

scarborough public library



ANNUAL REPORT 1980

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1980

A REVIEW OF THE YEAR

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Miss B. Joergensen	District I Head, Cedarbrae
Mrs. C. Youssef	District II Head, Albert Campbell
Mrs. J. Brady	District III Head

CHAIRMAN'S REPORT

1980 marked the Twenty-Fifth Anniversary of the Scarborough Public Library System. The system has come a long way since 1955 when it started with three libraries and one book-mobile and a collection of between 20,000 and 25,000 books.

In December of 1980, we now have fourteen libraries and a bookmobile. As well, we are offering services to shut-ins and to various institutions. The fact that the circulation of the Scarborough Public Library will now pass the three and a half million mark is an indicator that the system is making progress in meeting the needs of the citizens of the Borough of Scarborough.

Although this system did not officially celebrate its Twenty-Fifth Anniversary, in September of 1980 articles appeared in both the daily and local newspapers about this occasion. Of particular interest was a photograph of a bookmobile stop taken in 1955. The response to this particular picture, both directly to us and to the press, was really quite astounding. All the people in the picture got in touch with us, and it appears that the majority of them are still residents of Scarborough and wholehearted supporters of the Scarborough

Public Library. In truth, it would have been very difficult to have staged a publicity event that would have outmatched this impromptu response.

May was one of our busier months in 1980 and one of the most productive. For the first time all the library systems in the Metropolitan Toronto area co-ordinated their efforts in a Public Library Week. This event was well publicized in the press and on the radio, as well as in the transit system. "Kick-Off" Day was May 4th, a Sunday afternoon, in Nathan Phillips Square, and many of our board members and staff were in attendance to help celebrate the event. It was efficiently planned, well attended and successful. Our congratulations are extended to all of those involved.

On the 21st May, the unveiling of the new memorial panel by Mayor Gus Harris in remembrance of Albert Campbell was a dignified and happy event for Mrs. Helen Campbell and all who took part in the simple ceremony.

Towards the end of May, I participated in the selection of an architect for the Malvern Community Recreation Complex. This was the culmination of a six or seven year project planning process, and we look forward to the opening of a new library in 1982.

The Toy Library was officially opened in June of 1980 and invitations were extended to all of the donors as well as various agencies, interested groups and representatives from other libraries. The reception was well attended and the enthusiastic response proved to be an accurate indication of the toy lending service's success in the succeeding months. Congratulations are extended to Florence Cruickshank for her unstinting efforts to bring this collection into the library system, and to the staff members who were responsible for the organization and development of the collection. It was a very happy event.

On September 26th, the Minister of Culture and Recreation, the Hon. Reuben Baetz, presented the concept of a Programme Review of Public Libraries in Ontario to the meeting of the Ontario Provincial Library Council in Toronto. I was in attendance at the meeting at the invitation of the Minister, to hear the far-reaching effects envisaged from such a programme review for the development of libraries in the Province in the future. It was gratifying, and a compliment to both our Director and to our Board, that Peter Bassnett, the Director of the Scarborough Public Library, was chosen by the Minister to be the Executive Co-ordinator to lead the review. The

Board has assured him of its support during the two year secondment to the Ministry of Culture and Recreation, and look forward to the ongoing changes.

In October, after many years of discussion and planning, the Board chose the architects Moffat, Moffat and Kinoshita to design the long-awaited addition to the Cedarbrae District Library. It is expected that construction will be under way by the middle of 1981 and that this facility will be in use by early 1982. To ensure that the needs of all service areas are being met, a co-ordinating committee of staff members has been struck and will be involved in the ongoing planning of this programme. More space to house our collection and larger meeting facilities for public programmes will be welcomed by our users of this district library.

On December 4th, we celebrated the occasion of Scarborough Public Library's first employee to complete twenty-five years of service with the Board. Invitations were extended to several old-time employees of the Scarborough Public Library and many of these people were happy to participate in the celebrations with Art Gillespie. A lot of memories were exchanged that day.

During the year, as Chairman of the Library Board, I attended numerous business meetings, and also many functions to keep the library board profile in the public eye, some typical instances being selling hamburgers at McDonalds, attending a Remembrance Day Service, and a reception for the Reverend Bonis on the occasion of the launching of his latest book. Although my monthly Chairman's Reports may at times have appeared somewhat arduous, I assure you that I have enjoyed participating on your behalf.

Our Twenty-Fifth Year was a time to look back with pride on our accomplishments in the development of library services in the Borough. Difficulties and serious financial restraints have sometimes hampered us, but the contribution of the Board and staff throughout the years has been more than equal to the challenge. Viewing our success in the past can but give us confidence as we move into the future.

Sheila Churchmuch,
Chairman.

January, 1981.

DIRECTOR'S REPORT

The Director's report of 1979 ended with the following sentence: "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". The Scarborough Public Library System during 1980 did, however, operate with fewer human resources than in any year since 1973 and yet another record year was achieved, as the descriptive and statistical details that follow this report will indicate. The figures tabulated below express clearly the workloads experienced by the staff of the public library system during 1980 compared with those of 1973.

