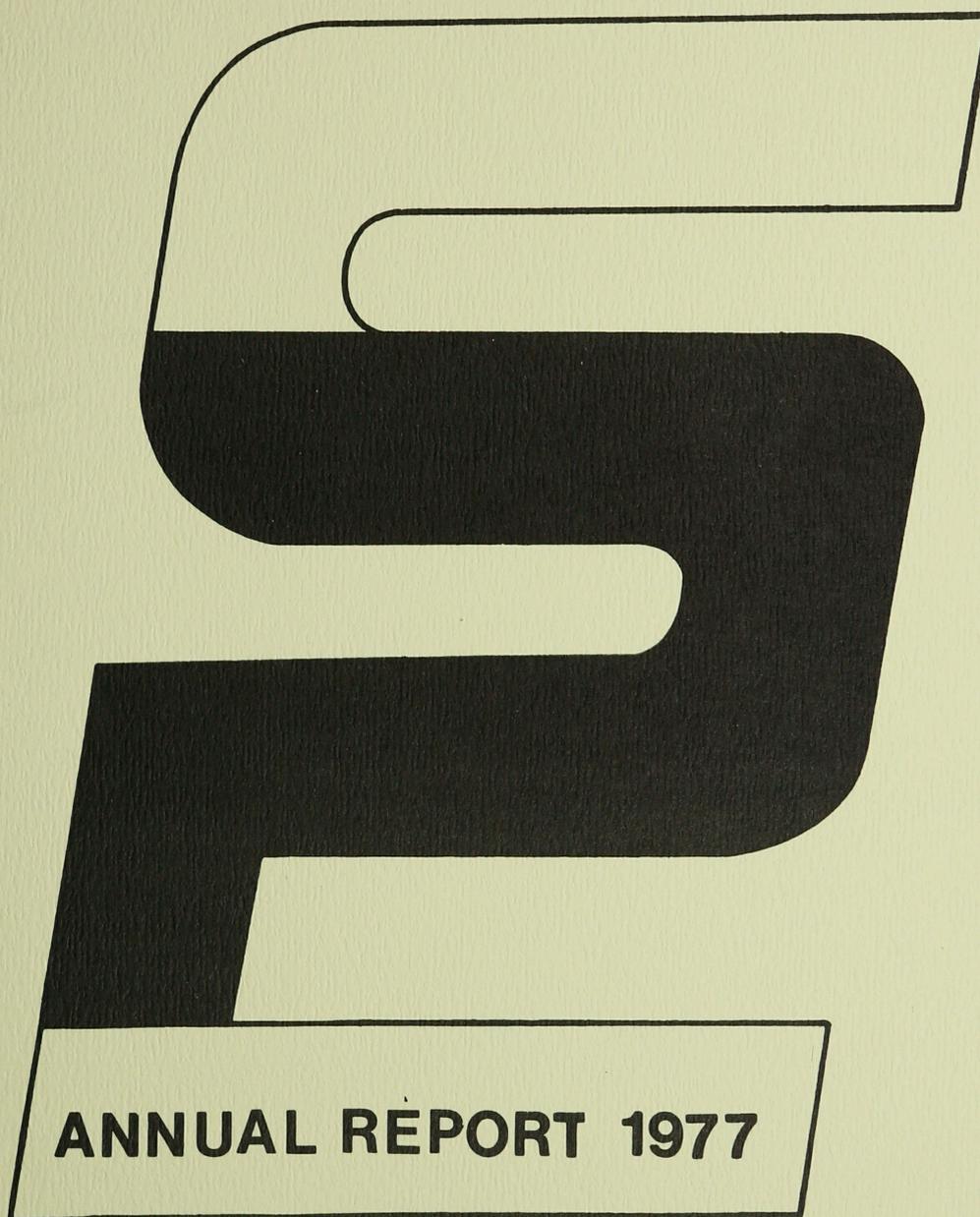


scarborough public library



scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1977

A REVIEW OF THE YEAR

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Miss B. Joergensen, District Head, Cedarbrae

Mrs. C. Youssef, District Head, Albert Campbell

CHAIRMAN'S REPORT

The past year has been one of intense activity at all levels of our library system. The library board is presently composed of persons appointed by the Borough Council, the Scarborough Board of Education and the Metropolitan Separate School Board. These nine persons, serving in a volunteer capacity, represent a diverse background and a wide cross-section of the community. The record of the Scarborough Public Library Board is one that the people of Scarborough can be proud of - a service of the highest quality, provided through fourteen branches, two bookmobiles and an administration and support services centre. At the Metropolitan level, the Scarborough Public Library Board has been a leader in the promotion of co-operation and co-ordination among the area library boards.

Among the highlights of the year for the Board, have been the series of branch visits; reviewing the planning and development plans of the Board; the opening of the Woodside Square Branch; and the release of the Report of the Royal Commission on Metropolitan Toronto.

The Board felt the need for a first hand appreciation of our branches and embarked on a series of visits to each of the branches. The visits provided the opportunity to assess each branch and to discuss mutual problems with our staff. The exercise proved to be most beneficial. Not only did we gain a deeper

appreciation of each branch and its role in the system, but we realized that along with the need for expansion to keep abreast of the growth of the Borough, many of our older branches were now reaching the point where redesign and renovation are essential. The meeting of staff was most useful and one of our staff said it for everyone "...the visits gave the feeling that we are all in this together...".

