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scarborough public library



ANNUAL REPORT 1978

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1978

A REVIEW OF THE YEAR

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Mr. S. Algoo, Head of Technical Services

Miss B. Joergensen, District Head, Cedarbrae

Mrs. C. Youssef, District Head, Albert Campbell

CHAIRMAN'S REPORT

As chairman of the Scarborough Public Library Board, this past year has been a pleasure for me. The chairman's position is one which I do not take lightly, but to which I give a great deal of time and energy. This has been a year of congeniality; the spirit of working together harmoniously has been very evident as I visited the libraries and spoke with staff members. I have felt most welcome in all of our libraries and the warmth and friendliness shown are a real encouragement to me and to the board.

All members of the Library Board represent the public interest in libraries. Our chief responsibility is to see that the public library effectively serves the community that supports it. To do this, we act to fulfill the following principal functions of trustees: determine library objectives appropriate to the needs of the community and re-examine them periodically; appoint, at adequate salaries, a competent, trained librarian and library personnel qualified to direct the activities that will attain these objectives; secure adequate funds to make the objectives a reality from the appropriating agency, and from new sources if necessary; establish policies governing the library programme and the operation of the library, after consultation with the librarian; and approve the budget and the expenditure of the library funds.

The 1978 budget of \$4,908,393.00 was approved by Council last April. We

were encouraged with the seven per cent increase granted by the Borough Council over the 1977 budget, since this allowed us to maintain current levels of service to the public without making any major sacrifices. We hope that Council this year will see fit to promote "mind building" via the use of libraries as one of its priorities.

The on-line reference system has been in operation at the Cedarbrae District Library for one year and has proven itself to be useful to all segments of the community. This system permits accurate and fast delivery of up-to-the-minute information of all kinds. Henry Ford said, "Anyone who stops learning is old - whether at twenty or eighty. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young". Every year scientific advancement renders ten per cent of our knowledge obsolete. At least ten per cent of new knowledge emerges every year. Just to maintain our place then, we must increase our knowledge by twenty per cent every year. The on-line reference system facilitates the availability of this increased knowledge.

Microfiche equipment will soon replace the book catalogues in our libraries. The library user will thus be able to locate materials in the shortest possible time. This equipment takes up less space than book catalogues, is less expensive than print, and requires little maintenance. I am sure that our

patrons will adjust to this type of information retrieval system readily and will appreciate the subsequent cost savings.

For the year 1979, we were required by Council to follow for the first time a new budgeting procedure. This method is known as Planning, Programming and Zero-Base Budgeting. As time was short, it was a major task for the staff to compile the information necessary for the programme statements and subsequent financial estimates. However, this exercise gave us all a better understanding of our library system. Although these financial statements were prepared at the request of the Borough Council, indeed they are of great value to all of us as they show quite clearly the services that are available, for example, in each type of branch, administration offices, bookmobile and shut-in service. It is abundantly clear that we are not extravagant in any sense of the word, but have a very realistic and responsible approach to budgeting for services rendered to the public. It is our hope that in the coming year we will not only maintain the library services, but will be able to expand in some of the areas of deficiency.

A document produced this year by the board and staff, A Framework for the Development of Library Service in the Borough of Scarborough, will be most significant to the deliberations of the board in determining future directions of the Scarborough Public Library system. The stated aim of this document

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is to "provide a guide for the development of the library system during the next five to ten years which will thereby influence the quality and type of library service available to the citizens of the Borough".

We have had two meetings with Mr. W. G. Sparkhall in regard to a District Library in the Agincourt area. This is a beginning. My wish is to see District Three Library, or at least approval for this facility, before I leave the board.

We have made many repairs and some renovations to the libraries during the past year. Hopefully, we will be able to continue to upgrade facilities as funds permit.

The Morningside Branch Library was moved to temporary quarters pending the completion of the new Morningside Mall. We all look forward to the next move into bigger and better facilities.

Much has been accomplished in the library system during the past year, as you will see when you read the annual reports of the staff which follow. These accomplishments could only be realized through teamwork. My heartfelt thanks and sincerest appreciation are extended to all of you; the Board, Administration, and Staff.

Florence J. Cruickshank,
Chairman.

January, 1979.

DIRECTOR'S REPORT

The descriptive and statistical details of the library system for 1978 are included in the reports of the Assistant Director and Division Heads following this report. The year, it will be seen, has been successful as shown by all branches, departments and sections of the library system. The registered use of the library materials by the population of Scarborough, whether for borrowing or answering questions, has attained another record year. The public service divisions with their fourteen branches and two bookmobiles receive the immediate recognition and praise for this accomplishment, and it is without doubt well deserved, but all the support services, technical services, business and maintenance services, and the executive services have contributed to the resultant record year for 1978 for the Scarborough Public Library System.

The final budget increase for 1978 did not allow for any expansion of library services but did enable some structural improvements at the Cedarbrae District Library and the Administration and Support Services building. The budget allowed for adequate continuation of all programmes which included growth in the childrens' and multicultural areas, even though there were some staff positions gapped during 1978. Access and availability of library service for the people of Scarborough followed the pattern of 1977, the only interruptions being serious snowstorms and the moving of

Morningside Neighbourhood Branch Library while the new Morningside Shopping Plaza is constructed.