	<u>1973</u>	<u>1980</u>	<u>% inc.</u>
Staffing	217	224	3%
Population served	356,600	427,503	19%
No. of branches	10	14	40%
Hrs. open per week	637	751	17%
Items borrowed	2,505,396	3,544,211	41%
Requests for information	203,204	835,211	311%

The above figures show that the people of Scarborough are making good use of the services provided by the Public Library Board.

Another factor of these figures was revealed when the library system co-operated in a study with the Ministry of Intergovernmental Affairs on the number of visits people made to libraries. The figures gathered demonstrated that approximately 2.5 million visits a year are made to the libraries by the residents of the Borough

In looking forward to the future, it is apparent that urban public libraries will undergo considerable difficulties. These problems will not only be financial but are linked to the changing delivery of information from the printed page to the terminal display, and users who are well educated and have high expectations of public library services, and a range of special interest groups who require specific and complex services. In an attempt to approach the forthcoming challenges, the "Eighties Project" was initiated. The project which will continue through 1981 is exploring ideas, influences and developments which will affect services, personnel, organizational structures, facilities and finances that will be necessary in the future delivery of public library service. These papers, written by various members of the staff and discussed with Library Board members, will be the basis of the priorities and practical alternatives for the Library System's planning and development over the next five to ten years.

The Borough and City libraries across the Metropolitan Toronto Area, as in previous years, co-operated on many ventures, several of which have been described by others in this combined annual report. One project, the Metro Multilanguage Services Study, begun in November 1978 and completed in April 1980, saw the implementation of the recommendations during the latter part of 1980. This study and implementation was an example of the co-operation possible between the six borough and city libraries and the Metropolitan Toronto Library. These recommendations were concerned with the scope of the Languages Centre, deposit service, co-operative acquisition programme and the co-ordination of and responsibility for regional activities, and they put in place a framework to ensure the improved delivery of multilingual services to the public.

The Provincial scene was very busy during 1980. For many years now, various organizations have expressed concern with the state of public libraries within the Province and during the year these concerns came to a head in the meetings with the Minister of Culture and Recreation, the Honourable Reuben Baetz. The first meeting was on March 3rd, 1980, when the Chief Executives of the Large Public Libraries of Ontario (CELPLO) presented a Brief, with the support of Library Trustees of the CELPLO Library Boards. The Brief dealt

with the mandate, responsibilities and status of the provincial library service; the role, accountability, cost effectiveness and governance of regional library boards; the financial support given to public libraries by the Provincial Government; the continuance and the independence of public library boards and the need to rewrite The Public Libraries Act. The second meeting on March 24th, 1980, with the Minister and Mrs. Cruickshank, the then President of Ontario Library Trustees' Association, included members from the Ontario Library Association and CELPLO. It was at this meeting that the Minister of Culture and Recreation requested a proposal to examine various aspects of the public libraries in the Province. The outcome of the proposal and further meetings was that the Minister announced a Public Libraries Programme Review on September 26th to the Ontario Provincial Library Council. This Programme Review is now being set-up and the expectations of the Review are as follows:

1. Formulation of a public library policy and definition of leadership for the Province.
2. An evaluation of the current organization and structure for the delivery of public library service.
3. The design and implementation of a public libraries component within the Ministry.
4. An evaluation of Provincial funding support to Public Library Boards.

5. A clearly defined corporate and financial accountability.
6. The drafting of public library legislation.

This Review, which I have the privilege to lead as its executive co-ordinator, is to be completed by December 31st 1982, and will endeavour to include the views of all groups and persons involved and interested in the successful delivery of public library service in the Province.

In closing my report, I would like to take this opportunity to thank the Scarborough Public Library Board for allowing me to accept this once-in-a-lifetime challenge and lead the Ontario Public Libraries Programme Review.

Peter J. Bassnett,
Director.

January, 1981.

ASSISTANT DIRECTOR'S REPORT

Scarborough Public Library continued to experience increased use of both materials and staff expertise throughout the system during 1980. Increases were evident in materials' circulation (2.8 per cent increase), and number of questions answered (10.6 per cent increase). Staff activities and library related programmes continued to develop an awareness of resources held in the public library system and to provide current information relevant to the citizens' varied needs. Efforts were directed to supply materials and services to support both leisure reading and informational pursuits by developing collections and services for all ages from toys for the young preschooler to large print and books on cassettes to the home bound senior citizen.

Circulation of Library Materials

During 1980 circulation increased 2.8 per cent over the circulation of materials for 1979. Final circulation figures for 1980 indicate that 3,544,211 items were borrowed in 1980 compared to 3,448,817 items borrowed in 1979. The circulation per capita for 1980 was 8.3, which compared favourably with the predicted annual rate of use of eight items per capita established by the Scarborough Public Library Board in 1978. The average circulation per hour for the system was 80, although the average varied from 25 at the tiny Highland Creek branch to 169 at Cedarbrae District Library.