One of the most significant documents considered by the Board is the Library Development Report. The report, prepared by Mrs. D. O'Reilly in response to our request for a review of our planning policy, updates our standards so that the Board will function with an improved planning procedure. Standards are based on total population and space requirements and library materials are defined in terms of per capita quantities. Areas are identified which are in need of basic library service, and others in need of expanded service. The report leads to a more easily understood process of planning library service.

The opening of the Woodside Square branch marks the fourteenth branch facility in our system. Already the circulation reflects the public acceptance of this branch. In ten short years the number of branch libraries has doubled.

The Roberts' Report contains many recommendations designed to promote more effective Metropolitan government. The Board and administration have spent

many hours studying the report and responding to it both to the Special Committee of Scarborough Council and to the provincial treasurer, the Hon. Darcy McKeough. There are two major areas of concern on the part of our Board with respect to the Robarts' Report - governance of libraries and finance, and these concerns should be shared by the people of Scarborough. The Report recommends that the present structure of library boards be eliminated and that the Boards no longer be responsible to the provincial government but rather to the Borough Councils. Further it recommends that the Borough Councils may create boards or not as they see fit. We feel strongly that the composition of library boards should continue to represent a wide cross-section of the community through the power of appointment presently vested with the Boards of Education. Also it is essential that there be uniformity of library boards across Metropolitan Toronto. Co-ordination would be next to impossible if different Boroughs created different library administrative structures.

The Robarts' Report recommends elimination of conditional grants to library boards. In 1977 terms, \$685,000 would be missing from our operating budget. Will Scarborough Council be able to replace such funds to continue the present level of public library service?

In my report last year, I mentioned the largest challenge facing the Board:

how to maintain and even maximize service in the face of ever-increasing costs while keeping within budget restraints. Looking ahead, this challenge is now greater than ever. Along with the possibility of lost revenue, budget allocations by Council have not kept pace with the expansion of the Scarborough Public Library system. New areas will need to be serviced, older areas will require improved facilities and other areas require a different level of service. How much longer will the residents of Agincourt be content with a library service which is a poor second to that enjoyed by residents of the Cedarbrae District? For over five years the Library Board has been frustrated in its attempts to provide a district library facility in the Agincourt area.

In conclusion, I want to express my appreciation to my fellow board members for their co-operation and assistance in many different ways throughout the year. Many, many hours have been spent in making a successful year. Our appreciation also goes out to our administrative staff for their guidance and direction and to each member of staff for their individual contribution to public service. It has been very evident to the Board that the staff has shown a keen interest in its tasks. This motivation and dedication are reflected in the public use of our facilities, whether measured by circulation or types and numbers of programmes.

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And finally, words of appreciation to the people of Scarborough who have made use of their Public Library. We - the Board and the staff have enjoyed serving you.

Eugene J. Bowles,
Chairman.

January, 1978.

DIRECTOR'S REPORT

The Scarborough Public Library System experienced a most successful year during 1977. The population of the borough borrowed more books, records, films, art prints and magazines, requested more information and attended more programmes than in previous years. The support services comprising the cataloguing, processing, interloan, circulation, publicity, maintenance, business office, printing and shipping and receiving sections all increased their production. The support staff have shown initiative and industry in helping to fulfill the requirements of the public service staff who in turn have worked hard to satisfy the requests of the public using the library system. The details of the year's work is expressed in both descriptive and statistical terms in the annual reports of the Assistant Director and the Division Heads which follow this report.

The financial restraints of the previous year were less noticeable in 1977, because the repayment of the capital debt was reduced by one hundred and fifty thousand dollars. Nevertheless, two branches, Highland Creek and Taylor Memorial, had their hours of service reduced while two others, Eglinton Square and Bridlewood, had their hours increased by opening in the mornings. There was a considerable amount of gapping during 1977 and several positions were not filled at all but the public service areas were

staffed as nearly as possible to the required establishment. However, the financial restrictions did stop the continuation of the re-organization which commenced in mid-1976 and the position of Systems and Planning Librarian and the Division Head for the third district were left open and it is unlikely that they will be filled in the near future.

To give a brief but immediate indication of the year's efforts, the following occurred while all the normal working processes of the public library system were being carried out: a new neighbourhood branch in the Woodside Square Mall was opened to serve the Agincourt North community; the teleprinter network was re-arranged with the aim to increase the effectiveness of the system for the public service staff; the printed book catalogue, begun in 1976, which is now in every location reached over 20,000 entries; there was a beginning of a complete re-organization of the Children's and Young Adults' Service and the Multicultural Service; book sales were started; the two bookmobiles were repaired and repainted; an on-line reference service commenced at the Cedarbrae District Library; and the materials ordering and accounting system was completely redesigned as an on-line system feeding directly into the general ledger. The details of the above items are described in the following reports and, when linked with the general increase in the workload of the library system and the continuing financial limitations, show that the public library service in Scarborough is certainly active.

During 1977, a draft report was written to review the development of the library system and to indicate the general needs of the library system in relationship to the expected rise in the population of the borough. This report recommends a significant change in a number of the planning policies of the Library Board and shows that there is an immediate need for the increase in the amount of square footage, both for public service and support services, so that the existing population is adequately served.