The management processes, initiated by the Library Board in January 1976, continued and, except for the positions of Systems and Planning Librarian and the third public service Division Head, the re-organized structure, with its teams and various committees, is operating as designed.

The financial information comprising a print-out every four weeks of the statement of accounts, included this year an incumbrance statement for all library materials, which was more instructive for all staff involved. This was the first complete year of the computer-assisted accounting system and, once the accounts are closed for 1978, an evaluation can take place on its on-going accuracy. The new accounting system certainly helped in compiling the 1979 budget using the new process devised by the Borough Staff, which contained elements of programme budgeting and zero-base budgeting. The budgeting system unequivocally caused more work with the written mission statements, listed objectives, short term goals, programme statements and decision packages. Nevertheless, after two months' work and about thirty staff directly involved, a document has been produced describing the work, objectives and benefits of the library system in detail and clarity as well as reduced, maintained and expanded dollar values for the programmes.

On the Metropolitan Toronto scene, attempts are being made to foster better co-operation of the multilingual services. A person has been hired by the Metropolitan Toronto Library Board who is to study the existing situation, produce objectives, suggest alternatives for implementing the objectives, and develop future directions for the multilingual services across the Metropolitan Toronto Area. In 1978 the management consulting firm of Peat Marwick Partners completed a study for an automated circulation control network system. This study recommended a centralized system, but it is doubtful that such a system could satisfy the objectives of the individual library systems and still be within the financial capabilities of all the borough libraries. The greatest disappointment on the Metropolitan Toronto scene has been that any real attempt at co-ordination has disappeared and there does not seem any likelihood of regeneration of this concept during 1979. In spite of this, the combined public libraries of the Metropolitan Toronto Area do make available to the two million citizens one of the better public library services in the world.

During 1978, the Provincial picture has been a continuation of 1977 for public libraries in Ontario: no increases in Provincial grants and the finances and governance of public libraries under attack in various ways. The people who wrote the Report of the Provincial-Municipal Grants

Reform Committee talked to many public groups expressing the view that public library grants should be deconditionalized and transferred to the local municipalities. There was considerable discussion at the Annual Conference of the Association of Municipalities of Ontario, the Council of the Canadian Library Association and the Annual Conference of the Ontario Library Association about the suggested changes in the governance of public libraries in Ontario. But, in the midst of all this flurry of activity, the man who would have been responsible for carrying out these ideas, the Honourable Darcy McKeough, resigned. Added to this, in the Cabinet changes Robert Welch was moved from the Ministry of Culture and Recreation. Currently, the Provincial picture is quiet and it will be interesting to see how the two new ministers, Thomas Wells in Intergovernmental Affairs and Reuben Baetz in Culture and Recreation, view conditional grants and special purpose boards and commissions.

One of the less interesting subjects, but nevertheless important to public libraries, is copyright which surfaced again in 1978. The proposals for a revision of the Copyright Act put forward by Messrs. Keyes and Burnet in their report to the Department of Consumer and Corporate Affairs were debated by publishers, authors and librarians but without an attempt to explore any mutual direction. There are considerable differences between the groups and the legal problems could become complex, but public libraries

will have to watch the revisions carefully because there are likely to be financial and administrative consequences.

As has been indicated before, 1978 was a successful year for the Scarborough Public Library System and 1979 will probably be another record year as long as the budget allows the present level of service. Albeit, public libraries are probably going to feel the restraints of the public purse and possibly the questions of provincial politicians. In Ontario the Public Library Systems spend over a hundred million dollars. In the Metropolitan Toronto Area alone, over forty million dollars will be spent on public library service during 1979. It is financial totals of this size that attract the politicians' attention and the questions of governance and conditional grants will continue to be debated.

Peter J. Bassnett
Director

January, 1979.

ASSISTANT DIRECTOR'S REPORT

The office of the Assistant Director becomes involved in many activities within the library system and outside it. However, the ultimate question is the service mandate of the public library system. This then is the genesis of this report.

Use of Library Materials

Patrons borrowed 3,317,912 items in 1978, an increase of 222,140 or seven per cent. Per capita circulation was 8.32* as compared to 7.94 in 1977. The Framework for the Development of Library Service in the Borough of Scarborough establishes a standard of eight items per capita. Although the standard was achieved in 1978, it is a per capita figure which could decline in 1979 if development fails to parallel population growth. The following chart indicates the distribution among the districts.

	<u>Number of Outlets</u>	<u>Items Circulated</u>	<u>% of Total Circulation</u>
District I	1 District Library 4 Neighbourhood Branches	1,067,261	32.17%
District II	1 District Library 5 Neighbourhood Branches	1,065,116	32.10%
District III	3 Neighbourhood Branches	838,688	25.28%
Outreach	2 Bookmobiles 1 Van	306,081	9.22%
Film Services	1 Outlet	40,766	1.23%
		<u>3,317,912</u>	<u>100.00%</u>

*Based on a population figure of 398,545 obtained from the Provincial Assessment Department.

