are bibliographically retrievable where this was not previously possible. Fiction books are

labelled more fully; popular non-fiction paperbacks previously unclassified, are now classified and both are more easily shelved and therefore more readily retrievable. The increasing number of finished products being sent to our branches reduces the need for Technical Services work to be done in these locations. The resultant saving in branch staff time can be directed to serving patrons. In addition, a book catalogue exists where before there was none.

Because of the work of the Metro Technical Services Committee (MTSC) of which Scarborough is a member, the six boroughs and Mississauga have agreed to adhere to common cataloguing standards. This agreement facilitates the exchange of machine-readable cataloguing data and promises to reduce costs and the amount of original cataloguing done by each borough. However, this has meant upgrading the cataloguing in Scarborough Public Library, with the result that catalogue cards carry more usable bibliographic information than before, also more series are traced, allowing for the greater likelihood of material being found in catalogues.

While there was a need to upgrade the cataloguing products supplied to our branches, there also exists the need to improve the despatch with which they are sent. Some kinds of material, such as annual reports, are more expeditiously handled other than by full cataloguing. The branches have agreed to simpler but speedier processing of annual reports; yearbooks and annuals have also had their holdings policy revised which should make for quicker, more accurate handling.

A new branch, Bridlewood, was opened to the public in March. The stock processed by the division for the branch was 8,800, a record to date for any new branch. The inhibiting factor here is always the short lead time, usually less than a year, available for acquiring and processing stock for new branches. Because the CATSS operation began in November 1975, between June and November 1975 material for Bridlewood was processed manually. These items had to be converted to machine-readable records retrospectively, and are not entered in the annual statistics. For a while, before the 1976 budget became known, two parallel streams of work had to be maintained: an automated stream for the Bridlewood material and a manual for the rest of the system. This obviously slowed output. These initial problems of setting up a machine-readable data base will, in the long run, be worth the effort since it will add significant potential to the entire system's operations, affecting such areas as cataloguing, circulation and reservations, bibliographic control and on-line inquiry of information data bases.

Order and Interloan

Both of these sections were brought under the direct control of the Collections Co-ordinator librarian who was previously on the public services establishment.

The interloan section generates valuable information on patrons' needs and these can be effectively translated into orders that shape the collection building function of Scarborough Public Library. The interloan statistics keep on climbing year after year: 84,301 requests were filled in 1976.

The selection activity related to ordering was redesigned and a core committee

now selects the bulk of new acquisitions, in direct meetings with publishers' representatives. This has speeded up the acquisition of material, but considerably increased the manual operations of the order department. However, a more comprehensive automated system is being designed for the department which we expect will obviate many of the present tedious activities. Part of the new selection methods involved profiling the subject needs of each branch, drawing up a master listing of these needs and allocating selections accordingly. Transferring material from one branch to another is an expensive and time-consuming activity, made even more so by the requirements of the machine-readable data base. It becomes imperative that selections be assigned to appropriate branches at the outset, to avoid the need for subsequent transfer. The profiles drawn up of branches should assist this imperative.

The work of bringing to single termination dates, all subscriptions to individual serials titles to simplify renewals, cancellation and follow up, began and continues with the Davis Agency. The major difficulty is getting Scarborough Public Library's, Davis' and individual suppliers' records of beginning and termination dates into synchronization. This is a sizeable undertaking, involving 2,639 subscriptions.

During the year, because of budget cuts, branch hours were curtailed. Many are no longer open on Wednesday. This had the potential for seriously disrupting the work of the interloan department, and adjustments in the teletype procedures were made to offset the difficulty.

Circulation Control and Processing

These two sections had a satisfactory year. The number of items that could not be recovered by Circulation Control was less than 1% of the year's circulation and lower, in both percentage and gross numbers, than for 1975, (see statistics).

Workshops for branch staff members were held by both sections as well as cataloguing, to enable staff to keep abreast of new procedures and to inform new employees of established operations. It is desirable that this type of in-service training be a continued emphasis in 1977.