The Scarborough Public Library System is just one of the seven public library systems in the Metropolitan Toronto area and over the years there have been efforts to co-operate and co-ordinate with the other library systems. During 1977, the library boards and the staff of Metropolitan Toronto have tried to develop a common multicultural policy. Although co-ordination in this area was not achieved, at least the endeavour has led to a proposal for a study of the multicultural services which, in the past, have had little co-ordination. An automated film booking study was completed during 1977 which strives to increase the efficiency and use of the film collections across the Metropolitan Toronto area. This study has come into a slight conflict with a study that was started in the latter part of 1977 on automating circulation control systems across the Metropolitan Toronto area, and it seems likely that the future of the film booking system may have to wait until the circulation study is completed.

The new Metropolitan Central Library was opened in November and with this task completed, it is hoped that more efforts can be made to blend the policies and services across the Metropolitan Toronto area. A framework of co-ordination in the Metropolitan Toronto area has been discussed for over a year. This framework for decision-making directly involves the trustees as well as the staff and has caused some difficulties in adjusting to this new concept of Metro-wide co-ordination. If policies and services of the seven library jurisdictions are ever to blend and if optimum value is to be obtained from the total Metropolitan Toronto libraries' budget of thirty-five million dollars, then there obviously must be a framework for decision-making which includes the people who have the responsibility of governing the public libraries in the Metropolitan area.

On the provincial library scene, public libraries have not fared too well. There have been several reports that have included the governance and financing of public libraries: the Archer Report on the Niagara Region; the Robarts Report of the Royal Commission on Metropolitan Toronto; the Mayo Report on the Ottawa-Carleton Region; the Report of the Provincial-Municipal Grants Reform Committee; and the Annual Report of the Municipal Liaison Committee to the Executive Council of the Province of Ontario. The major recommendation to the Provincial Government of all but the Archer Report is that the monies granted by the Provincial

Government should be deconditionalized and conveyed directly to the municipality, and that the powers of the library boards be eliminated and the responsibility be vested in municipal councils.

It appears that the governance and financing of public libraries in Ontario are likely to change. Probably one of the major tasks facing people who have a commitment to the aims and principles of public library service, is to ensure that the quality of this service is enhanced and not lost in the re-organization.

Peter J. Bassnett,
Director

January, 1978.

ASSISTANT DIRECTOR'S REPORT

During 1977, the factors which are an incentive to growth and those which tend to impede it remained the same. Social and economic conditions were still fluid and problematic; within, the structures and priorities remained. It was a year characterized by maturation which saw the library system develop as a more responsible and effective agent of service.

The Organization

The organization chart, drawn up in December 1975, became a reality in human terms during 1977. Co-ordinators were hired for both children's and multicultural services, thus increasing the number of staff specialists from four to six. As a result, fragmented individual efforts were systematized and the library system felt the benefit of specialist expertise in the following areas: the selection and acquisition of library materials; films, video and the management of audio-visual equipment; mobile services; community development and programming; language collections and multicultural services; work with children and young adults.

During the year, it became evident that the line organization as established was becoming more effective. The three Divisions were functioning as administrative units. Internally, 'team' substructures composed of senior supervisory personnel discussed, planned and implemented the work of each

Division. The various groups and sub-systems began linking up with one another and interacting in a positive way. When necessary, staff personnel and co-ordinators assisted. A flow of information and a process for planning and decision making evolved which was capable of moving up, down and across the library system.

Library Materials

During 1977, nearly \$700,000 was spent on library materials - an unprecedented amount for the Scarborough Public Library System. In spite of this and although a new branch was opened north of Highway 401, the paucity of resources available in the third District remains a problem. The following stock figures for bound volumes, which are the staple of library collections, illustrate the point.

	<u>Bound vols. Dec. 31, 1977</u>	<u>Bound vols. per capita Dec. 31, 1977</u>
District I	232,074	1.75
District II	200,957	1.26
District III	72,184	.75
Bookmobile, Headquarters and other collections	57,892	-
	<hr/> 563,107 <hr/>	

Circulation of Library Materials

Circulation of library materials increased by 5.7 per cent - from 2,927,758 in 1976 to 3,095,772 in 1977.

	<u>Items circulated</u>	<u>% of total circulation</u>
District I	1,187,901	38.36%
District II	847,792	27.38%
District III	723,087	23.37%
Mobile Services	302,702	9.78%
Film Services	34,290	1.11%
	<u>3,095,772</u>	<u>100.00%</u>

Circulation per capita increased from 7.61 items in 1976 to 7.93 items in 1977.

District I	8.93 items circulated per capita
District II	5.30 items circulated per capita
District III	7.42 items circulated per capita

The heavy use of materials in District III when considered with the collection inadequacies is indicative of a serious problem which cannot be overcome in one or even two years.

In-house use of library materials in the two District Libraries was recorded in

1977. In addition to the materials borrowed, library patrons also used 97,988 items at Cedarbrae and Albert Campbell.

Questions

A total of 706,067 questions involving the use of library materials were asked. These came from patrons in the libraries and through the telephone and teletype services.

<u>Type of Question</u>	<u>Number</u>	<u>% of Total</u>
Author/Title Search	388,059	55.0%
Ready Reference	172,377	24.4%
Information Questions	111,613	15.8%
User Advisory	23,457	3.3%
Extended Search	10,561	1.5%
	<u>706,067</u>	<u>100.0%</u>

In addition to the questions involving the use of library resources, there were 154,336 service and directional queries.