<u>Year End 1980</u>	<u>Number of Outlets</u>	<u>Items circulated</u>	<u>% of total circulation</u>
District I	1 District Library	573,092	
	4 neighbourhood branches	610,492	
	5 bookmobile stops (reduced to 2 stops)*	13,068	
		<u>1,196,652</u>	33.7
District II	1 District Library	335,729	
	5 neighbourhood branches	800,540	
	12 bookmobile stops (reduced to 6 stops)*	47,790	
		<u>1,184,059</u>	33.4
District III	3 neighbourhood branches	985,308	
	7 bookmobile stops (reduced to 4 stops)*	37,990	
		<u>1,023,298</u>	29.0
Film Services	1 outlet	46,031	1.2
Institutional, Deposit & Shut-In Service		<u>94,171</u>	<u>2.7</u>
		<u>3,544,211</u>	<u>100.0%</u>

* April, 1980

In-house use of library materials measured only at the two district libraries increased by 4,048 or 3.5 per cent over 1979 figures.

Figures for questions answered show a 10.6 percentage increase over the 1979 statistics.

<u>Type of Questions</u>	<u>1980</u>	<u>1979</u>
Author/Title Search	451,708	458,596
Ready Reference	197,625	156,593
Information Questions	129,348	104,536
User Advisory	50,331	28,426
Extended Search	6,209	7,284
	<hr/>	<hr/>
Total of Information questions	835,221	755,435
	<hr/>	<hr/>

Acquisition of Library Materials

In 1980 collection priorities included popular materials related to the areas of high public demand, materials for young people with emphasis on materials for teens, and materials in languages other than English and French. The materials budget allocated in 1980 reflected a nineteen per cent increase over that allocated for 1979. In 1980 the allocation for print and non-print material was \$850,000 and in 1979 it was \$712,500. By the end of 1980, Scarborough Public Library's materials collection reached 1.93 items per capita. Scarborough Public Library Board has planned to achieve a materials' collection of 2.5 items per capita by 1987.

Special Events

Public Library Week All public libraries in Metro celebrated Public Library Week from Sunday May 4th through Saturday May 10th. Scarborough's mascot, a forty feet long green bookworm, promoted a week of programming activities in Scarborough libraries, attended by 838 residents. Authors (Jack Cahill, Rosamond Vanderburg, Lyn Hancock, Geraldine Leonard), musicians, magicians and speakers presented interesting, informative and entertaining programmes.

Twenty-Fifth Anniversary Celebrations Seventeen members of the Canadian Society of Children's Authors, Illustrators and Performers celebrated our Twenty-Fifth anniversary by entertaining children and adults in twelve of our libraries on Saturday, October 4th. Scarborough Public Library's anniversary was also promoted by a contest run by the Scarborough Mirror in which a photograph was published of a long line of children queued up at the entrance to a bookmobile stop in 1955. Readers were asked to identify themselves and on identification, the people were interviewed and were found to still be avid library users twenty-five years later.

Services for Children & Young Adults

Throughout 1980 the Co-ordinator of Services for Children and Young Adults continued to develop well-rounded collections of library materials for young people by holding bi-weekly acquisitions meetings, frequent staff training sessions, actively weeding outdated materials and by formulating a replacement list for folklore, mythology and poetry materials.

Teen services were supported by a committee of enthusiastic staff members who updated information resources and developed a file of human resources in the community. The teen shelves were kept stocked with current leisure reading and listening materials. Periodicals on microfiche were added in several locations to provide up-to-date material on current issues.

An Ontario Experience 1980 Grant funded 1980's Travelling Troupe. Five students organized summer programmes in libraries and institutions, presenting puppet shows and workshops on creative drama, film animation and puppetry to 5,400 children throughout the Borough.

A toy lending library complete with a toy collection paid for by donations from local businesses and service clubs and matched by Wintario funds was opened in June at the Albert Campbell

District Library. Expertise was gathered and applied to the purchase, preparation and circulation of toys through a co-operative effort by the Children's Co-ordinator, Technical Services staff and public service staff at Albert Campbell.

Film Services

During 1980, 360,653 residents viewed and used 41,737 16 mm films from the Film Department. Film circulation increased 11.6 per cent over circulation in 1979 and film viewers increased by 11.2 per cent over 1979 audience figures.

Early in the year, a major blow was dealt to the Film Department's materials budget when film stock increased in price by 35 per cent. Since most of the 1980 budget was spent on films produced before the price increase, the full impact will be even more evident in the 1981 budget year. The computer-based 16 mm reservation system continues to operate smoothly and has enhanced the film service by providing a faster response to requests for films by giving spot confirmation of requested titles.

Telidon, a videotext system utilizing home television sets as information receivers, was made available at Cedarbrae District and Albert Campbell District libraries as part of a field trial run throughout the year by Ontario Educational Communications

Authority. Although expectations are high, technical difficulties have impeded full service thus delaying the demonstration of the future potential of Telidon at this time.

Multicultural Services

In 1980 library collections were expanded in the twenty languages represented in Scarborough libraries. Particular emphasis was placed on developing collections in the Asian languages and in German, Italian and Greek. Circulation increased dramatically at Bendale and Morningside as space available for the multicultural collections was increased and additional space has been planned for the multicultural collections in the Woodside Square expansion.

