

scarborough public library



ANNUAL REPORT 1979

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1979

A REVIEW OF THE YEAR

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Mrs. A. Eddie, Assistant Director (from September 1979)

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DIVISION HEADS

Mr. S. Algoo, Head of Technical Services

Miss B. Joergensen, District Head, Cedarbrae

Mrs. C. Youssef, District Head, Albert Campbell

CHAIRMAN'S REPORT

1979 was a busy and rewarding year. The Library Board was pleased to welcome two new members in January, Mrs. Flora McKinlay and Mrs. Diane Smith, and they have joined the other members of the Board and staff in working extremely hard to provide the very finest library service possible. It is satisfying to know that our public library system is better used today than ever before, indicating the residents of Scarborough's need and desire for library service.

Service to the community was a primary concern this year. Several of our branches were made more accessible to the handicapped. The Board of Control finally approved monies for new drapes for the Cedarbrae District Library, and also purchased property adjacent to Cedarbrae for needed future expansion. In February we made contacts in the Malvern Community to discuss the plans for a community library. Bendale and McGregor branches were renovated by our own maintenance staff; both libraries are now very inviting to the public and the staffs are able to operate more efficiently.

The Morningside neighbourhood branch library was moved from its temporary quarters into the new Morningside Mall. The Official Opening by the Hon. Margaret Birch M.P.P., with members of the community cutting the ribbon, was held on Thursday, November 29th. It was well attended and both staff and patrons were most enthusiastic about their library at the

"top of the house".

In November I took part in the Birch Cliff Association Community Conference, the first of its kind in Scarborough. Many aspects of the area were discussed; the need for renovating stores; new housing; a new library; parks and community facilities. People representing the various branches of the Borough were present to help and lead the discussions. It was generally considered to have been a most beneficial conference. I hope that other communities will be encouraged to discuss their specific needs with Borough representatives.

As the population of Scarborough grows at approximately ten thousand people per year, the Board is aware of the ever-present need for expansion and a third District Library, to be located north of 401, is still a prime concern. The financial situation demands our continued attention as the rate of inflation and the pressure for library service from the public exceeds our financial resources. 1979 was the first time the Library Board found it necessary to approach Council for more financial support and, with the backing of the public, we were able to come to a reasonable agreement.

We continued working with the Borough of Scarborough staff in the new budgetary procedures. This system, which is partially based on programme budgeting and zero-base budgeting, took not only a great deal of staff time and large quantities of paper, but involved many extra board meetings and

meetings at the Borough.

During the year, the Board approved various new policies including a Purchasing Policies, Exhibition Policy and Procedures, Policy and Procedure regarding the Borrowing and Return of Library Materials, and the Scarborough Public Library Organization, which is a document describing the committees and meetings of the system as a structure for communication and decision-making.

In May the Board made a submission to the Special Committee of Council regarding the Metro's Suburbs in Transition Report of the Social Planning Council of Metropolitan Toronto. The problems expressed in the report were indeed real, but, if the library system were to increase services to possibly alleviate some of these problems, a higher level of financial assistance would be necessary.

With the support of the Board, my special project for the International Year of the Child was to establish a toy lending library for the children of Scarborough. Donations have been received from the Golden Mile branch of Kiwanis International, the Rotary Club of Scarborough, Louise Kool Toy Company, Irwin Toy Company, Pilkington Glass Company and gifts from several individuals. The total of \$3,775.00 will be matched by a Wintario grant. It is expected that the toy library will be placed in the Albert Campbell District Library early in 1980, and hopefully will

eventually extend to more of our branches. A great number of parents have expressed their delight about the project. It has been my pleasure to have met those who have donated to the project and their willingness and co-operation is appreciated.

Attendance at meetings and functions and membership in various associations are necessary to the role of the Chairman of the Board, not only as a working contributor, but also as good public relations for the library system. In following this through, I have been present at some 150 meetings and functions during the past year, as well as attending the Ontario Library Association and Canadian Library Association Conferences. My committee involvement has included not only the meetings for our own system and Metropolitan Toronto wide library committees, but also active participation on the wider scene as Vice-President of the Ontario Library Trustees Association for the year 1978-1979 and President for 1979-1980, and the position of Councillor on the Canadian Library Trustees Association.

The Scarborough Public Library Board has an approved framework for the development of library service in the Borough. It is important that the Board, even though placed under great financial restraints, should not shirk its responsibilities in seeing that appropriate library service is maintained in old areas and expanded to new neighbourhoods. It is important that libraries should be regarded as an essential part of our society, particularly

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in light of the number of young people in our growing population who should be offered the best services possible. The future belongs to those who prepare for it. We have prepared the way; let us not become discouraged. The people of Scarborough deserve the best.

Florence J. Cruickshank,
Chairman.

January, 1980.

DIRECTOR'S REPORT

A public library system as a social organization is concerned with people and, as such, any measurement of success will relate directly to the use of the service provided for the community. During 1979 the residents of Scarborough unequivocally made good use of the services provided by the Public Library Board by borrowing more material and by generating more requests for information than ever before. Another record year was thus created, demonstrating that the activity of the public library was in response to the needs of the people of Scarborough.