Programmes

The number of programmes offered in the Public Services increased from 3,970 in 1976 to 4,162 in 1977. Audience figures rose from 102,736 to 104,131.

Juvenile Programmes

<u>Programme</u>	<u>Number</u>	<u>Audience</u>
Craft Programmes	255	5,531
Class Visits	1,060	25,641
Film Programmes	252	10,497
Nursery	207	2,804
Preschool Story Hours	883	14,362
Puppetry	131	6,224
Special Programmes	474	13,205
	3,262	78,264

Adult Programmes

<u>Programme</u>	<u>Number</u>	<u>Audience</u>
Book Clubs	123	1,378
Craft Programmes	75	1,075
Film Programmes	60	2,661
Film Programmes for Groups	11	138
Multicultural Programmes	140	4,789
Senior Citizens	61	1,692
Speakers/Demonstrations	150	9,021
Women's Groups	248	4,946
Young Adult*	32	167
	900	25,867

* Will in future be included
with Children's Services

Over 60% of all juvenile programmes were class visits, preschool story hours and puppet shows. Just under 50 per cent of all adult programmes were directed to special groups in the community - for example, senior citizens, women and ethnic groups. In addition, nineteen half-hour programmes were produced for cable television.

Services

Since these figures were not previously recorded, comparisons with other years are not possible. However, some of the totals for 1977 are impressive. For example: the public service staff dealt with 50 group visits to the libraries; 38 talks were given to groups outside the libraries; staff participated in 102 community meetings; 40 articles and book reviews were written, many for publication in community newspapers; 219 exhibits and displays were mounted; the Film Department arranged 596 film and video previews, 94 projector training sessions and 3 portapac training sessions.

Library Automation:

In previous years, this has been confined to the Business Office and the Technical Services Division. In late 1977, automation invaded the Public Services with the introduction of on-line reference services at the Cedarbrae District Library. The decision of the Library Board to make

on-line access in data banks available to the public augurs well for the future development of information services.

Conclusion

The events of 1977 were the result of a long period of preparation. They were possible because intellectually and professionally the staff were capable of responding to the environment. Their achievements are conspicuous - they add a dimension of strength and optimism as the library system moves into a new year.

Nancy M. Hall
Assistant Director

January, 1978.

CEDARBRAE DISTRICT

1977 saw the orderly progress and stabilization of many changes initiated in 1976. Appraisal and, where necessary, consolidation of services begun in 1976 were continued on all levels of staff in the Cedarbrae district in 1977. The past year also brought a number of extensions and improvements of public service such as, the opening of the second neighbourhood branch in the area of the future third district, and the acquisition of an On-Line Reference service.

Collection

The collections in all public service outlets in the Cedarbrae district improved visibly for the following reasons:

- A materials budget which was larger in 1977 than in 1976.
- The beneficial effects of one-and-a-half years of the revised materials selection method, which facilitates the building of branch collections more relevant to their communities.
- The purchase of paperbacks by the branch staff for their own branches.
- The speedy purchase and processing of paperbacks on topics currently in demand.
- The first steps towards the improvement of the juvenile collections.
- The reinstatement of the full publication service for Statistics Canada material for Cedarbrae Library.

Collection Related Services

The introduction of the book catalogue has been particularly beneficial for those branches without a card catalogue.

Cedarbrae acquired an On-Line Reference service, the full impact of which will likely become noticeable in 1978. In 1977, the initial training of the professional staff was completed. The next step, publicizing Cedarbrae's new service has been started with demonstrations for secondary school and community college librarians, as well as the general public. It will be continued in 1978 with a major publicity campaign in news media and further demonstrations for groups like lawyers, businessmen and teachers.

A new microform reader-printer has been bought for Cedarbrae to offer better retrieval of information stored on microforms which have become an important component of Cedarbrae's information service.

In order to provide patrons with easier access to library resources, a programme of user orientation manuals has been developed by Cedarbrae staff. The first one in this series, dealing with the periodical literature, will be available early in 1978.

Staff

The staffing situation was relatively stable in comparison to 1976. The staff

recognized that a re-examination of their work and goals was necessary after the reduction in opening hours and staffing in 1976. They succeeded in establishing a work schedule which allows adequate attention to all areas of library work.

Increased detailed information on the system's state of affairs and particularly on the budget of individual branches helped the staff to base their decisions on a realistic appraisal of the general situation.

District Library - Neighbourhood Branches

The cohesion and, consequently, the co-operation of the Cedarbrae district staff has continued to grow in 1977. This is mainly due to the fact that the branch staff of the neighbourhood branches work in Cedarbrae when their branches are closed to the public.

One good example is the concerted effort made by all staff to help ready our newest branch, Woodside Square, in trust for the third district, for its opening in May.

It also shows in the daily work of the staff in the neighbourhood branches. Increasingly their service is based on a more thorough knowledge of the resources housed in the district library, which ultimately means an effective improvement of delivery of information service.

The expansion of the collection and collection-related services within the confines of the building of Cedarbrae District Library prompted the staff to re-examine the lay-out of the public service areas and the effectiveness of service delivery. A staff committee submitted a list of recommendations, the implementation of which is at various stages, partly depending on the availability of resources. The completion of this project will help to improve Cedarbrae's function as a district library.