The highest circulating languages other than English and French were Chinese, German, Gujarati, Italian and Korean.

Programmes included those of interest to particular ethnocultural groups, cross-cultural groups, and newcomers. A telephone tutoring programme "Help a friend learn English" was developed and funded by the Ministry of Culture and Recreation to help Spanish-speaking adults learn English, and was sponsored by the Scarborough Public Library through the Albert Campbell branch. English as a Second Language classes continued at Cedarbrae and Albert Campbell, and Albert Campbell's citizenship classes were co-sponsored for the first time by the Scarborough Board of

Education. Scarborough Public Library staff attended three workshops organized by the Co-ordinator - Resources for Newcomers, ESL Collections and Services and a presentation by five ESL students presently attending classes in our various branches.

Community Development and Programming

In 1980 Scarborough Public Library programmes for adults continued to promote the use of library materials and services, offered information on topics too current to be easily available in print and provided the opportunity for many groups to co-sponsor programmes for the Scarborough community. Community groups particularly active in co-sponsoring public programmes throughout the library system included Arts Scarborough, Scarborough Historical Society, University Women's Club, Colour Photographic Association of Scarborough, and Community Legal Education Ontario.

Total programmes and corresponding audience figures were down slightly from 1979.

Programmes	1980		1979	
	No.	Audience	No.	Audience
Adult	977	25,758	931	25,195
Juvenile	2,709	57,927	2,781	59,980
	_____	_____	_____	_____
TOTAL	3,686	83,685	3,712	85,175
	_____	_____	_____	_____

The Co-ordinator of Community Development and Programming was an active participant and eventual interim chairman of the Scarborough Human Services Board during its formative months in the last quarter of 1980. Other Scarborough agencies involved on a regular basis by the Co-ordinator included Scarborough Agencies Federation, Scarborough Recreation and Leisure Federation, Arts Scarborough, Social Planning Council, the Volunteer Centre-Scarborough, and the Scarborough Action Committee on the Year of the Disabled Person.

Conclusion

Throughout last spring and summer the staff were involved in changing procedures and work patterns to accommodate decreases in budget allotments in the areas of Bookmobile and Interloan. In an effort to publicize existing branches to Bookmobile users, promotions were carried out by the branches close to cancelled Bookmobile stops. Reserve procedures were changed dramatically to reduce the workload in Technical Services without placing an overbearing load on busy Public Services staff. New procedures produced by a proliferation of Ad Hoc committees resulted in changes which will assist our able staff to continue to be aware of and to efficiently cope with the needs of the community in 1981.

Ann Eddie,
Assistant Director.

CEDARBRAE DISTRICT

In 1980, the Cedarbrae Division joined the library system in commemorating the founding of a public library system in Scarborough twenty-five years ago. At the same time, staff participated in the design of library service for the Eighties in Scarborough.

Staff

The staffing situation in 1980 was marked by an unusually high occurrence of long and short term sick leaves throughout the division, in addition to Cedarbrae's share of gapped positions. This meant that service stations could not always be adequately staffed, and that some of the planned projects had to be postponed.

Cedarbrae staff participated in the development of a very effective training manual for page instructors. Since it will be used system-wide, it will ensure a uniform standard of page training.

Collections

The material collections of the neighbourhood branches have become self-sufficient to a considerable degree. However, the collection of the district library has still quite a number of areas in which the book stock has to be improved. In 1981 the Sciences and Business

sections will receive special attention.

The additions to the collections for children and young adults were substantial enough to satisfy the demand on materials in these sections in most branches.

Adult library materials in French can now be found in Morningside, Port Union and Cedarbrae. As demand arises, they will be expanded to all branches in the division. French materials for children are carried in all public service outlets. Staff is pleased to note that French materials became increasingly popular in a number of libraries.

The continued growth of the division's collection in Languages other than English and French answers an increasing need for these materials. Morningside Branch registered a particularly high increase in circulation of books in Other Languages; Cedarbrae as well increased its circulation.

The Historical Collection has been transferred to Cedarbrae Library. Although the access to it is restricted for security reasons, the public can find out what is available since most of the collection is now catalogued.

Services

The Telidon field trial, a joint venture with the Ontario Education

Communication Authority, continued through 1980. Although the full potential of this new communications technology could not be shown, due to a variety of problems, the demonstrations given by Cedarbrae staff began to attract a group of knowledgeable and highly interested people. It is hoped that the field trial will be more successful in 1981.

Changes in the teletype procedures made in mid-1980 have especially benefited the neighbourhood branches. Staff find more time for patrons in their own branches now that the teletype traffic has been reduced. Since the collections of the neighbourhood branches have been steadily improved, the majority of the needed material is found on the shelves of the branches, making the teletype connection less essential than it had been previously.

Morningside and Cedarbrae libraries again offered income tax clinics for senior citizens on limited income. A total of 436 people were served.

Since early 1980, up-to-date planning information for specific communities put out by the Scarborough Planning Board is available to citizens in all branches. The material is housed and displayed in a prominent spot in the individual libraries. Experience has shown that it is well used in branches that serve areas with impending development.