Staffing

In a year of budget restrictions, all Divisions had to carry their share of reduced staffing. In order to achieve a balanced budget, vacancies were not filled, or not filled promptly, and leaves of absence were liberalized. Because of vacancies, leaves of absence, illness, vacations and normal turnover of staff, it seemed at times that some sections would become mildly dysfunctional. Also at certain points in the year, temporary curbs on spending the materials budget (in order that it could be brought under control and possibly used as a reserve fund if necessary) reduced operations in some areas to a trickle. Our aim for the future is to achieve a coherent flow of work through each section which is sustained throughout the year.

With the addition of the Collections Co-ordinator to the Division, the management team now totals four. Reshaping the old managerial relationships and developing the full potential of this team are two of the challenges

for the coming year. In a period of major readjustment, the patience, initiative and hard work of all staff were a pleasurable experience and very much appreciated. My sincere thanks to all for their support.

S. Algoo,
Head of Technical Services Division.

January, 1977.

SCARBOROUGH PUBLIC LIBRARY BOARD
STATEMENT OF REVENUE AND EXPENDITURES
DECEMBER 31ST, 1976.

<u>EXPENDITURES</u>	<u>1976 BUDGET</u>	<u>1976 ACTUAL</u> <u>EXPENDITURES</u>
	\$	\$
Staffing	2,791,500.00	2,754,481.17
Plant and Equipment	353,620.00	388,790.21
Services	488,300.00	452,638.42
Materials	489,000.00	490,189.16
Sundries	87,950.00	82,602.73
	<hr/>	<hr/>
	4,210,370.00	4,168,701.69
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 <u>REVENUE</u>		
Borough Grant	3,384,700.00	3,384,700.00
Provincial Grant	652,552.00	632,873.00
Conditional Grant	-	14,594.50
Levied Charges	90,000.00	83,205.09
Recoverables	22,000.00	31,943.33
Surplus	61,118.00	61,118.00
	<hr/>	<hr/>
	4,210,370.00	4,208,433.92
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UNAUDITED

PUBLIC SERVICES

TOTAL CIRCULATION OF ALL ITEMS	1976	1975
BOOKMOBILE	303,428	310,356
AGINCOURT	410,077	436,804
BRIDLEWOOD	161,214*	
CEDARBRAE	518,145	527,193
BENDALE	166,460	173,929
GUILDWOOD	117,128	127,681
HIGHLAND CREEK	58,980	69,262
MORNINGSIDE	193,206	216,832
PORT UNION	132,380	128,581
ALBERT CAMPBELL	272,547	259,274
CLIFFCREST	136,186	143,900
EGLINTON SQUARE	205,199	217,034
MCGREGOR PARK	132,544	145,713
TAYLOR	85,046	94,451
FILM SERVICES	35,218	31,743
TOTAL FOR YEAR	2,927,758	2,882,753

* Nine months operation

AUDIO-VISUAL MATERIALS	1976	1975
Projectors and screens**	3,522	3,894
Films**	32,247	28,874
Home Viewing audience	272,972	258,240

** Included in total circulation figure

<u>TOTAL INFORMATION QUESTIONS FOR 1976</u>	412,532	(339,546 for 1975)
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<u>PROGRAMMES IN BRANCHES 1976</u>	<u>NO.</u>	<u>ATTENDANCE</u>
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Adult	1,032	28,749
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Juvenile	2,519	59,400
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Films - Adult	194	6,319
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Films - Juvenile	225	8,268
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TOTAL (excluding exhibits)	3,970	102,736
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<u>SERVICES IN BRANCHES 1976</u>	<u>NO.</u>
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Audio carrels	9,328
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Projector training	1,242
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Portapac training	2
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Use of earphones, Cedarbrae Childrens' Department	2,144
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<u>POPULATION OF BOROUGH OF SCARBOROUGH, 1976</u>	<u>380,931</u>
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MOBILE AND INSTITUTIONAL SERVICES

<u>CIRCULATION</u>	<u>1976</u>	<u>1975</u>	<u>1974</u>
Bookmobiles	214,463	228,284	209,201
Institutions	53,682	52,632	46,803
Home Readers	35,283	29,340	23,962
Total	<u>303,428</u>	<u>310,356</u>	<u>279,966</u>
Number of bookmobile stops	29	30	30
Number of bookmobiles	2	2	2
Number of deposits in institutions	19	15	14
Number of shut-ins	290	254	234