The descriptive and statistical details which follow this report indicate an increase in productivity in all divisions and sections of the library system over the previous year, a trend that will continue only if further investment is made in technology and new facilities. The facility most required by the public is the district library to serve the population north of the 401 Highway. The population in this area of the Borough is growing rapidly and the use of the existing library services is completely overloaded; more space and larger collections are necessary to provide satisfactory public library service to this part of the Borough. A major source of work in a public library is the circulation and control of the materials borrowed by the public and currently over one million dollars per annum are spent by the Library Board on this task. The present semi-manual methods are inadequate in keeping pace with the

continual growth in circulation, and productivity will drop and costs per item borrowed will increase unless investment in an automated system is made within the next few years.

The funds made available for 1979 from the appropriating bodies allowed the continuation of library services at a maintained level, plus the expansion of the hours of service at the relocated Morningside Neighbourhood Branch Library and the complete refurbishing of the Bendale and McGregor Neighbourhood Branch Libraries, as well as some alterations and renovations at the Albert Campbell District Library. Improvements to service can be obtained, however, without necessarily having to spend extra amounts of money. The introduction of the Computer Output Microform Catalogue (COM) was achieved without any extra funding and has improved access to the bibliographic information of the library system for both staff and public. Generally the financial situation for the year was close to satisfactory, the major disappointment being that the library materials budget did not reach the figure of two dollars per capita. The budgeting system still requires an extraordinary amount of time to prepare and produces an inordinate amount of paper to read, albeit it is probably one of the better budgeting systems devised. It would be desirable if a simplified version could be developed, so that more assistance may be obtained from the computer in preparation of the annual budgets.

The planning for the future development of library services and facilities is obviously an on-going task and during 1979 several projects were started. The concept of a toy library service was discussed and seen as viable. The funding, which was raised from the private sector and is expected to be matched dollar for dollar by a Wintario Grant, is adequate to launch a reasonably extensive toy library service and arrangements are now being made to bring this service into reality during 1980. The organization structure was changed by the appointment of a Division Head responsible for the management of public library service for the area north of the 401 Highway and to analyze the future provision of the outreach services. The past year has seen the start of what will be either new or expanded facilities within the next three years. Preliminary layouts were produced for the expected relocation and expansion of the Woodside Neighbourhood Branch Library, and basic agreement was reached with the Ontario Land Corporation on the building programme and financing of the Malvern Community Branch Library that will be included in the proposed recreational and community complex due to open in 1981. The purchasing of a small piece of land adjacent to the Cedarbrae District Library has given the opportunity for the much needed expansion of this library, which will probably take place during 1980 and 1981. Several attempts were made to negotiate for leased space in the Maryvale Community during the past year, so as to upgrade the present library service to the community. Although

suitable space has not yet been found, one developer was interested in the idea of including a public library in a new development to start within the next twelve months.

The public library scene in the Metropolitan Toronto Area saw several co-operative ventures, mainly between the Borough and City systems. The Children's Co-ordinators organized a puppetry festival across the Metropolitan area in recognition of the International Year of the Child; the publicity and programming staff are organizing a Metropolitan-wide Public Library Week for May 1980. The technical services staff and the administrators of the public libraries in the Metropolitan area joined together to form a users' group in order to negotiate and communicate with the University of Toronto Library Automation Systems (UTLAS). The two meetings held in 1979 have produced better service to all the public libraries concerned. The multilanguage services study made recommendations that would rationalize this service across the Metropolitan Area, increase the co-operation between the staffs, allow for a more flexible approach and, it is hoped, provide a better service to the people using the multilanguage collections, irrespective of the library facility used across the Metropolitan area. The discussions concerning the automated circulation control system and the proposed networking of these systems across the Metropolitan area continued throughout the year. As the year progressed, however, most staff involved in the discussions saw that the networking

difficulties and the special demands made on a system by the requirements of the Metropolitan Central Library were too complex and expensive to proceed with the plans as outlined in the Peat Marwick study. This left the Borough and City libraries agreeing to a common set of mandatory and desirable specifications during the latter part of 1979, which will be ready for presentation to vendors during 1980.

The major movement on the Provincial scene is the start on rewriting of the Public Libraries Act. There are many different groups requesting that there should be a new Act, and the wishes of these groups are in some instances directly opposed. For example, the Association of Municipalities of Ontario and the Ontario Library Trustees' Association have a completely different view of the way public library service in the Province of Ontario should be governed. The problems of governance of public libraries and the funding of public library service are very difficult to separate, but it does look as if the Library Board will have to operate for the third straight year without an increase in the Provincial Library Grant. As a result of what amounts to diminishing grants from the Province, discussions are beginning to occur regarding the introduction of user fees for public library services, a concept that would change the whole approach to providing public library service within the Province of Ontario, if accepted.

Scarborough Public Library had a successful year during 1979, and,

assuming the funding allows a maintained level of service, 1980 will probably be another record year. These record years will be more difficult to attain in the future, as urban public libraries endeavour to respond to a more demanding public with fewer human and financial resources.

Peter J. Bassnett,
Director.

January, 1980.

ASSISTANT DIRECTOR'S REPORT

All staff activities and programmes are promoted to stimulate an increased use of library materials. The staff worked under restricted circumstances, both crowded and bustling branches and gapped positions, but provided a full range of resources, complementing formal learning experiences and providing library materials, programmes and information which were designed to contribute to greater enjoyment of leisure time for all the residents of the Borough. This report will give a brief overview of Scarborough Public Library's achievements during 1979.

Usage of Library Materials

During 1979, circulation increased 3.9 per cent while the population growth was 2.77 per cent. The residents of Scarborough borrowed 3,448,817 items which was 130,905 more than the 1978 total.

The circulation was 8.4 items per capita - above the standard of 8 items per capita established by the Scarborough Public Library Board in 1978.