Programming

In 1980 staff involved in programme work, re-examined the concept of programming. As a result, stronger emphasis was placed on programmes co-sponsored with agencies. Also, staff endeavoured to choose topics that related closely to concerns raised in the communities the individual branches serve. Staff in the district library, as well as in the neighbourhood branches, were able to offer a wide variety of events, most of which were well attended and appreciated by the public. With the help of the Co-ordinator of Multicultural Services, Cedarbrae District could arrange a number of events for citizens of non-English background, which not only drew capacity crowds but also publicized the libraries' resources in Languages other than English very effectively.

Class visits and guided tours for groups of adults played an important part in all branches and continue to do so since all staff recognize the importance of this aspect of library work.

District Library - Neighbourhood Branches

The increase in circulation figures for Cedarbrae Division in 1980 over those of 1979 is because of a steep circulation increase in Morningside library. The other neighbourhood

branches show a decrease in circulation, while the district library circulated approximately the same number of items as in 1979. However, persistent staffing difficulties increased the workload of the remaining staff members. All staff are to be complimented for their hard work that enabled the division to provide good library service in 1980.

Cedarbrae staff were involved in establishing the building programme for the planned expansion of the library building by defining spatial needs for the function of the district library. During the past years, staff used a great deal of ingenuity to accommodate the increased usage of Cedarbrae's facilities.

Guildwood's stable staffing situation during 1980, provided continuity in public service and made a comprehensive collection maintenance programme possible.

Port Union staff succeeded in offering good library service and maintaining the library's role as a focal point for their community despite the handicap of an incomplete staff complement for most of the year.

Morningside's circulation increased by 44.9 per cent in 1980. Since there are many children in this area, the extensive juvenile section is well used. A good variety of programmes for adults

and children attracted many people.

Highland Creek serves a predominantly adult readership.

Recreational reading material and fiction were the most popular items in this library in 1980.

Conclusion

Many exciting possibilities were highlighted in the papers on Library Service in the Eighties presented during the past year, and lively discussions among staff on the subject of library service in the next decade ensued. The challenge to continue to provide viable library service was certainly accepted by all and, I am sure, judging by past accomplishments, that challenge will be met.

Birthe Joergensen
Cedarbrae District Librarian

January, 1981.

ALBERT CAMPBELL DISTRICT

1980 was a year that saw a number of physical changes in Campbell District branches, some changes in collections that are proving effective, and a significant new service introduced at the District Library. Programming and outreach drew creative efforts from staff and new links with the community continue to be made.

The most important physical changes were the re-arrangements of the internal floor layouts of several branches, including the District facility. Generally speaking, these made room for expanding collections and allowed materials to be re-grouped in simpler and more logical sequence for more efficient access by patrons and staff, who also generally appreciated the branches' improved appearance. In some branches there are still some items needed to be built and some changes needing completion, but the work done so far has made a significant difference.

Most branches show increased attendance at programmes, which appealed to seniors, children, women's groups and working people, and stressed information useful in everyday life, as well as appealing to leisure and hobby tastes. Immigrant populations were again attracted by English classes and citizenship education and assistance at the District Library, and the social mingling with

the library staff that accompanies these programmes. The neighbourhood branches increased their stock of other-language and Basic English materials. They drew more immigrant patrons as a result, and English as a Second Language class visits are beginning to increase in the branches. All branches are increasing their adult fiction collections to satisfy expressed demand.

Major outreach efforts included a door-to-door new bookmark distribution campaign by two neighbourhood branches and the establishing of a deposit collection by the District facility at Warden Woods Community Centre after the Warden Woods book-mobile stop was cancelled. The successful new "Help a Friend Learn English" programme includes a librarian on its planning committee, and neighbourhood branch staff are discussing library services with the new Multicultural Centre.

The service producing the most impact this year was the new Toy Library introduced at Campbell. Its attractiveness to parents, in the middle of usually-slow summer, was phenomenal. Toy circulation and the exposure of parents and children to other library materials pushed circulation up. The workshops and training sessions on play and children's learning raised the consciousness of staff and parents alike, and has certainly increased

public awareness of the library as a resource. This service was a main contributor to what the children's department at Campbell calls "the best year yet experienced". This department also reports continuing progress in reaching community agencies, the highest number ever of class visits, and a wide variety of successful programmes.

Campbell District staff were pleased to see the completion, or near completion, of their branch renovations, and to see the positive community response to their efforts. Staff are also aware of the changing nature of their communities: a rising immigrant population here, young families moving in there, and of the plans being made for new branches inside and out of this district. If 1980 is any indication, we have the collective ingenuity to meet the service challenges of 1981. We fervently hope to have the continuing resources to carry out these tasks.

C. Youssef (per R. McLennan)
Albert Campbell District Librarian

January 1981.

DISTRICT THREE

Intense building activity in the communities north of Highway 401 and subsequent population growth has for several years increased the pressure for expanded library services in this area of the Borough. At the end of 1979, the library organization structure was changed to include a Division Head position responsible for management of library services north of Highway 401. The position also included responsibility for analyzing the future provision of outreach service.