District III circulated 25.28 per cent of all items loaned via branch facilities from three small neighbourhood branches. In addition, Outreach Services circulated 66,788 items in the District. This is a total of 905,476 or 27.29 per cent of the system circulation figure. It indicates a large reading public and a service pressure which will increase with population growth. Lack of facilities limit the availability of and accessibility to resources. As a result, the library system did not provide a level of service equal to that in the other districts.

In-house use of library materials, which is recorded only in the district libraries, was 108,797 items, an increase of 10,809 or almost ten per cent.

A total of 720,833 questions relating to the use of library materials were asked by the public. This represents an increase of 14,766 - a record for the library system. The fact that this occurred when positions were gapped in all service points is a creditable achievement.

Acquisition of Library Materials

The Library Board's decision to make budget adjustments in areas other than library materials, plus the assistance of Wintario grants, made available a total of \$696,000 for purchasing purposes. Collection priorities included popular print and non-print material related to public demand, collections for children and young adults, languages other than English, and Canadiana.

A small amount of material for learning English as a Second Language and for persons with low literacy skills was also purchased. The impact of inflation upon the publishing industry has been transferred to the consumer and this restricted the ability of the library system to replace older items and to fill gaps in many subject areas.

The objective set for library collections is 2.5 items per capita by 1987 which requires a growth rate of 5.6 per cent of total collections per annum.* At the conclusion of 1978, the per capita figure was 1.9 items; the rate of growth was 3.9 per cent. Although the budget allocation for library materials increased, it has not been sufficient to cope with the dual factors of inflation and population growth. Progress has been achieved in some areas but it has occurred to the detriment of others.

Staff selecting library materials were assisted by the automation of the acquisitions and accounting systems which had its first full year of operation in 1978. In the area of library materials, staff expertise and efficient management are essential. Automated procedures enabled a monitoring of the distribution and the rate of expenditure which provided a degree of control which was lacking previously.

* Scarborough Public Library Board. A Framework for the Development of Library Service in the Borough of Scarborough. 1978.

Programmes

The number of programmes and audience attendance are both down over 1977: programmes from 4,162 to 3,872; audience from 104,131 to 87,710.

The gapping of positions definitely affected the staff's ability to plan and conduct programmes. Branch personnel also examined programme content in terms of the library's mandate. As a result, there were fewer craft programmes while book clubs, film programmes and others more directly related to library materials and issues of community concern increased. The latter included child care, conservation, family and real estate law, consumer affairs and retirement. Many of these were produced in co-operation with other agencies in the community.

Special Services

In the area of services to Children and Young Adults, the direction was established in 1977 when the Library Board approved the report of the Co-ordinator, An Evaluation of Services to Children and Young Adults in the Scarborough Public Library System. The priority was an upgrading of resources. Branch staff report better and larger collections, more children in the libraries and words of appreciation from parents for the improved service. Although the number of programmes is down, the quality has improved and much time has been spent by the Co-ordinator in

increasing staff expertise in this area.

The approval by the Library Board in 1978 of the Co-ordinator's report

Multicultural Services for the Borough of Scarborough, indicated

recognition of the fact that a planned approach to service for the expanding multicultural community was required. Material was acquired in twenty different languages; a resource service for the study of English as a Second Language was started, selection and acquisition procedures were revised; book exchanges among branches occurred regularly; the number of multicultural programmes increased.

Under the direction of the Film Co-ordinator, the priority was the promotion of film resources, particularly among community organizations.

The department also functioned as a staff resource. Acquisitions lists, assistance in the use of film for programming purposes and training in the use of equipment occurred regularly. Circulation of films increased by 6,476. The library system also recognized the importance of video resources and video cassettes were purchased for in-library use in the district libraries. A circulating collection was established in the Film Library.

Circulation in the Bookmobile component of Outreach Services declined by 3,629 items. However, Shut-In circulation increased by 256 items,

and Institutional and Deposit circulation by 6,753, resulting in an overall rise. The increasing number of institutions and residences for the aged in Scarborough placed pressures on this service which could not be met with existing resources.

Conclusion

During 1978, the public borrowed and used library materials to a greater extent than ever before. They were assisted by a competent staff who were under constant pressure due to the gapping of positions. The problem for the future will be to provide a level of service and accessibility to service relative to population growth.

Nancy M. Hall,
Assistant Director.

January, 1979.

CEDARBRAE DISTRICT

The outstanding feature of 1978 was an upward swing in circulation in all Cedarbrae District branches but one. This increased workload prompted the staff to re-examine the allocation of staff time to the various aspects of library work. The resulting shift in priorities showed flexibility and responsiveness on the part of the staff to the demands of the community. Two important documents released in 1978, A Framework for the Development of Library Service in the Borough of Scarborough and the report on Multicultural Library Services for the Borough of Scarborough gave the staff a needed sense of direction.