The distribution among the three districts was as follows:-

<u>Year End 1979</u>	<u>Number of Outlets</u>	<u>Items Circulated</u>	<u>% of total circulation</u>
DISTRICT I	1 District Library	572,469	
	4 Neighbourhood branches	540,975	
	5 Bookmobile stops	<u>26,578</u>	
		1,140,022	33.1 %
DISTRICT II	1 District Library	327,971	
	5 Neighbourhood branches	772,759	
	12 Bookmobile stops	<u>82,584</u>	
		1,183,314	34.3 %
DISTRICT III	3 Neighbourhood branches	914,885	
	7 Bookmobile stops	<u>62,860</u>	
		977,745	28.4 %
FILM SERVICES	1 Outlet	42,935	1.2 %
INSTITUTIONAL, DEPOSIT & SHUT IN SERVICE		<u>104,801</u>	<u>3.0 %</u>
		<u>3,448,817</u>	<u>100.0 %</u>

Lack of a district facility and its district level resources and services, has severely hampered delivery of library service to the residents north of 401, although plans for Malvern Community Branch and the Steeles Neighbourhood Branch are proceeding well. With three neighbourhood branches and seven bookmobile stops, the library outlets in District III circulated 28.4 per cent of the library material circulated in the Borough during 1979. The average circulation per hour for the three neighbourhood District III branches was 97 compared to the average hourly circulation for all Scarborough Public Library neighbourhood branches which was 68 items per hour. Agincourt leads the system with an average circulation of 111 per hour.

Figures for the in-house use of library materials recorded in the district facilities, show an increase of 8,239 or 7.6 per cent over 1978.

Questions, which ranged from Author/Title searches to Extended searches, increased by 34,602 or 4.8 per cent over 1978. This increase in work, answering the questions, occurred during a year in which a number of public service positions had been gapped in order to provide required personnel in other areas of the library system.

Acquisitions of Materials

Allocations for print and non-print materials for 1979 purchases amounted to \$712,500.00. Although this was a 2.4 per cent increase over the 1978 materials' budget, the combination of high inflation and the devaluation

of the dollar reduced the purchasing power throughout the system.

Collection building was emphasized in the following areas; popular materials directly related to our demand lists; materials for young people; materials in languages other than English, and materials in basic English. During 1979 a collection of 1.95 items per capita was attained. The long-range plan provides a programme for Scarborough to reach the Canadian Library Association standard of 2.5 items per capita in its collections by 1987.

Computer Output Microform Catalogues

Microfiche catalogues were introduced throughout the entire Scarborough Public Library system. All branches now have at least one microfiche reader and a complete set of fiche which lists the books added to the library system since 1976. These new catalogues on computer output microfiche have been well accepted and are in constant use by the public.

25th Anniversary for Scarborough Public Library Board

In 1955 when Scarborough's Public Library by-law was passed, three local library associations (Bendale Library established in 1812, Highland Creek Library established in 1889, and Agincourt Library established in 1918) were united and expanded under the Scarborough Township Library Board in order to give all Scarborough residents access to free library service. In twenty-five years the number of outlets has grown fivefold, giving good coverage

to District I and II, south of 401. The focus of library growth over the next few years will concentrate on areas north of 401; the new facilities will give equal access to residents in the Malvern, Steeles and Agincourt areas.

Services to Children and Young Adults

The 1977 report on Scarborough Public Library Service to our young people has continued to provide the essential guidelines for the Co-ordinator of Services to Children and Young Adults. Upgrading of resources, staff workshops, bibliographies and programmes for parents and children were emphasized in this the International Year of the Child. All branches have now added popular collections of paperbacks for teens. The report The Scarborough Teenager and the Public Library, prepared by three Faculty of Library Science students from the University of Toronto, has been used as the basis for discussion in a staff committee, which is formulating a draft policy for future service to Scarborough's young adults. Co-operation with schools and other outside agencies has continued with the emphasis being on workshops in folklore and storytelling. These were given for specialists outside the library environment.

Community Development and Programming

A variety of programming, bringing current information to the residents of Scarborough, has been promoted by the Co-ordinator of Community

Development and Programming throughout 1979. Both library staff and co-sponsoring groups have developed programmes which primarily promote the use of library services and materials, but also complement formal learning experiences. Increased information needs and circulation of materials has reduced the time available for staff to plan and conduct programmes. The number of programmes and corresponding attendance was down slightly from 1978: programmes reduced from 3,872 to 3,712; audiences dropped from 87,710 to 85,175. Community groups, which offered free public programmes in our libraries over the past year, have included Community Legal Education Ontario, Scarborough Board of Health, Mental Health Scarborough, Arts Scarborough, Scarborough Historical Society, Family Services Association and Scarborough College.

Film Services

Film circulation has increased by 7.2 per cent over 1978. During 1979 library films were viewed for information and recreation by 324,199 Scarborough residents. Subject specialists from the community have continued to assist with viewing of new titles prior to purchase. Filmographies were produced to promote various subject areas. Implementation of a computerized booking system for Metropolitan Toronto owned films has increased both the efficiency and use of the Metro film collection. Although use of the video tape collection was promoted throughout the year, outside use of the collection was made only by groups who had access to their own

playback equipment.