This organization change has meant a new reporting structure for staff in Agincourt, Bridlewood and Woodside neighbourhood branches and the Outreach Department. These units now function together as a Division team, sharing responsibilities for collection building, assisting one another in covering temporary staff shortages, working co-operatively in development and delivery of library services and reporting through a Division Head.

Early in 1980 it became clear that Mobile services, a budget programme in the Outreach Department, would not receive a maintained level of funding. Funding at the reduced level was, in fact, the outcome once the budget was finalized. The impact on the Department of retiring one bookmobile, was elimination of

twelve bookmobile stops, primarily those serving schools, and loss of three staff positions. Naturally, statistics for the Outreach Department have declined as a result of this cutback. The one remaining mobile unit, which is fifteen years old, was sanded and painted and made as presentable as possible during 1980. However, structural weakness due to age made it necessary to request interim budget approval for this unit to be replaced in 1981. This approval was received.

A study was made of the present method of serving seniors and the disabled through visits to institutions, book deposits and shut-in deliveries from a central department. This investigation and subsequent report resulted in a staff committee which is working out the feasibility of decentralizing this service. Shifting the responsibility for serving seniors and the handicapped from a central department to the branch library in the community in which the individual lives is the aim of decentralization. It is part of an effort to involve the senior and handicapped population actively in their own communities and plans for using volunteers to expand these services are part of the feasibility study. The growing senior population and upcoming International Year for the Disabled Person point to increased demands for library service from these groups.

A strongly felt need for a district reference and research library in the Borough's north has been evident for some years. This area of the Borough has a population of some 110,000 persons and is growing by about 10,000 persons per year. As an indication of library activity in this area, last year 985,308 items were circulated from the three neighbourhood branches in the northern district; 254,741 information questions were asked; 672 programmes were attended by 14,637 people, and 9,557 borrowers were registered. Library clients often expressed the need for more adequate study facilities, community meeting space, greater depth in library collections, more space for books in languages other than English, and expanded film services. In short, expanded facilities, materials and services. A survey conducted for the Ministry of Intergovernmental Affairs during one week in November showed some interesting results regarding library use. During the week sampled, in the northern district, 1-2 people entered a branch library per minute open, and 1½-2 books were circulated per minute open. This is certainly evidence of active library use.

A building programme for a district library was written in 1980. It describes requirements of the population living north of Highway 401 for expanded library service. The ideal location

for a district library would be in the Agincourt community. The Agincourt branch had another successful year with circulation second only to that of the Cedarbrae district library. It reported lively participation in book clubs for adults and children. Liaison was established with Arts Scarborough which has resulted in monthly exhibits by local artists being displayed in the entrance to the library. Lunchtime visits by the Children's librarian to local schools keeps the library connection with students active. Although Agincourt branch has neither the space for study and extension activities, nor the reference collection, required to meet the informational and educational demands made upon it, it provides an excellent service from limited resources.

Woodside neighbourhood branch library increased its circulation by twelve per cent in 1980. It held its first French language programme for children with assistance from French speaking members in the community. Expanding the hours to include morning opening would better serve Woodside clients, many of whom use the shopping mall before the library opens at 12:30 p.m. Funds for one additional staff position would be needed to accomplish this service expansion. The year at Woodside ended with boxes packed and labelled, ready for a move to larger quarters during the first week of the new year.

Bridlewood neighbourhood branch library has been successful since its opening in 1976 as a continuous upward curve on the circulation chart demonstrates. In 1980 it passed the 30,000 mark for number of items circulated in a single month. Extreme busyness of the branch made it necessary to augment the staff by one position. This was accomplished by transferring one half position out of the district library in both Cedarbrae and Campbell divisions.

Despite the success of the library, Bridlewood Mall owners, Orlando Corporation, gave notice of their intent to reduce space in the library by some 290 square feet. Concerned members of the community gathered 1,500 names on a petition protesting this reduction. Subsequently, Orlando Corporation offered to rent office space separate from the library to enable special programming to continue. Unfortunately, this space was not suitable. It will be important in future to find a new site for this well used branch so that services curtailed by the space reduction can be reinstated.

Ontario Land Corporation approved funds for Malvern Community Recreation Centre and Library in 1980. During the year staff were engaged in working out details of space requirements with A.M. Ingleson and Associates. Division librarians are

now selecting materials for the Malvern community branch library. This co-operative venture with the Department of Recreation and Parks is expected to be mutually supportive and stimulating.

This Division as a whole experienced a successful year. Impending reduction of space at Bridlewood and the cut in Mobile service were setbacks. However, branch circulation is up by 7.7 per cent, 10,496 volumes of new material were added to the collections and staff attended training and development workshops in order to keep skills up-to-date for their work. They participated in a variety of media events including television, radio and newspaper interviews and various Public Library Week activities, all of which were aimed at increasing the public's use of their library services. The staff perform a wide variety of functions from small quarters. They are under considerable pressure due to the extremely responsive library community in the Borough's north. They are to be congratulated for a year of hard work.

J. Brady,
District Three Librarian.

January, 1981.