Collection

The collections in all public service outlets in the Cedarbrae District show a visible improvement after two consecutive years of adequate budgets, reflecting more accurately the needs of the community of the individual branches. In particular, the juvenile collections and the materials in other languages benefited from a larger budget as well as from the systematic approach to collection building by the co-ordinators responsible for these areas.

In 1978 the children's books of Morningside and Highland Creek libraries were separated from the adult collections. This exposed particularly the

weak state of Morningside's juvenile material resources. Every effort is being made to build the collection up before Morningside's move to its new location.

The collections in other languages have been greatly expanded in Cedarbrae Library and Bridlewood and Woodside, the two neighbourhood branches where the clientele is predominantly of non-English speaking background. A well-planned rotation of these collections allows for variety and consequently greater attractiveness to patrons of the individual branches.

Services

The introduction of new teletype procedures in the spring of 1978, particularly the closer interaction of branch and district library staff and more detailed information provided on the subject request slips, improved the quality of service to patrons requesting material which could not be found in their branches.

During 1978, the On-Line Reference Service has undergone a number of significant changes, for example, addition and deletion of data bases, changes in the Globe and Mail service and price changes. The publicizing of the On-Line Reference Service was carefully planned and

executed in 1978. This will be continued in 1979.

Cedarbrae Library staff participated in the investigation of alternate catalogue forms. A microfiche catalogue was found to be most suitable for the system's present situation and needs. It is hoped that by the middle of next year, the microfiche catalogue will have replaced the book catalogue.

Staff

During 1978 Cedarbrae District had its normal share of resignations, promotions and vacant positions. In addition to the gapping, short and long term illnesses would have left branches understaffed at times, if staff from other branches and particularly from the district library had not helped out. In 1978 Cedarbrae Library provided staffing to the branches in the district for 720 man-hours.

Staff training was given by a number of workshops within and without the library system. Also, staff exchanges of branch supervisors as well as junior branch staff afforded those involved with new ideas and increased familiarity with other branches within the district. In addition, branch staff had the opportunity to work in the Technical Services Division, and it was possible for the staff of the Technical Services Division to work

in the public service outlets of Cedarbrae District. The resulting increased mutual understanding and goodwill made the project highly successful.

Also during 1978 a committee consisting of public and support services staff developed a comprehensive long range plan for in-service training.

District Library - Neighbourhood Branches

The re-alignment of the westerly boundary of Cedarbrae District along Bellamy Road decreased the number of its neighbourhood branches by one. Bendale is now part of Albert Campbell District.

Early in 1978, the Cedarbrae District team designed a workplan to utilize the skills of the senior branch staff in particular. Under the guidance of Cedarbrae librarians, the branch supervisor and the assistant are working on special projects, e.g. weeding vertical files, when they are scheduled in the district library. Although the implementation of the plan has been slow due to staff shortages and other unforeseen problems, it is hoped that more of the projects can be started early in 1979.

Cedarbrae staff continued to implement the recommendations of a staff committee which were developed in 1977. Although some projects are still pending, one major improvement, the consolidation of service desks

at a prominent spot, has been effected. The delivery of information service has become more efficient and there is less confusion on the part of the patrons who wondered which desk to approach.

With a larger materials collection in other languages and a closer liaison with English as a Second Language teachers, Cedarbrae has been able to attract more patrons from other cultural backgrounds.

Cedarbrae's circulation increased only moderately in 1978. Nevertheless, the nineteen per cent increase of in-house use of materials attests to Cedarbrae's importance as a resource centre.

In June, Morningside moved to its smaller temporary quarters. This prompted vigorous weeding of old material. With the strong infusion of new books, the branch now looks very attractive. Most of the old, as well as quite a few new readers, found their way to the new location without difficulty. Consequently, the circulation has only slightly decreased.

Guildwood staff managed to maintain a high profile in its community despite prolonged staff shortages.

Port Union also has continued to establish closer ties with its community, with the organizations in that area and especially with its schools. Both branches show a steady increase in circulation.

Highland Creek provides a link between a small, rather isolated community and the resources of the library system. Its slight increase in circulation is encouraging. A flyer publicizing Highland Creek has been designed and will be distributed to residents in new housing developments in the northern sector of the community in order to promote Highland Creek as the closest neighbourhood branch.

1978 was the first full year of operation for Woodside. Its collection has greatly improved, which is reflected in its high circulation figures.

By far the biggest increase in circulation within the Cedarbrae District over the previous year occurred in Bridlewood. The expansion of the collection, particularly in the area of other languages and children's materials has enabled the staff to better satisfy the multitudinous demands of their patrons.

Programming - Exhibits

Under the premise that programming and exhibit work is part and parcel of community-oriented library work, the staff has carried out a wide variety of programmes and exhibits. One important aspect of these endeavours has always been to make the public aware of relevant resources within the system. In 1978 this principle was carried one step further when an Open House was held in Cedarbrae to publicize the newly established collection of Korean

books to the Korean community. The success of this evening was very encouraging for future work in this area.

Most branches in the Cedarbrae District stepped up their work with schools, for example, class visits to libraries and staff visits to schools were regularly arranged.