Multicultural Services

The Co-ordinator of Multicultural Services has continued to increase our collections of books, periodicals, records and cassette tapes. These materials cover twenty different languages. New collections have been added in the Arabic and Japanese languages, and materials have been ordered in Vietnamese. The top three circulating languages other than English and French were Chinese, Gujarati and German. English as a Second Language material has been offered at a number of branches this year and E.S.L. classes have been promoted at Campbell and Cedarbrae District Libraries. A collection of materials in Adult Basic English is also available at Campbell and will be added at four other locations in 1980. With the co-operation of many outside agencies, multicultural programmes and exhibits increased, complementing the collections and encouraging the use of the libraries by our growing multicultural community.

Outreach Department

Although the circulation in the Outreach Department as a whole declined in 1979, the circulation of the Institutional and Deposit Collections increased. Additional patrons have been added to our Shut In clientele, bringing the total to 330 by the end of 1979, as compared to 292 Shut Ins at the end of 1978. Four new locations have been added for deposit collections.

Fourteen institutions were visited regularly for exchanges of library materials and deposits were maintained at twelve other institutions.

Conclusion

Scarborough Public Library staff are to be congratulated, since during 1979 the library system experienced a sizeable increase in workload without a comparable increase in staff. The Borough residents are served economically and well by a capable staff dedicated to providing effective and efficient library service for their community.

Ann Eddie,
Assistant Director.

January, 1980.

CEDARBRAE DISTRICT

1979 saw an increasing usage of library services in the Cedarbrae Division. Steadily improving collections and, in the case of Morningside Branch, an expansion of service level are partly the reasons for this. Another important factor is the continual work of establishing contacts with agencies, citizens' groups, institutions and schools, which undoubtedly help to bring the services of the library system into sharper focus.

Staff

The Cedarbrae Division carried its share of gapping in 1979 but concluded the year with an almost full staff establishment.

Changes in information retrieval technology and an increased workload demand a well-informed and skilled staff. For that reason, a staff committee developed a comprehensive staff training programme, carried out mainly by library employees. In addition, staff attended a number of seminars and workshops organized by outside agencies. All staff members value these opportunities for further development. It is hoped that this mix of training programmes can be carried on in the future.

On a less formal level, training occurred during staff exchanges for varying periods of time and through special assignments to branch staff when on duty in the district library.

Collections

The collections in the Cedarbrae Division show a marked overall improvement at the end of 1979 thanks to three consecutive years of adequate materials budgets. Staff could continue the development of the branch collections according to the individual demand patterns, and by a systematic approach to gap filling in the adult as well as juvenile sections. In addition, the collections in languages other than English have been expanded, particularly in those branches with a growing multicultural clientele.

The project of segregating juvenile collections from adult materials continued with the separation of the two areas in Port Union.

Cedarbrae library started to expand its Business resources with the acquisition of Business reference tools and added English as a second language materials to its collection.

Information Tools and Services

The recently implemented Computer Output Microform catalogue has proven to be an easily manageable and up-to-date catalogue which was readily accepted by staff and patrons. Students were taught the use of the catalogue during class visits and individual patrons received instruction when necessary.

The orientation manual Periodicals and Periodical Indexes developed by a Cedarbrae librarian has become valuable for class instruction as well as

helping the individual patrons with periodical literature search.

The On-Line Reference Service was expanded by acquiring access to the Orbit data bases and Info Globe. In 1980 further steps will be taken to promote the service.

Programming and Exhibits

In celebration of the International Year of the Child, a series of interesting programmes for adults were arranged through the Children's Services Co-ordinator. In addition, branches offered a wide variety of well-planned programmes, which drew in many cases smaller than usual audiences. In the coming year, the concept of programming will have to be re-examined. Branches in growing communities found that priority had to be given to children's programmes.

Due to the expansion of the system, the work of the exhibit committee had increased to such a point that the programme had to be re-evaluated. The concept of informing Scarborough's citizens on the trends in the art field and the accomplishments of local artists through exhibits remains the same. However, the work of the committee is now concentrated on the district libraries and one community branch only.

District Library - Neighbourhood branches

All branches but one in the Cedarbrae Division increased their circulation.

Similarly, the number of information questions and the in-house use of materials in Cedarbrae library rose above the level of the previous year.

Cedarbrae's function as a community library is at times overshadowed by its stature as reference and research library. Yet the staff strives to fulfill both mandates. For the first time Cedarbrae library staff ran, with the help of volunteers, an Income Tax Clinic for senior citizens receiving full or partial supplements to their Old Age pension. The staff in Morningside branch has provided such a service for several years.

Since September, Cedarbrae has hosted English as a second language classes. The staff is looking forward to the planned expansion of Cedarbrae which will make endeavours such as this much easier.

Morningside branch moved to larger quarters in the new Morningside Shopping Mall. Its service was expanded to 63½ hours a week. The branch was immediately well used by its community, as the much higher circulation figures for the last three months of 1979 show. It appears that Morningside's catchment area does not interfere with those of the three closest branches.

Port Union is situated in a fast-growing area. According to recent changes in the zoning by-laws, it will eventually be more densely populated than was originally planned. The staff of this branch continued in 1979 to work closely with the schools and the citizens' association of the area.

Highland Creek's community is slowly changing its semi-rural character with the advent of several townhouse and single family housing developments. The distribution of an attractive flyer helped to bring new readers to Highland Creek.

Guildwood's staff succeeded in maintaining a high profile in its community and a measure of continuity despite an almost complete turnover in staff.

The rapid growth of Bridlewood's multicultural community is reflected in the use of this neighbourhood branch to its fullest capacity. Yet, despite a very high workload, the staff managed to establish closer ties with the community through contact with schools, social agencies and people in several senior citizens' apartment buildings.