Since the circulation figures for 1977 are based on a full year of service with reduced opening hours as compared to 1976 when the reduced opening hours came into effect only in June, the slight increase in district-wide circulation is encouraging. The overall picture shows that the branches are viable and highly responsive to the needs of their communities.

Bendale succeeded again in 1977 in maintaining the high degree of programme work, because the staff felt that the multi-purpose room should be made available to the public to the fullest extent possible. Guildwood and Port Union show a steady increase in their circulation. Morningside and Highland Creek sustained decreases in their clientele because of their inadequate accommodations. Bridlewood and Woodside are situated in malls within rapidly growing multicultural and highly print oriented communities. Consequently, when it was possible to extend Bridlewood's

opening hours last March, the circulation increased subsequently.

Woodside's circulation is showing a pattern similar to Bridlewood's before the extension of hours. The catchment areas of these two branches do not overlap with Agincourt's as this branch is almost as busy as before.

Community Involvement and Programming

These two areas have become increasingly interdependent. More and more knowledge gained through community outreach has been utilized in designing programmes, greater participation of members of the community was generated and the profile of individual libraries was raised by staff attending functions in the communities served by these branches.

Examples are Morningside's work with the community association of that area, Cedarbrae's programme series co-sponsored with the Mental Health Council, Scarborough, on aging and retirement, Port Union's and Guildwood's close co-operation with their schools and the planning of a Chinese festival early in 1978 by Bridlewood and Woodside with the help of Albert Campbell library staff. Programming as an integral part of library work was re-examined during the year. As a result, programming was consolidated. A maximum number of programmes per branch was established taking into consideration staff resources and opening hours. This has led to closer co-operation among branches regarding programming, i.e. Morningside and

Port Union alternate their programmes monthly.

Another important result of the re-examination is the increased attention to linking programming and library materials. In this connection, it is interesting to note that almost all public service outlets in the Cedarbrae district have a book club, some of them offering one for adults, as well as children.

Exhibits

In 1977 the exhibit committee found it more and more difficult to supply the increasing number of branches continuously with exhibits of high calibre because of the limits in terms of time, personnel and finances. The committee decided to consolidate its work, rely more on exhibits offered by provincial crafts associations, which will ensure a high level of quality, and acquire more prints for system-wide rotating displays. In this way, the committee is able to continue to provide the public with information of high quality about art in its various aspects through exhibits. It became evident that the work of the Scarborough Public Library in this field has not gone unnoticed when the chairperson of the exhibit committee was invited to sit on a steering committee for planning an art conference in Scarborough, under the auspices of the Ministry of Culture and Recreation.

Conclusion

Attempting an equilibrium of the various aspects of our work on the basis of our staff resources was one of the major tasks of 1977. I think we succeeded to a large extent and I should like to stress that this was only possible through the active participation of everybody involved. I want to conclude my report by expressing my appreciation to a hard-working and dedicated staff.

Birthe Joergensen
Cedarbrae District Librarian

January, 1978.

ALBERT CAMPBELL DISTRICT

If 1976 was preparation for change in Scarborough Public Library, 1977 produced visible results of the change. For Campbell Division, it was the year we became more aware of fiscal and managerial responsibility; we scrutinized our services and we made them more cost efficient.

Staffing

Through retirement and/or promotion, every branch had a change in senior staff. At Campbell Branch, one senior librarian and three senior clerical positions were removed from the establishment and two clerical positions were transferred to the Technical Services Division. Taylor operated at forty hours per week with three staff for over three-quarters of the year. Eglinton Square received an additional clerical position when they returned to 65½ hours a week. McGregor operated with five staff at 65½ hours a week for half of 1976 but operated with four staff for 47 hours a week for all of 1977. These changes have necessitated a redistribution of duties and have increased the training component of the supervisors' duties. In-service training programmes were held in Campbell Branch - Children's Area and in-District branch exchanges with Taylor and Cliffcrest. During the latter portion of the year the Division sent staff to assist in processing materials in the Technical Services Division. Fewer staff

performed the more essential duties and the Division's output increased.

Material Resources

In 1977, the Division carried out an extensive weeding programme of outdated and underused material and took steps to replenish and upgrade the collection. The District Branch began to replace a Business and Science specialty with a more popular, less specialized, selection approach. The Branch Liaison Librarian, with assistance from the Branch Heads, co-ordinated the weeding and purchasing of branch resources. Teen collections, high-interest low vocabulary materials and book clubs found ready response among adults and children alike. The Other Languages Collection building focused on print and non-print materials for the avid Chinese readership in the Borough.

Programmes

Within the Division there were less single effort programmes and the on-going, co-sponsored events continued. To assure a ready audience, we concentrated on working with established groups in the community. We made a point to display a variety of subject related materials as an integral part of library programmes. By providing the setting and support materials, we encouraged the groups to lead themselves with library staff as advisors. We also provided back up support if pre-school activities were needed to

accompany the adult programme. Thus evolved the poetry group, mature adults club, video club, women's discussion groups, parenting groups etc. In an effort to deliver the kinds of services and programmes the community wanted, we prepared a proposal to establish a district branch community advisory group. At the District, we posted responses to those suggestions made by the public via the suggestion box. Co-operation with local agencies, schools and community colleges continued to broaden.