In 1978 a council for the arts in Scarborough was formed. Cedarbrae Library staff was involved in the conference leading to the founding of this body. Although it is too early to foresee the exact nature of interaction between Arts - Scarborough and the exhibit committee of Scarborough Public Library, it is hoped that it will be mutually beneficial.

Conclusion

The on-going process of re-examination of changing work situations and finding ways of coping with them, even under less than ideal conditions, attests to a competent staff in the Cedarbrae District. The sense of accomplishment of the staff and confidence in their ability to meet the challenges of 1979 are well founded.

Birthe Joergensen,
Cedarbrae District Librarian

January, 1979.

ALBERT CAMPBELL DISTRICT

The Scarborough Public Library, A Framework for the Development of Library Service in the Borough of Scarborough adjusted divisional boundaries and Bendale joined the Campbell District in early 1978. Throughout the year, professional as well as clerical positions were gapped and we were constantly challenged to provide efficient, effective library service in southwestern Scarborough. The Campbell administrative team provided various training approaches in anticipation of staffing needs by designing and carrying through job rotation, staff exchanges and other in-service training ideas. Such diversified approaches enabled the Division to handle staffing problems resulting from gapping, vacations and other absences, and provided opportunities for individual librarian participation in in-service training. Staff also provided the Technical Services Division with assistance in order to make popular material available to the public.

In order to develop a stronger base of patron usage and to accommodate the impact of the Multicultural and Children's Co-ordinators on service delivery, a combined programme of careful weeding, more popular book purchasing and increased paperback promotion was instituted. At the Campbell District Library, the result was an annual circulation increase of 35,081 and the highest annual total on record for that location.

Whereas other branches concentrated on daytime programming, Bendale and Campbell meeting room space was in fairly constant use during the daytime as well as evening hours. Programmes addressed issues (book and film discussions, citizenship procedures, English as a Second Language) and reached out to specialized community groups (seniors, day care children, adults at home during the day, volunteers, teens, mentally handicapped adults). Exhibits, and single as well as series programmes responded to local need for information on such topics as consumer law, all candidates' meeting, small business management, light rapid transit, community planning and taxes. With the assistance of the Collections Co-ordinator, a major effort was made to promote library materials during programmes and exhibits. Co-sponsored programmes enabled us to work more closely with community groups to provide response to local issues. Overall there was informational component in programmes and exhibits and in the complementary promotion of library materials.

In a community where the question of adult functional literacy is being addressed, where there is a comparatively low participation rate in adult education or in organized group activities, traditional library approaches like many traditional institutional approaches do not produce efficient, effective results. It was an honour for Campbell District Library as part of Scarborough Public Library to have been chosen by the Ontario Educational

Communications Authority (OECA) as the subject of a video tape presentation in the Outreach Ontario Series entitled "Community Libraries". Community outreach continued, but primarily with local schools and identifiable community groups. With the help of the West Scarborough Boys and Girls Club, the Division arranged community tours not only for Co-ordinators and new library staff, but also for agency staff requiring community information.

One of the highlights of the year was the new budgeting process initiated by the Borough. This event provided a new approach to budgeting and planning as well as the first opportunity to meet with the Borough management group. It was an excellent opportunity to discuss and promote library services and to learn more about management skills and Borough operations.

District Library - Neighbourhood Branches

Campbell, Bendale and McGregor planned for major layout changes to respond to changing branch needs. The highlights from individual locations follow.

At the Albert Campbell District Library, in the continuing search to present a library service that responds to the local community's needs, the issue of adult literacy and the library's role was addressed. Staff shortages

required a re-assessment of priorities whereby clerical functions were consolidated, and the circulation desk was re-arranged and listening services reduced. In an attempt to make the library more visible within the community, the Borough Traffic Department was approached and library directional signs were erected on local major traffic routes.

Because of the availability of meeting room space at the Bendale library, the branch carried a heavy programme commitment. During the year, on the recommendation of the staff and Board, improvement of the circulation desk was begun and we are looking forward to its completion in 1979. In response to a patron enquiry, Bendale was chosen as the location for a book drop experiment.

At Cliffcrest a major staff training pilot project was instituted in response to clerical training needs, and the branch continued its involvement with the local agency committee.

The Eglinton Square branch was the location of the first Scarborough Public Library book sale to be situated in a mall and it proved to be very successful. The branch staff continued to develop local library outreach efforts in the community and the appearance of the branch and the efficiency of the circulation area were improved by recovering and raising the circulation desk.

McGregor's Children's Area became a separate service on the recommendation of the Children's Co-ordinator. This change allowed us to gain a clearer picture of the overall contents of the children's collection.

Major construction involving the widening of Lawrence Avenue made access to the branch most difficult and was a factor in the decrease in the circulation.

A room on the second floor at the Taylor branch was renovated and furnished as a public reading room in response to requests from the local Community Advisory Committee. The Committee participated in branch activities and co-sponsored a school-public library luncheon meeting and also a summer day camp programme at the branch.