Woodside's steep circulation increase also parallels the fast growth of its community in the north east of Scarborough. With the continuation of development in this area and the planned expansion of the shopping mall which will entail the library's move to larger quarters within the mall, Woodside's circulation will further increase.

In 1980, the responsibility for Bridlewood and Woodside will be transferred to the recently appointed division head of the third district.

Conclusion

The strong sense of obligation on the part of the staff to provide the best

possible service to patrons and the desire to reach as many people as possible in the various communities are an important factor in the achievements of 1979.

Birthe Joergensen
Cedarbrae District Librarian

January, 1980.

ALBERT CAMPBELL DISTRICT

This annual report begins with thanks to the Library Board and Scarborough Council for making funds available for major interior renovations to Bendale and McGregor neighbourhood branches and for the internal re-arrangement and improvement of service points at the Albert Campbell district library.

During 1979 the process of systematic collection building was adversely affected by mounting inflation. New service approaches included the increased availability of browsing magazines and paperback areas, the beginning of a magazine on microfiche collection and the promotion of video cassettes as a source of information. The introduction of the Computer Output Microform catalogue has been very well received by public and staff alike and provides each branch with an up-to-date listing of the system's current acquisitions. During the year, further steps were taken to transfer more of the remaining business information resources to Cedarbrae district library.

The Children's Services Co-ordinator, along with Division staff, strongly influenced the development of library service to Scarborough's young and it is appropriate that such advances were visible in this, the International Year of the Child. Preschool story hour attendance increased across the

Division and more school-age children responded to reading programmes than in the past. A comparison of class visits to Campbell library during the last quarter of 1978 and the corresponding period in 1979 shows an increase of two hundred per cent for this year.

Multicultural services, led by the Co-ordinator and Division staff, developed and diversified. A wide variety of library responses to the multicultural community included English language classes for parents and preschoolers, citizenship classes and application distribution, international evenings and informational programmes on income tax and workmen's compensation in Italian. The patrons who read materials in languages other than English, mainly in Chinese, Italian and Greek, made even more use of those materials this year. The Division is fortunate to have staff available who can read and purchase the needed materials. This year the reading needs of adults whose first language is English and have difficulty reading and writing English, were linked with those adults for whom English is a second language which needs upgrading. Preliminary publicity is aimed at teachers of adult basic education and English as a second language.

Amidst the gapping of positions for over half the year, Campbell district library supplied almost four hundred clerical hours of emergency assistance to its community branches. Additional staffing support was also made available by Technical Services and, to a lesser extent, the Cedarbrae Division.

Staff training efforts were led by the System Training Committee with Division representation. Campbell Division staff participated in presenting and attending workshops and these sessions were complemented by internal Division staff exchanges. The Division moves into the eighties with two full-time children's librarians and the least number of vacancies in many years.

The Metropolitan Toronto Social Planning Council Report Metro's Suburbs in Transition documented much of the information Division staff had encountered in their community outreach experiences over the years. An overview of the social makeup of the Division, highlights significant proportions of the elderly, solitary parents with children, residents whose first language is not English and low income families. The needs of these groups are influencing the direction of library service within the Division. Discussions with the two School Boards enabled us to learn more about some of these target groups and to search out appropriate library responses to determine possible co-operative methods of reaching them. Division staff initiated contacts with individual teachers, principals, school librarians and superintendents. A local teachers' luncheon meeting was arranged at Campbell library and a collegiate in the area used the opportunity to couple a department heads' meeting with a library tour. Staff also attended school functions for adults to publicize library services. This year we received requests for school-public library co-operation from the schools.

Contact and mutual co-operation did not end at the public and separate school level. The Division set up or continued reciprocal arrangements with such groups as the United Neighbourhood Association, the South West and Thomson Area Committees of the Scarborough Agencies Federation, the Early Childhood Education Course at Centennial College, the Scarborough Planning Board, and a group of adult basic education teachers in Scarborough. The Division's approach to programming was a combination of regular on-going series, many of which were self-supporting, and single effort items directly related to community needs. Division staff participated in and initiated a number of adult literacy efforts, namely a Scarborough workshop for Scarborough Agencies Federation, an information session for Scarborough Public Library staff, and an information session for Canadian publishers at the University of Toronto Faculty of Library Science. After seeking out information to develop a library-literacy response in Scarborough, data was shared with Ontario libraries through the distribution of the Library Literacy Kit.

Branch Highlights

The renovation of Bendale and McGregor provided a welcome opportunity to present a community-based materials collection and a separate attractive children's area. This year three regular programme series at Bendale were transferred to other library locations thus enabling Bendale staff to become more involved in local community needs.

Eglinton Square provided a unique service for its community when 350 residents borrowed Planning Board information on local redevelopment plans. Renovations to the Mall in early 1979 could have affected library use as the second half of the year shows increased usage over the previous year.

McGregor's renovations are about to be completed. The branch has had an exceptional year of preschool programme and class visit attendance. This branch's response to the International Year of the Child was a combined programme approach to parents and children.

In the midst of senior staff changes, Cliffcrest branch staff visited all local schools and also promoted library service for senior residents in recently opened apartment buildings. The branch, in co-operation with the Scarborough Senior Citizens Council, offered a service whereby seniors' identification cards were made available at the library.

Taylor continues to attract capacity crowds for their programmes. With the transfer of one part-time position from Campbell library in September, it was possible to establish a schedule of service hours which corresponded to the requested needs of the area residents. No significant user patterns have developed as yet. The local Birch Cliff Community Association has developed a strong link with Taylor branch.