Community Involvement

To help us learn more about the community and to aid us in responding to its needs, some projects were completed. We used these opportunities to publicize library resources. Examples are:

- a survey of several plazas in Kennedy-Eglinton area
- special library publicity especially geared to new parents and day care workers
- the first Scarborough workshop of library materials available for adult dayschool "English as a Second Language" teachers and volunteers
- the opportunity for Scarborough residents to apply for Canadian Citizenship at a Scarborough Library
- distribution of library publicity to new housing developments and local agency outlets
- establishment of multicultural news bulletin board with publicity in various languages
- staff tour of Campbell community educational and social service resources.

In analyzing the lack of a greater community response to library service, the issue of adult reading abilities took on more importance. Campbell Division participated in leading the development of library concern in the literacy issue at the local and provincial level. We planned a Metro and Provincial Literacy Workshop and established a Standing Committee on Literacy through the Ontario Library Association.

Division Highlights

Cliffcrest continued a high profile with local agencies, visited new housing developments to publicize library resources and participated in a Division staff training project.

Eglinton Square developed contact with the Mall Merchants' Association and initiated a circulation survey to determine user location.

McGregor completed a local community study, considered more efficient design of branch layout, and acquired a new branch head.

Taylor saw the development of a direct relationship between the Library Board and the local citizens' group, lost the use of the multi-purpose room in the basement and acquired a new branch head.

Campbell reviewed service, staffing patterns and floor layout, began a book deposit in an industrial outlet, transferred one teletype machine to Technical Services and began library involvement with the Toronto East Detention Centre.

From the administrative point of view, the year saw the district team structure making things happen. The team enabled the Division to work together, to solve district problems and develop library service. The meetings with Administrators and Division Heads enabled the System to work together and to solve system problems. Rather than separate divisions, we saw ourselves as individual parts of a library system.

Statistics

In 1977 we produced higher results through more efficient use of less staff:

Campbell Division enabled the system to expand.

<u>Branch</u>	<u>Circulation and Hours Open per Week</u>		<u>Percentage Change</u>	<u>Staff Changes</u>
	1977	1976		
Cliffcrest	141,875	136,186	+4%	
Eglinton	219,793 (65½)	205,199 (48, 65½)	+7%	1 staff added
McGregor	123,230 (47)	132,544 (65½, 47)	-7%	1 less staff
Taylor	84,935 (40)	85,046 (47)	-1%	1 less staff
Campbell	277,959	272,547	+1.9%	5 less staff
DIVISION	847,792	831,522	+5%	6 less staff

Conclusion

1978 will bring more discussion on the future direction of Campbell Division branches and how they can best serve the local community and the system and provide a return for the monies invested in these services. With the Robarts boundary recommendations cancelled, both Taylor and Eglinton branches feel more secure about their future within Scarborough Public Library. Just as the local schools are tackling declining enrollment, the division is tackling declining usage.

I especially thank the Division staff for the success we achieved this year.

Carolyn Youssef
Albert Campbell District Librarian

January, 1978.

TECHNICAL SERVICES DIVISION

In times of economic stress there are no easy solutions, only intelligent choices and hard work. The level of funding for the library continues to be problematic. The business of the library depends on its collections. The choice has been made to preserve the collections against the damaging effects of the present financial difficulties. During the year, nearly \$700,000 from various sources, Woodside capital, current and Wintario grants, was directed to purchase of library materials. This is by far the largest sum the Division has had to cope with in any year, but necessary for a system of Scarborough Public Library's size. We also received substantial numbers of foreign language and Canadian content material from the Metropolitan Toronto Library Board (MTLB). Since we could not afford increases in both staff and materials, the choice has been for permanent staffing to remain constant in the sections directly affected by the expenditure of this sum of money. Normal absenteeism and some gapping hampered efforts to deal with the large volume of material acquired. The opening of Woodside in May exerted a compulsion in the early part of the year to process its collection, largely single copies, while multiple copies for the system accumulated and created a storage problem.

The situation could have resulted in a distressing year; instead it provided

an opportunity for the application of imagination, co-operation and determination to get the job done. The statistics everywhere indicate superior performances and the results of intelligent approaches to work, including automation. The year has been one of hard work, alleviated by temporary additions of staff (Experience '77), welcome assistance by branch personnel and the sustaining satisfaction staff have, at year's end, of the Division's work under control.

Selection and acquisition

The selection of popular general reading materials by the Core Committee continued through 1977. As planned, representation from the two district libraries changed, allowing other staff to become involved in selection of this type of material.

Librarians in the district libraries and branch liaison librarians continued to submit orders of a specialized nature and orders to fill basic collection gaps. The collection profiles, which determine where specific items should be sent, were reviewed and updated and will be available for spring meetings with publishers. The Film, Children's and Multicultural Co-ordinators' expertise in their areas will lighten the acquisition responsibilities of the Collections Co-ordinator for those types of material. The collections and services are already showing signs of their positive impact.

In order to maintain rational fiscal control over acquisitions, an automated system was designed and tested. It is a subset of the accounting encumbrance system and prevents purchase of unnecessary duplicate titles, over-expenditure of branch materials budgets, provides status reports that are useful for Interloan, acquisitions, selectors and co-ordinators, and generates expedite and cancellation notices according to pre-set criteria. The system will eliminate tedious manual statistics-keeping and allow staff to keep more important acquisitions work up-to-date.

Interloan

The overall statistics are down a bit here. Throughout the year as the system grew, congestion on the teletypes became acute. It was evident that something different had to be done. The entire system was split into two circuits. The machine servicing the small Campbell district circuit was installed in Technical Services.