In 1978, the Campbell District assumed the role of community and library catalyst. Working with local agencies and individuals in the community, we were in the forefront, identifying human resources and developing library responses to community needs. Agencies referred their staff to Campbell for community information. Studies by the Scarborough Board of Education, the Scarborough Agencies Federation and the library have indicated comparatively low participation in adult education activities by residents of southwestern Scarborough. Thus the question of literacy needs of adults in Campbell Division was raised and we decided to develop a library response to this issue by purchasing and promoting the use of adult basic

education materials. The Campbell Division Head led a wider library response by spearheading the development of the Ontario Library Association Library Literacy Committee, by participating in the development of the Canadian Library Association Literacy Committee, and by accepting membership on the national Board of the Movement for Canadian Literacy. The issue has also been introduced to Scarborough through the Scarborough Agencies Federation and local community agencies. Future library service planning in the Campbell District is addressing a response to the mushrooming number of adults interested in continuing their education beyond the classroom.

In closing, I would like to add a note of sincere appreciation to a hard-working, concerned staff for their efforts and contributions to a successful year in the Campbell Division.

Carolyn Youssef,
Albert Campbell District Librarian

January, 1979.

TECHNICAL SERVICES DIVISION

The Technical Services Division of the Scarborough Public Library subsumes the Acquisitions, Cataloguing, Processing and Circulation Control of library materials. Through its Interloan section, it facilitates the transfer of library materials from branches where they are located to branches where they are needed by patrons. Scarborough's public services are therefore heavily dependent on the Division's support to assure good service to the public. During 1977 the Division, in most of its five sections, set marks of achievement that will have to be at least matched, and, as more people use the library, surpassed during future years. In spite of the financial constraints under which the organization operates and the consequent staff gapping, the Division set out during 1978 to at least match the achievements of the previous year.

Cataloguing

The cataloguing section is the pivotal function of the Division. There was a slightly higher number of titles catalogued or classified over 1977 (20,785 against 20,349). In terms of what is required by the organization, however, continued investigation into work methods will be needed in 1979. The performance standard looked for here is for only three months backlog to be on hand at anytime: one month's work on its way through, another waiting

its turn and the third arriving in the building. Branches, as well as service specialists in staff positions, understandably want more and more categories of library materials to be fully catalogued. However, there is a limit to the numbers of categories that can be fully catalogued given the number of cataloguers in the section. Fortunately, agreeable discussions with Public Services have led to satisfactory arrangements. Only four foreign languages will be fully catalogued, while the remainder will be given marginal bibliographic treatment. Some of the fine distinction drawn between categories of material, which only slow down work, for example, the difference between Picture and Easy books, has been abandoned and should allow faster turnaround of children's material. More branches are also classifying as pamphlets, materials related to passing rather than permanent issues, instead of sending everything in for full cataloguing. Branches have also decided that they prefer to index their collections of popular records and cassettes, and, by taking this stream of work away, have freed time for the section to process more of the type of work that cannot be done at the branches. Under the pressure of delivering more services to branches with constant numbers of staff, re-allocating work to public services on a periodic basis has enabled the Division to concentrate its efforts on jobs that are better done at headquarters. Branches now sort and count most of the withdrawn materials, so that only catalogue and stock adjustments have to be done by the Division. Without

this agreement, the record 110,026 items withdrawn in 1978 would have been an impossible job for the section to handle. Over half of the withdrawn items were paperbacks which are perishable, while most of the remainder were older editions that can now be replaced without leaving shelf gaps, because of the sustained inflow of new materials over the past two years. Divesting the Division of certain types of tasks enabled it to satisfy more complex demands on it for service. Although the number of titles processed are not substantially higher than 1977, there were more of these titles catalogued, which required more work than in the previous year. Straightforward classification of items fell from nearly 5,000 to only 2,000, which means that about 3,000 more items were fully catalogued than in 1977.

At the same time, staff in the section worked on two special projects. Firstly, a project of identifying staff training needs and organizing programmes to fill these needs was led by the Assistant Division Head, and is all set for implementation in early 1979. A highly skilled and well trained staff continues to be the most important resource the organization possesses to counteract the effects of budgetary constraints. The second project is the conversion of the book catalogue into a microfiche catalogue. Studies of other systems' experiences with microfilm and microfiche catalogues have led to the choice of microfiche, both for the ease with which it is

updated and the implication for the patron service which this represents, and the lower cost of production.

The Processing section depends in large measure on the flow of work coming from the catalogue section for its daily activity. The staff were able to handle all of the materials passed on from cataloguing as well as non-catalogued items. The lower total (136,357 against 157,291 for 1977) was handled largely through divisional assistance made available to them, and staff acquired through the Ontario Career Action Programme (OCAP). This is a programme through which new high school graduates, who find it difficult to obtain employment because of lack of experience, work for sixteen weeks in participating organizations, after which it is hoped that their job prospects might improve. There were six participants during the year, of which at least four remained close to the full term.

Acquisitions

For the second year running, a substantial but not generous materials budget was available for acquiring library materials: \$696,000 including Wintario grant. The section worked for the first time with the automated acquisition subsystem for a full year. Because residual orders from the older manual system had to be phased out, for most of the year staff had to cope with two acquisition systems. They did very well. The new system

is not perfect and can be developed further, but it does the job well enough to have attracted several visitors from other library systems to examine it.