Campbell District library initiated local participation in the Telidon project,

an experiment in interactive television. Almost 10,000 items were returned from other Metro libraries and distributed to Scarborough branches from Campbell. The only Scarborough location for an Opportunity for Advancement programme for sole support mothers began at the branch in 1979. The Albert Campbell library initiated contact with Centennial College and set up a field placement project with the Recreation and Leadership Programme. Renovations on the Birchmount Plaza began and architectural plans indicate the library will be in the focal point of the community. More materials are being borrowed than ever before.

The Division moves into the eighties with vigour and guarded optimism. Continued co-operation within the library system and developing co-operation with outside groups will assist us in providing efficient and effective library service. Economic realities coupled with staff ingenuity will determine the resources available to purchase library materials and provide library service.

Carolyn Youssef ,
Albert Campbell District Librarian

January, 1980.

TECHNICAL SERVICES DIVISION

This Division through the Collections Co-ordinator, organizes the selection of library materials required by patrons and through its Order section, manages the purchasing of these items. Through its Cataloguing section, it catalogues and indexes purchased materials and creates the bibliographic tools needed to organize the collections for easy retrieval. Labelling and protecting items for heavy use with special material and repairing them as needed are done by the Processing section. When items needed by patrons at a particular branch are not on shelf, the Interloan section endeavours to locate these items and make them available to patrons. The job of keeping track of these items and recovering those that are overdue belongs to the Circulation Control section. Each year as the system grows, the capabilities of the Division's sections continue to be extended to provide an increasing level of support services without which the Public Services would be hampered in their operations. The difficulty is largely the inability of the organization to afford increases in staffing proportionate to the increase in service delivered. The alternative of critically honing procedures, judiciously eliminating some work factors and training the same number of staff to become more productive, augmented by specially funded government job creation programmes, has been the path followed by the Division for the past three years. The statistics indicate a considerable measure of success achieved by this approach.

Gradually the Division has to develop the capabilities to catalogue 30,000 titles annually, handle one million dollars worth of materials and deal with a circulation that has over the past nine years averaged an annual increase of over 100,000 items. Realization of the full staff potential of the Division will go some way in meeting this growth, but eventually automated methods and an increase in staffing will have to be faced.

Cataloguing

After achieving a total of 20,785 titles in 1978, it was decided to set a goal of 24,000 titles for 1979. In the course of the year, a determined effort was made to move all of the remaining backlog of materials that had built up when staff energies were directed to the development of new branch collections that had to be opened by given deadlines. The backlog has been cleared up. Normal flow of new titles was handled expeditiously and, towards the end of the summer, some time became available for staff orientation at various branches. In addition, it was decided to experiment with the conversion of card catalogue information to machine readable form. The expectation is that eventually all of the library's collections will have to be machine coded, both for producing comprehensive catalogues of collections and for future computerized applications such as circulation control. To date, efforts to obtain special funding for this large project have been thwarted. A Canada Works application was turned down and budget submissions at the expanded level were excised. The Division had to fall back on its

existing resources to make any progress, and to date 1,606 titles have been converted. Altogether the section catalogued, classified, indexed or retrospectively converted 24,913 titles, a 19 per cent increase over 1978. The machine readable data base now contains 48,000 records. There are an estimated 160,000 records to be created before all of the collections will be in machine readable form. However, all branches now have at least 48,000 records in their newly introduced microfiche catalogues with which to serve their patrons. Had there not been difficulties with the materials budget and with University of Toronto Library Automation Systems (UTLAS) cataloguing support services, the statistics for this section would undoubtedly have been higher and the number of records greater.

During the year, cataloguing service purchased from UTLAS degraded to the point where simply logging on to the system was like trying to beat rush hour traffic. At critical times of day the lines were all taken. Delivery of products was affected by breakdowns of old equipment and phasing in of new. Down time became insupportable. A group of client libraries formed a users' group and met twice with UTLAS management regarding the difficulties. At this time, the system has resumed its normal operating characteristics. It appears that, despite difficulties, the technical improvements introduced to UTLAS promise to make cataloguing and cataloguing products more efficient and economical. Scarborough's switch to microfiche catalogues is an illustration of one type of economy possible; as our files grow and costs

accumulate, changes in the way we use the UTLAS system will be made.

It seems that, with the new file architecture proposed and as the number of clients using UTLAS increases, the hope that individual libraries can now draw on each others cataloguing expertise and reduce the volume of original cataloguing each does, will be closer to realization.

In the Processing section, 141,096 items were handled, an increase of nearly 4 per cent, or 111 items per person per day. In addition, the section repaired 7,800 items, filed the majority of the more than 50,000 cards added to the main catalogue and assisted with the catalogue adjustments required by the withdrawal of 105,903 items.

Acquisitions

There was \$753,500.00 from all sources, including Wintario, for the purchase of library materials. It was also the first year when the automated acquisitions subsystem was able to operate without the problem of residual manual orders. If people or people-based activities were relentlessly logical, computer systems would work miracles. However, they do not. The publishing business is an extraordinarily unpredictable activity. Acquisitions of materials are therefore dependent on the skill and ingenuity of people to react to circumstances. Orders placed for items could be received within days, weeks, months or not at all. Outstanding orders represent money that cannot safely be regarded as money spent or money

not spent. At the end of the year, however, when the accounts are closed, there is good reason to ensure that the collections benefit from all the money allocated for their support. The acquisitions system has a feature that inhibits overspending the materials budget when the expenditure and commitments exceed it by 30 per cent. This created opportunities for ingenuity towards the end of the year when it did not seem likely that outstanding commitments would arrive in time to become expenditures. The efforts of the order section staff and Co-ordinator ensured that the budget was spent and the materials received. It is possible that some of the difficulties of acquiring materials within the financial year will require that normal ordering become an intensive activity for nine months, leaving the last three months for emergency action.