Two new staff members were contributed by Albert Campbell to monitor the machines. The division of the system into two circuits feeding into Technical Services will permit branches to access the Division more easily. As a second step to ease the congestion, recommendations of a Task Force to take subject requests off the teletypes as spontaneous items, and direct them through more suitable channels, will be implemented early in 1978. Branch

staff have also been more judicious in their use of the teletypes as is indicated by the lower statistic for spontaneous requests, (28,499 in 1977, against 35,301 in 1976). The written requests received and filled by the section, however, are higher than last year (46,266 in 1977, against 43,663 in 1976).

A study to determine "...the patterns of interlibrary lending within the public library system of Metropolitan Toronto" was completed by Beckman Associates for MTLB. It seems as if fiction is the main item of borrowing and lending.

A committee with representatives from Etobicoke, Toronto, Scarborough and MTLB has been working on a proposal for an interlibrary loan policy to be presented to the Administrators of Borough and City Libraries in December.

In June and October, Scarborough Public Library's first book sales were held. They proved to be successful both in public relations and as an acceptable way of disposing of discards which are not suitable for the Gifts and Exchanges and approved institutions programme.

Cataloguing and Processing

These two sections together with Acquisitions have borne the brunt of the

increased materials expenditure. The number of titles catalogued or classified was 20,349, against 12,548 in 1976. The number of multiple copies processed was even more remarkable: 157,291 against 89,481 in 1976. With the arrival of this voluminous number of new items, branches found they could now withdraw older less used items. These totalled 77,027. Those that were sold to the public required additional sorting and processing work. Invariably, this job fell to the withdrawals clerk and Processing staff. In effect, more than 234,000 items were handled by this small group of five-and-a-half people.

In Cataloguing new procedures were implemented for handling annual reports, standing orders, materials in languages other than English, and automobile manuals. Previously, annual reports required original cataloguing which was costly and time consuming. Now a quick check-in system hastens their delivery to public services. Retention schedules for standing orders have cleared up inaccuracies in these records and shortened the size of the data base record. Again a saving in cost and time.

Languages other than English are now being fully catalogued. Special forms have been designed for use by staff who have language skills but no training in cataloguing. Once filled, these can be added to, coded and input into the data base by cataloguing staff. Non-Roman alphabet languages still

pose problems, but a method for handling Chinese materials has been designed, and solutions to transliteration problems for other languages are being investigated.

Scarborough has file sharing agreements with twelve other users of the automated cataloguing support service (CATSS) of the University of Toronto Library Automation System (UTLAS). This improves the availability of derived cataloguing data to all signatories and reduces original cataloguing work. Scarborough Public Library can draw on records of such libraries as Edmonton, Sudbury and Niagara Regional.

The book catalogue, after two years, now contains over 19,000 entries. December, 1977, is the last month cards will be produced for the four remaining branches with card catalogues. From January, 1977 on, these branches will use the book catalogue in conjunction with the card catalogue. This will end duplication of work in the cataloguing section which will hopefully allow for an even higher output next year. The format of the book catalogue has been redesigned to be more easily used by staff and public alike.

Circulation Control

Despite a higher circulation, 3,095,772 in 1977 and 2,927,758 in 1976, and the fact that all four positions in the section saw changes of staff, the

percentage of circulated items not recovered was not significantly higher than 1976 - 0.73 and 0.66 per cent respectively. A study of automated systems for circulation control, reservation and interlibrary loans, begun at year's end promises the best prospect for future improvements in this area of activity. The study is being done for MTLB and the results will be shared with the city and borough libraries.

Finally, a word of thanks to all staff who faced a difficult year and emerged with great success.

S. Algoo
Head of Technical Services Division

January, 1978.

STATEMENT OF REVENUE AND EXPENDITURES
 DECEMBER 31ST, 1977.

<u>EXPENDITURES</u>	<u>1977 BUDGET</u>	<u>1977 ACTUAL</u> <u>EXPENDITURES</u>
	\$	\$
Staffing	3,007,800.00	3,000,850.22
Plant and Equipment	430,980.00	431,500.27
Services	390,960.00	359,238.55
*Materials	627,770.00	625,044.37
Sundries	91,490.00	98,201.03
	<hr/>	<hr/>
	4,549,000.00	4,514,834.44
	<hr/>	<hr/>
 <u>REVENUE</u>		
Borough Grant	3,702,200.00	3,731,200.00
Provincial Grant	685,000.00	685,676.00
Conditional Grant	-	50,005.00
Levied Charges	97,600.00	92,154.84
Recoverables and Interest	24,400.00	33,445.82
Surplus	39,800.00	
	<hr/>	<hr/>
	4,549,000.00	4,592,481.66
	<hr/>	<hr/>

UNAUDITED (subject to year-end adjustments)

*Does not include capital transfer or conditional grants.