Interloan

The two circuit teletype configuration continued to prove that it was the correct choice to reduce what was a very congested single circuit. In addition, subject requests which tended to be vague and ill-defined and therefore consumed disproportionate amounts of staff time with imperfect results for patrons, were removed from spontaneous transmission across the network and channelled to librarians at district libraries. This appears to provide a better service for patrons and has diminished the congestion further. Therefore, the lower statistics here indicate, in part, a success story. The use of the teletype network has become more rationalized. The change in the method of handling subject requests is another example of how work has had to be reassessed and transferred to where it might more appropriately be handled.

Circulation Control

This section managed to cope with a larger number of overdue items for recovery, based on an ever-increasing total circulation. From time to time they have had to have assistance, but, as seasonal patterns emerged,

staff from this section readily made themselves available to help in other sections when they could.

Staffing

Obviously full staffing of the establishment has not and cannot be expected, given the budget increase available. Within reason, therefore, efforts have been made to optimize the use of staff, and to streamline procedures to allow work to occur more efficiently. During the early part of the year, staff from the Cedarbrae district came in to work for several days alongside division staff on jobs which related to their branch responsibilities. Staff of both divisions felt they benefited a great deal by hearing each other's point of view and seeing that constraints are necessary for accountability, and are not purely capricious and bureaucratic. The division appreciated the help of these staff members. Later in the year, as seasonal lulls occurred, Technical Services staff visited some branches to work alongside their public services colleagues. They in their turn, appreciated operations on the other side of the fence and the skills with which the public has to be handled. These exchanges will continue as time and work permit.

Within the division a continuing effort is being made to raise the awareness of staff about the management and cost of time. Staff have also contributed several ideas that have improved work routines and made work more manageable.

Supervisors now meet monthly to discuss the management of time, work and people and to pool their experiences to assist one another in their development as supervisors. Individually and collectively, these efforts will continue so that increasingly skilled staff can better cope with an increasing division workload. For assisting me in these endeavours and for their work achievement, I would like to thank a very supportive division staff. In return, I can promise only to seek out more Government funded programmes, such as the Ontario Career Action Programme, from which additional staff might be drawn.

S. Algoo,
Head of Technical Services Division.

January, 1979.

BUDGET 1978EXPENDITURES

Administrative Support and Board Services	\$1,508,775
Public Services - Special Services	458,103
Public Services - Cedarbrae District	1,426,546
Public Services - Albert Campbell District	1,005,376
Public Services - Agincourt District	584,073
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	\$4,982,873
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REVENUE

Borough Grant	\$4,085,851
Provincial Grants	750,480
Levied Charges	105,000
Recoverables	25,000
Surplus	16,542
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	\$4,982,873
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* Includes conditional grants.

CIRCULATION OF ALL ITEMS

<u>UNIT</u>	<u>YEAR 1978</u>	<u>YEAR 1977</u>
FILM SERVICES	40,766	34,290
OUTREACH	306,081	302,702

DISTRICT I

Cedarbrae	550,013		535,275	
Guildwood	138,530		127,236	
Highland Creek	52,100		49,511	
Morningside	174,319		177,712	
Port Union	152,299	1,067,261	139,776	1,029,510

DISTRICT II

Campbell	313,040		277,959	
Bendale	164,628		158,391	
Cliffcrest	147,288		141,875	
Eglinton Square	233,787		219,793	
McGregor Park	125,335		123,230	
Taylor	81,038	1,065,116	84,935	1,006,183

DISTRICT III

Agincourt	370,957		380,955	
Bridlewood	264,464		217,708	
Woodside	203,267	838,688	124,424	723,087

YEAR TO DATE	3,317,912		3,095,772	
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POPULATION OF THE BOROUGH OF SCARBOROUGH: 398,545

TOTAL INFORMATION QUESTIONS

<u>UNIT</u>	<u>YEAR 1978</u>	<u>YEAR 1977</u>
FILM SERVICES	26,555	25,046
OUTREACH	25,545	22,977

DISTRICT I

Cedarbrae	104,815	95,085
Guildwood	34,293	33,727
Highland Creek	5,559	4,325
Morningside	51,177	54,654
Port Union	30,749	24,987
	226,593	212,778

DISTRICT II

Campbell	76,485	88,909
Bendale	49,504	44,087
Cliffcrest	38,175	38,474
Eglinton Square	47,674	53,087
McGregor Park	34,934	36,826
Taylor	13,204	12,675
	259,976	274,058

DISTRICT III

Agincourt	71,667	69,809
Bridlewood	61,624	75,834
Woodside	48,873	25,565
	182,164	171,208

YEAR TO DATE	720,833	706,067
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COLLECTIONS

	<u>1978</u>	<u>1977</u>
Books	592,487	563,107
Paperbacks	125,272	131,367
Films, filmstrips and videotapes	2,022	2,171
Records, cassettes and kits	35,158	30,280
Framed pictures	1,116	1,116
Microforms	1,482	1,267
	<u>757,537</u>	<u>729,308</u>
<u>Serials</u>		
Titles	870	849
Subscriptions	2,663	2,624