Interloan

The statistics indicate that 59,834 requests were filled compared to 64,256 in 1978. The number of requests received were also down to 77,551 compared to 81,181 in 1978. Some of the reduction is probably due to subject requests being handled and counted at the District libraries, whereas previously they were transmitted across teletype and included in interloan statistics. Partly too, the collections have had more than three years of sustained buying, and possibly patrons are finding the materials they need on shelf. Branches also have catalogues to help them find items on their shelves. Until some systematic investigation is made into the falling use

of interloan service, and conclusive evidence uncovered, one can only indicate possible circumstances that may have a bearing on it.

Circulation Control

Circulation of items increased by over 100,000 and delinquent items followed suit proportionately. Circulation was over 3.4 million and materials outstanding over sixteen weeks were 30,353, compared to 3.3 million and 29,076 for 1978. Very little change can be expected in the proportions of these statistics until an improved method of circulation control is introduced. In the meantime, together with staff from branches, a successful effort was made to document a policy and procedures statement on circulation control. This will improve the consistency of service offered throughout the organization and assure staff that they have the support of the Library Board who approved it. Work on an automated circulation control system continued at the Metropolitan Toronto level and should eventually provide the basis upon which individual Boroughs may address this function.

Conclusion

In all sections the year's statistics indicate progress over 1978. In some cases they are certainly more satisfactory than in others. Continued improvement is possible as work methods are changed and training emphasized, but a large number of days were received by the Division from programmes

such as the Ontario Career Action Programme (OCAP). A record is kept of the help given and received by each section of the Division from within as well as from outside. About 266 days of outside assistance enabled the Division to accomplish its work. However, for the 8,164 days of devoted work put in by regular staff, I would like to record my pleasure and gratitude. I would also like to thank Jill Brady, the Assistant Division Head, who now becomes Division Head of District three, for her valuable contribution over the years, and wish her as much success in her new job.

S. Algoo,
Head of Technical Services Division.

January, 1980.

BUDGET 1979EXPENDITURES

Administrative Support and Board Services	\$1,786,356
Public Services - Special Services	502,616
Public Services - Cedarbrae District	1,457,682
Public Services - Albert Campbell District	1,110,176
Public Services - Agincourt District	603,922
	<hr/>
	\$5,460,752
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REVENUE

Borough Grant	\$4,494,929
* Provincial Grants	726,164
Levied Charges	125,000
Recoverables	44,000
Surplus	70,659
	<hr/>
	\$5,460,752
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* Includes conditional grants

CIRCULATION OF ALL ITEMS

<u>UNIT</u>	<u>YEAR 1979</u>		<u>YEAR 1978</u>	
FILM SERVICES		42,935		40,766
OUTREACH		276,823		306,081
 <u>DISTRICT I</u>				
Cedarbrae		572,469		550,013
Guildwood		137,141		138,530
Highland Creek		53,130		52,100
Morningside		179,873		174,319
Port Union		<u>170,831</u>	1,113,444	<u>152,299</u>
				1,067,261
 <u>DISTRICT II</u>				
Campbell		327,971		313,040
Bendale		174,016		164,628
Cliffcrest		157,947		147,288
Eglinton Square		234,015		233,787
McGregor Park		125,936		125,335
Taylor		<u>80,845</u>	1,100,730	<u>81,038</u>
				1,065,116
 <u>DISTRICT III</u>				
Agincourt		376,949		370,957
Bridlewood		305,322		264,464
Woodside		<u>232,614</u>	914,885	<u>203,267</u>
				838,688
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YEAR TO DATE		3,448,817		3,317,912
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POPULATION OF THE BOROUGH OF SCARBOROUGH				<u>409,592</u>

TOTAL INFORMATION QUESTIONS

<u>UNIT</u>	<u>YEAR 1979</u>		<u>YEAR 1978</u>	
FILM SERVICES		24,837		26,555
OUTREACH		22,549		25,545
 <u>DISTRICT I</u>				
Cedarbrae		114,440		104,815
Guildwood		35,483		34,293
Highland Creek		5,462		5,559
Morningside		51,575		51,177
Port Union		<u>38,452</u>	245,412	<u>30,749</u>
				226,593
 <u>DISTRICT II</u>				
Campbell		76,078		76,485
Bendale		55,292		49,504
Cliffcrest		44,271		38,175
Eglinton Square		43,583		47,674
McGregor Park		32,227		34,934
Taylor		<u>19,732</u>	271,183	<u>13,204</u>
				259,976
 <u>DISTRICT III</u>				
Agincourt		65,888		71,667
Bridlewood		73,927		61,624
Woodside		<u>51,639</u>	191,454	<u>48,873</u>
				182,164
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YEAR TO DATE		755,435		720,833
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<u>TYPE OF QUESTIONS</u>	<u>1979</u>	<u>1978</u>
Author/Title Search	458,596	428,508
Ready Reference	156,593	149,239
Information Questions	104,536	109,011
User Advisory	28,426	24,786
Extended Search	<u>7,284</u>	<u>9,339</u>
Total of Information Questions	<u>755,435</u>	<u>720,833</u>