PUBLIC SERVICES

<u>TOTAL CIRCULATION OF ALL ITEMS</u>	<u>1977</u>	<u>1976</u>
AGINCOURT	380,955	410,077
BRIDLEWOOD	217,708	161,214
CEDARBRAE	535,275	518,145
BENDALE	158,391	166,460
GUILDWOOD	127,236	117,128
HIGHLAND CREEK	49,511	58,980
MORNINGSIDE	177,712	193,206
PORT UNION	139,776	132,380
ALBERT CAMPBELL	277,959	272,547
CLIFFCREST	141,875	136,186
EGLINTON SQUARE	219,793	205,199
MCGREGOR PARK	123,230	132,544
TAYLOR	84,935	85,046
WOODSIDE	124,424*	-
FILM SERVICES	34,290	35,218
OUTREACH DEPARTMENT	302,702	303,428
<hr/>		
TOTAL FOR YEAR	3,095,772	2,927,758
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* Six months operation

	<u>1977</u>	<u>1976</u>
<u>COLLECTIONS</u>		
Books	563,107	542,783
Paperbacks	131,367	82,194
Films, filmstrips and videotapes	2,171	1,721
Records, audiotapes and cassettes	30,280	26,806
Framed pictures	1,116	1,004
Microforms	1,267	1,164
	<u>729,308</u>	<u>655,672</u>
<u>INFORMATION QUESTIONS</u>	706,067	412,532
<u>PROGRAMMES</u>		
Number of programmes	4,162	3,970
Total attendance	104,131	102,736
POPULATION OF BOROUGH OF SCARBOROUGH	390,061	380,931

OUTREACH SERVICES

<u>CIRCULATION</u>	<u>1977</u>	<u>1976</u>
Bookmobiles	198,105	214,463
Shut-ins	40,804	34,155
Institutions and deposits	63,793	54,810
Total	302,702	303,428
Number of bookmobiles	2	2
Number of bookmobile stops	29	29
Number of deposits in institutions	20	19
Number of shut-ins	336	290

LIST OF INSTITUTIONS THAT RECEIVED LIBRARY SERVICE DURING 1977

Altamont Nursing Home	Leisure World Nursing Home
Bendale Acres, home for the aged	McClain Park Apartments
Birch Clair Seniors Club	Providence Villa, home for the aged
Brimley Acres Apartments	Providence Villa Hospital
Craiglee Nursing Home	Rockcliffe Nursing Home
Crockford Pavilion	St. Raphael's Nursing Home
Extendicare Nursing Home	Shepherd Lodge Nursing Home
Guildwood Villa Nursing Home	Teesdale Apartments
Kennedy Lodge Nursing Home	Tuxedo Court Apartments
Lawrence Av. over 50 Club	Woodland Acres Apartments
Legion Village, home for the aged	

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1977</u>	<u>1976</u>
Books, adult	13,003	10,664
Books, juvenile	5,609	1,420
A.V. materials	1,737	464
Total titles catalogued	<u>20,349</u>	<u>12,548</u>

MATERIALS PROCESSED

Books, adult	57,864	39,968
Books, juvenile	29,636	5,017
A.V. materials	6,490	3,090
Paperbacks and pamphlets	63,189	41,406
Framed reproductions	112	-
Total materials processed	<u>157,291</u>	<u>89,481</u>

INTERLOAN SECTION

TOTAL REQUESTS FILLED	79,426	84,301
Interlibrary loan requests filled, located via Metropolitan Toronto network	4,661	5,337
Branch to branch spontaneous requests filled, located via SPL teletype network, material forwarded direct to requesting branch and bypassing Interloan Section	28,499	35,301
Requests filled in response to daily block transmission, Interloan sending postcard to inform patron material is now available	46,266	43,663

CIRCULATION CONTROL SECTION

	<u>1977</u>	<u>1976</u>
Circulation	3,095,772	2,927,758
Of which items, 16 weeks or more overdue	22,600	19,573
Overdue as % of circulation	0.73%	0.67%

ACQUISITIONS SECTION

Orders placed	\$837,671*	\$594,953*
Orders received	\$656,853*	\$492,698*
Serials handled:		
Titles	849	884
Subscriptions	2,624	2,639
Value	\$ 47,818	\$ 40,955

* These include capital and Wintario grants

PERSONNEL

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

TOTAL STAFF 187

Full Time:

Administrators	3	
Division Heads	4	
Officer	1	
Librarians	33	
Code VIII	1	
Code VII	7	
Code VI	16	
Code V	30	
Code IV	12	
Code III	55	
Code II	7	
Code I	18	187

Part Time:

Librarians	6	
Code V	3	
Code III	1	
Code I	36	46

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

New Employees

Librarians	4	
Code V	2	
Code IV	2	
Code III	3	
Code II	1	
Code I	15	27

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Retirements

Code VI	2	2
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Terminations

Administrator	1	
Librarians	1	
Code V	6	
Code IV	1	
Code III	5	
Code II	1	
Code I	5	20

Promotions, transfers, reclassifications

Promotions	25	
Transfers	23	48

<u>OVERALL SUMMARY COMPARISON</u>	<u>1977</u>	<u>1976</u>	<u>% change</u>
Establishment	187	184	+1.6
Part-time	46	47	-2.1
Total	<u>233</u>	<u>231</u>	+0.9
New employees	27	10	+170
Promotions, transfers	48	47	+2.1
Terminations	20	14	+42.9
Retirements	2	1	+100
Sabbatical leave	1	-	-
Maternity leave	1	-	-
Jury duty (days)	1	1½	-33.3
Workmen's compensation (days)	48½	7½	+546.7
Special leave of absence (2 yrs.)	1	-	-
Leaves of absence (days)	250	988	-74.7
Total days absent	1271½	1442	-11.82