LIST OF INSTITUTIONS THAT RECEIVED LIBRARY SERVICE DURING 1976

Altamont Nursing Homes	Kennedy Lodge Nursing Home
Bendale Acres	Legion Village
Birch-Clair O.H.C. Building	Leisure World Nursing Home
Brimley Acres	McClain Park Apts.
Craiglee Nursing Home	Providence Villa (two deposits)
Crockford Pavilion	Rockcliffe Nursing Home
Extendicare Nursing Home	Shepherd Lodge
Gordonridge Place O.H.C. Building	Tuxedo Court
Guildwood Villa	Woodland Acres

CATALOGUE SECTION

TITLES CATALOGUED	<u>1976</u>	<u>1975</u>
Books, adult	10,664	15,036
Books, juvenile	1,420	2,923
A.V. materials	464	524
Total titles catalogued	12,548	18,483

MATERIALS PROCESSED	<u>1976</u>	<u>1975</u>
Books, adult	39,968	53,585
Books, juvenile	5,017	13,280
A.V. materials	3,090	3,291
Paperbacks & pamphlets	41,406	25,544
Total materials processed	89,481	95,700

INTERLOAN SECTION

	<u>1976</u>	<u>1975</u>
TOTAL REQUESTS FILLED	84,301	77,753
Interlibrary loan requests filled, located via Metro Toronto network	5,337	5,570
Branch to branch spontaneous requests filled, located via "SIN" or District network, material forwarded direct to requesting branch & bypassing Interloan	35,301	30,316
Requests filled in response to daily block transmission, Interloan sending postcard to inform patron material is now available.	43,663	41,867

CIRCULATION CONTROL SECTION

	<u>1976</u>	<u>1975</u>
Circulation	2,928,118	2,882,775
Of which items, 16 weeks or more overdue	19,573	21,783
Overdue as % of circulation	0.67%	0.75%

ORDER SECTION

	<u>1976</u>	<u>1975</u>
Orders processed	\$589,980*	\$482,760*
Orders received	\$494,351*	\$333,830*
Serials handled:		
Titles	884	898
Subscriptions	2,639	2,711
Value	\$40,955	\$37,711

* These include capital budgets and Wintario Grant

COLLECTIONS

	<u>1976</u>	<u>1975</u>
Books	542,783	518,350
Paperbacks	82,194	73,160
Films, filmstrips and videotapes	1,721	1,738
Records, audiotapes and cassettes	26,806	24,723
Framed pictures	1,004	1,004
Microforms	1,164	1,065
	<u>655,672</u>	<u>620,040</u>

PERSONNEL

The following is a breakdown of the staff establishment for the year:-

TOTAL STAFF 184

Full Time:

Administrators	4	
Division Heads	3	
Librarians	29	
Code VIII	1	
Code VII	7	
Code VI	17	
Code V	30	
Code IV	13	
Code III	53	
Code II	6	
Code I	21	<u>184</u>

Part Time

Librarians	10	
Code V	3	
Code IV	1	
Code III	1	
Code I	32	47

New employees, promotions, transfers, reclassifications, and terminations were as follows:-

New Employees

Librarians	2	
Code V	1	
Code IV	1	
Code III	2	
Code I	4	10

<u>Retirements</u>	Code VIII	1	1
<u>Terminations</u>	Code V	4	
	Code IV	3	
	Code III	3	
	Code II	1	
	Code I	3	14
<u>Promotions, Transfers, and Reclassifications</u>			
	Promotions	27	
	Transfers	14	
	Reclassifications	6	47

OVERALL SUMMARY COMPARISON 1976 vs 1975

	<u>1976</u>	<u>1975</u>	<u>% Change</u>
Establishment	184	183	+ .5
Part-time	47	68	-31
Total:	231	251	-8
New Employees	10	33	-70
Promotions, transfers and reclassifications	47	34	+38
Terminations	14	29	-52
Retirements	1	-	
Total days absent	1442	1270 $\frac{1}{4}$	+13.5
Workmen's Compensation	7 $\frac{1}{2}$	27 $\frac{1}{2}$	-73
Jury Duty	1 $\frac{1}{2}$	-	
Leaves of Absence	988	100	+888