IN-LIBRARY USE OF MATERIALS

<u>Type of Question</u>	<u>1978</u>	<u>1977</u>
Author/Title Search	428,508	388,059
Ready Reference	149,239	172,377
Information Questions	109,011	111,613
User Advisory	24,736	23,457
Extended Search	9,339	10,561
	<u>720,833</u>	<u>706,067</u>
Total of Information Questions	<u>720,833</u>	<u>706,067</u>

JUVENILE PROGRAMMES

<u>Programme</u>	1978		1977	
	<u>Number</u>	<u>Audience</u>	<u>Number</u>	<u>Audience</u>
Bookclubs	69	1,004	n.a.	n.a.
Crafts	219	4,061	255	5,531
Class visits	939	21,981	1,060	25,641
Film Programmes	259	7,781	252	10,497
Nursery	381	4,253	207	2,804
Pre-school story	823	13,965	883	14,362
Puppetry	80	5,134	131	6,224
Special programmes	181	5,308	474	13,205
Young adults	9	39	32	167
	<u>2,960</u>	<u>63,526</u>	<u>3,294</u>	<u>78,431</u>

ADULT PROGRAMMES

Book Clubs	143	1,605	123	1,378
Crafts	14	359	75	1,075
Film Programmes	88	2,472	71	2,799
Multicultural programmes	164	6,115	140	4,789
Senior Citizens	94	2,324	61	1,692
Speakers/Demonstrations	198	7,548	150	9,021
Women's Groups	211	3,761	248	4,946
	<u>912</u>	<u>24,184</u>	<u>868</u>	<u>25,700</u>
TOTAL	<u>3,872</u>	<u>87,710</u>	<u>4,162</u>	<u>104,131</u>

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1978</u>	<u>1977</u>
Books, adult	14,409	13,003
Books, juvenile	5,250	5,609
A.V. materials	<u>1,126</u>	<u>1,737</u>
Total titles catalogued	<u>20,785</u>	<u>20,349</u>

MATERIALS PROCESSED

Books, adult	54,997	57,864
Books, juvenile	26,743	29,636
A.V. materials	2,473	6,490
Paperbacks and Pamphlets	52,144	63,189
Framed reproductions	<u>-</u>	<u>112</u>
Total materials processed	<u>136,357</u>	<u>157,291</u>

INTERLOAN SECTION

TOTAL REQUESTS FILLED	64,256	79,426
Interlibrary loan requests filled, located via Metropolitan Toronto network.	4,050	4,661
Branch to branch spontaneous requests filled, located via SPL teletype network, material forwarded direct to requesting branch and bypassing Interloan Section.	15,228	28,499
Requests filled in response to daily block transmission, Interloan sending postcard to inform patron material is now available.	42,339	46,266

CIRCULATION CONTROL SECTION

	<u>1978</u>	<u>1977</u>
Circulation	3,317,912	3,095,772
Of which items, 16 weeks or more overdue	29,076	22,600
Overdue as % of circulation	0.87%	0.73%

ACQUISITIONS SECTION

Serials handled		
Titles	870	849
Subscriptions	2,663	2,624
Value	\$ 54,513	\$ 47,818
Budget for other materials handled	\$641,487*	\$654,100

*Includes Wintario and Metro grants

PERSONNEL

The following is a breakdown of the staff establishment for 1978:-

Full Time

Administrators	3	
Division Heads	4	
Personnel Officer	1	
Librarians	33	
Code VIII	1	
Code VII	7	
Code VI	16	
Code V	30	
Code IV	11	
Code III	56	
Code II	7	
Code I	18	<u>187</u>

Part Time

Librarians	6	
Code V	4	
Code III	1	
Code I	36	<u>47</u>

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

New Employees

Personnel Officer	1	
Librarians	1	
Code V	2	
Code IV	1	
Code III	3	
Code I	5	13

Retirement

Code IV	1	1
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Terminations

Personnel Officer	1	
Librarians	2	
Code VI	1	
Code V	4	
Code IV	2	
Code III	6	
Code I	2	18

Promotions, transfers, reclassifications

Promotions	14	
Transfers	16	
Reclassification	1	31

<u>OVERALL SUMMARY COMPARISON</u>	<u>1978</u>	<u>1977</u>	<u>% change</u>
Establishment	187	187	no change
Part-time	<u>47</u>	<u>46</u>	+2.2
Total	234	233	+0.4
New employees	13	27	-51.8
Promotions, transfers, reclassification	31	48	-35.4
Terminations	18	20	-10
Retirements	1	2	-50
Sabbatical leave	1	1	no change
Maternity leave	4	1	+300
L.T.D.	1	n.a.	n.a.
Jury Duty (days)	10	1	+900
Workmen's Compensation (days)	121 $\frac{1}{2}$	48 $\frac{1}{2}$	+150.2
Leave of Absence (days)	205	250	-18
Total days absent	1248	1271 $\frac{1}{2}$	-1.8