TECHNICAL SERVICES DIVISION

The Division continued its support services to branches by acquiring, cataloguing, organizing, labelling, packaging, inter-lending and recovering overdue items, within the financial resources available to each section. During the year some adjustments to staffing and budget restrictions were necessary which have impacted on the work statistics for 1980. The imperative became workflow management as far as external circumstances would permit. The total staff days available to the Division to perform its functions were 8,669, compared with 9,215 days in 1979. When allowances are made for vacancies, vacations, leaves of absence, and statutory days, the days actually available to produce results were 7,541 for 1980 and 8,652 for 1979. To complete a simplistic but interesting statistical profile of the Division, one might use gross numbers to represent work performed and arrive at a unit cost based on budgeted or expenditure sums. Without the year end statement of accounts, at the time of this writing, the latter is not possible for 1980. However, based on budgeted sums, the following values result. The principal units of work, i.e. to purchase, catalogue, process, fill patron requests and notify them of overdue items adds up to 285,519 for 1980, and 289,335 for 1979. The budget for the Division in 1980 was \$828,715.00 and \$708,844.00 for 1979, a seventeen per cent increase. The unit cost for 1980

was \$2.90 and \$2.44 for 1979. On the basis of 1979's actual expenditure which exceeded the budget, the cost was \$2.70.

Cataloguing

In cataloguing, the year began with a vacancy in the cataloguing librarian staff, created by the promotion of the Assistant Division Head to the Head of Division Three. Since this position of Assistant was filled internally, the vacancy perpetuated itself until November. In May one librarian was transferred to Albert Campbell. Two vacancies were carried for a while. A toy collection, requiring new and complex organizing, was also begun in May. New projects and staff vacancies deflected the natural flow of production. Towards the end of the year, three clerical vacancies occurred and will be filled in the New Year. The Assistant Division Head also went on maternity leave in October. The introduction of a new edition of the Dewey classification tables, renewed staff training for retrospective conversion of cataloguing information and the application of machine-readable cataloguing to language phonorecords and cassettes in the early part of the year and later selected sound recordings; a complete overhaul of the base COM file to edit irregularities, and transfer of material to different locations, absorbed a great deal of normal staff efforts and are not reflected in the work statistics.

Some clerical staff were trained to work with juvenile non-fiction material on-line and in large measure the statistics of the section were maintained by the streams of work normally handled by this group of staff; fiction, some languages and A-V, annual reports and juvenile items. All told the number of items handled by cataloguing totalled 21,691.

There were large numbers recorded in the related areas of new items processed and released to the collections and items no longer needed and withdrawn. During the year, one bookmobile unit was taken out of service and its collection weeded for withdrawals and transfers. These items were handled by the processing staff in addition to their normal functions. Altogether there were 113,808 withdrawn items and 132,657 new items added to the collections. To prepare for the new branch in Malvern, transfers were made to its collection and both cataloguing and processing staff are involved in this project. Items sent for repairs totalled 8,886 and those sent for binding 158.

Acquisitions

The year started out with an operating budget for materials of \$850,000, a Wintario grant of \$41,000, donations to toy purchasing of \$7,275 and \$2,000 for purchases on behalf of the Scarborough Borough's Resource Centre. Before the end of the year, however,

it was necessary to curtail ordering to assure the organization's overall budget would not be in deficit. As a result, the \$900,275 was not completely expended. It is not possible at this time to give a final expenditure sum. However, 19,531 orders were placed by the section with 56 less staff days than in 1979. Price increases, according to preliminary figures received, seem to be running at 9.6 per cent for British books and 14 per cent for Canadian fiction. The only figure available for American books indicate a 24 per cent increase in 1979 prices over 1978. Hopefully the trend was not identical for 1980.

Interloan

A major change occurred in March when the final budget for the library's operation became known. The service whereby patrons entering a branch could have an inquiry directed over the teletype to interloan for locations of items was discontinued. Two full-time and three part-time staff were reassigned as vacancies arose. The statistics of requests received and filled reflect this reduction of service. 59,015 were received and 51,069 filled. Several adjustments were necessary, one of which resulted in patrons being notified by the branches through the telephone that filled requests were being held

for them, instead of a postcard sent from interloan. Some advantages seem to have attended this change as branches reported the personal contact of a telephone call resulted in a higher number of pick-ups and a faster turnaround time of materials to the next patron request. Materials that are not available from our collections may be borrowed through interlibrary loan from other libraries across the country. Many are imposing a charge for this service or asking for a membership fee which permits a given number of "free" requests to be made. On the other hand, Scarborough has exchanged its fiche catalogue and supplements with Centennial College to facilitate interloan between the two institutions. As inflation and the publishing industry's determined reduction of inventory impact on the purchase of material, interlibrary loan may become a more critical element of service.

Circulation Control

The pattern of years past continued as circulation increased and overdue material increased proportionately. The number of items circulated was 3,544,211 and the items outstanding over sixteen weeks was 33,800. These results took place despite a sizeable increase in the reminder notices sent to patrons: 57,736 compared to 42,930 sent in 1979. A new element was

added to the circulation procedures as a method of circulating toys was devised by Albert Campbell and Technical Services staff. This system was augmented by the efforts of Cataloguing and Processing staff to organize and label these non-standard items for circulation and retrieval.