COLLECTIONS

Books	625,738	592,487
Paperbacks	128,177	125,272
Films, filmstrips and videotapes	2,274	2,022
Records, cassettes and kits	39,538	35,158
Framed pictures	1,116	1,116
Microforms	<u>3,021</u>	<u>1,482</u>
	799,864	757,537
<u>Serials</u>		
Titles	940	870
Subscriptions	2,930	2,663

JUVENILE PROGRAMMES

<u>Programme</u>	1979		1978	
	<u>Number</u>	<u>Audience</u>	<u>Number</u>	<u>Audience</u>
Book Clubs	32	590	69	1,004
Crafts	204	4,450	219	4,061
Class visits	706	16,074	939	21,981
Film Programmes	240	6,537	259	7,781
Nursery	437	4,826	381	4,253
Pre-school story	773	13,272	823	13,965
Puppetry	136	6,379	80	5,134
Specials	249	7,817	181	5,308
Young Adults	4	35	9	39
	<u>2,781</u>	<u>59,980</u>	<u>2,960</u>	<u>63,526</u>

ADULT PROGRAMMES

Adult Basic English	3	36	-	-
Book Clubs	132	1,311	143	1,605
Crafts	2	81	14	359
Film Programmes	96	3,961	88	2,472
Multicultural	226	7,265	164	6,115
Senior Citizens	85	1,889	94	2,324
Speakers/Demonstrations	152	7,205	198	7,548
Women's Groups	235	3,447	211	3,761
	<u>931</u>	<u>25,195</u>	<u>912</u>	<u>24,184</u>
TOTAL	<u>3,712</u>	<u>85,175</u>	<u>3,872</u>	<u>87,710</u>

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1979</u>	<u>1978</u>
Books, adult	19,588	14,409
Books, juvenile	4,724	5,250
A.V. materials	601	1,126
Total titles catalogued	<u>24,913</u>	<u>20,785</u>
 <u>MATERIALS PROCESSED</u>		
Books, adult	53,626	54,997
Books, juvenile	24,406	26,743
A.V. materials	986	2,473
Paperbacks and pamphlets	<u>62,078</u>	<u>52,144</u>
Total materials processed	<u>141,096</u>	<u>136,357</u>
 <u>INTERLOAN SECTION</u>		
TOTAL REQUESTS FILLED	59,834	64,256
Interlibrary loan requests filled, located via Metropolitan Toronto network	4,351	4,050
Branch to branch spontaneous requests filled, located via SPL teletype network, material forwarded direct to requesting branch and bypassing Interloan Section.	14,178	15,228
Requests filled in response to daily block transmission, Interloan sending postcard to inform patron material is now available	41,305	44,978*

*Adjusted from 1978 report

CIRCULATION CONTROL SECTION

	<u>1979</u>	<u>1978</u>
Circulation	3,448,817	3,317,912
Notices sent	42,930	44,435
Items, 16 weeks or more overdue	30,353	29,076
Overdue as % of circulation	0.88%	0.87%

ACQUISITIONS SECTION

Serials handled

Titles	940	870
Subscriptions	2,930	2,663
Budget	\$ 50,450	\$ 42,200
Budget for other materials handled	\$703,050**	\$653,800**

**Includes current, Wintario and other grants

PERSONNEL

The following is a breakdown of the staff establishment for 1979:

Fulltime

Administrators	3	
Division Heads	4	
Personnel Officer	1	
Librarians	32	
Code VIII	1	
Code VII	7	
Code VI	17	
Code V	30	
Code IV	11	
Code III	56	
Code II	7	
Code I	18	<u>187</u>

Parttime

Librarians	6	
Code V	3	
Code III	1	
Code I	35	<u>45</u>

PERSONNEL

The following breakdown summarizes the movement of staff in 1979:

New Employees

Assistant Director	1	
Personnel Officer	1	
Librarians	3	
Code VII	1	
Code IV	2	
Code III	5	
Code I	11	24

Retirement

Code VII	1	1
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Termination

Assistant Director	1	
Librarians	2	
Code V	2	
Code IV	1	
Code III	3	
Code II	1	
Code I	4	14

Promotions, Transfers, Reclassifications

Promotions	9	
Transfers	9	
Reclassifications	2	20

<u>OVERALL SUMMARY COMPARISON</u>	<u>1979</u>	<u>1978</u>	<u>% Change</u>
- Establishment	187	187	no change
- Parttime	<u>45</u>	<u>47</u>	- 4.3
	232	234	- .9
New employees	24	13	+ 84.6
Promotions	9	14	- 35.7
Transfers	9	16	- 43.8
Reclassifications	2	1	+100
Terminations	14	18	- 22.2
Retirements	1	1	no change
- Turnover (as a per cent of established positions)	8	10.2	- 21
Sabbatical leave	0	1	-100
Maternity Leave (days)	190	340	- 44
Jury Duty (days)	4.5	10	- 55
Workmen's Compensation (days)	106.5	121.5	- 12.3
Leaves of Absence (days)	124.5	205	- 39.3
Emergency Leave (days)	29	25.5	13.7
Bereavement Leave (days)	48	67	- 28.4
Illness (days)	1605.5	1248	+ 28.6
- Total Absenteeism (days)	2108	2017	+ 4.5
- Average per person (days)	11.65	11.14	
- Rate (as a percent of total working days)	4.48	4.29	