The efforts to secure an automated circulation system continued with assistance in the funding requirements from the Borough's Operational Audit and Management Services. A full range of documentation in support of this project has been developed by a staff committee and approved by the Library Board for further pursuit at the Council level.

Conclusion

Obviously, there was not the same level of staffing resources available to the Division during 1980 compared to the previous year. Restrictions on the materials budget affected the flow of work. However, the statistics suggest that the staff optimized the situation very well and can be justifiably satisfied with the service results. There were times when their flexibility and purposefulness were the principal ingredients in the Division's success and I wish to publicly acknowledge their achievements.

S. Algoo,
Technical Services Division Head

January, 1981.

BUDGET 1980EXPENDITURES

Administrative Support and Board Services	\$1,923,985
Public Services - Special Services	491,532
Public Services - Cedarbrae District	1,762,470
Public Services - Albert Campbell District	1,222,725
Public Services - Agincourt District	715,505
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	\$6,116,217
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REVENUE

Borough Grant	\$5,065,285
Provincial Grants*	785,657
Levied Charges	135,000
Recoverables	90,275
Surplus	40,000
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	\$6,116,217
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* includes conditional grants

CIRCULATION OF ALL ITEMS

<u>UNIT</u>	<u>YEAR 1980</u>		<u>YEAR 1979</u>	
FILM SERVICES		46,031		42,935
OUTREACH		193,019		276,823
<u>DISTRICT I</u>				
Cedarbrae	573,092		572,469	
Guildwood	135,849		137,141	
Highland Creek	51,018		53,130	
Morningside	260,750		179,873	
Port Union	162,875	1,183,584	170,831	1,113,444
<u>DISTRICT II</u>				
Campbell	335,729		327,971	
Bendale	180,530		174,016	
Cliffcrest	159,792		157,947	
Eglinton Square	247,855		234,015	
McGregor Park	130,212		125,936	
Taylor	82,151	1,136,269	80,845	1,100,730
<u>DISTRICT III</u>				
Agincourt	383,809		376,949	
Bridlewood	340,400		305,322	
Woodside	261,099	985,308	232,614	914,885
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TOTAL FOR YEAR		3,544,211		3,448,817

POPULATION OF THE BOROUGH OF SCARBOROUGH 427,503

TOTAL INFORMATION QUESTIONS

<u>UNIT</u>	<u>YEAR 1980</u>		<u>YEAR 1979</u>	
FILM SERVICES		28,405		24,837
OUTREACH		14,281		22,549
<u>DISTRICT I</u>				
Cedarbrae	123,350		114,440	
Guildwood	34,083		35,483	
Highland Creek	5,642		5,462	
Morningside	79,760		51,575	
Port Union	36,478	279,313	38,452	245,412
<u>DISTRICT II</u>				
Campbell	72,690		76,078	
Bendale	56,924		55,292	
Cliffcrest	33,463		44,271	
Eglinton Square	41,181		43,583	
McGregor Park	33,949		32,227	
Taylor	20,274	258,481	19,732	271,183
<u>DISTRICT III</u>				
Agincourt	70,784		65,888	
Bridlewood	102,007		73,927	
Woodside	81,950	254,741	51,639	191,454
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YEAR TO DATE		835,221		755,435

POPULATION OF THE BOROUGH OF SCARBOROUGH 427,503

SERVICE ENQUIRIES FOR SYSTEM

<u>UNIT</u>	<u>YEAR 1980</u>		<u>YEAR 1979</u>	
FILM SERVICES		6,588		5,733
OUTREACH SERVICES		1,668		992
<u>DISTRICT I</u>				
Cedarbrae	49,925		62,756	
Guildwood	2,998		2,770	
Highland Creek	1,533		1,171	
Morningside	11,973		6,384	
Port Union	2,833	69,262	2,456	75,537
<u>DISTRICT II</u>				
Campbell	34,506		35,202	
Bendale	8,037		7,270	
Cliffcrest	3,196		2,471	
Eglinton Square	12,334		11,554	
McGregor Park	3,477		3,307	
Taylor	6,502	68,052	9,909	69,713
<u>DISTRICT III</u>				
Agincourt	24,855		20,712	
Bridlewood	14,636		8,925	
Woodside	15,166	54,655	13,814	43,451
<hr/>				
YEAR TOTAL		200,225		195,426

<u>COLLECTIONS</u>	<u>1980</u>	<u>1979</u>
Books	652,339	625,738
Paperbacks	119,225	128,177
Films, filmstrips and videotapes	2,559	2,274
Records, cassettes and kits	44,926	39,538
Framed pictures	466	1,116
Microforms	3,541	3,021
Toys	481	-
	<hr/>	<hr/>
	823,537	799,864
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SERIALS

Titles	931	940
Subscriptions	2,835	2,930

<u>SYSTEM PROGRAMMES</u>	<u>YEAR 1980</u>		<u>YEAR 1979</u>	
<u>JUVENILE</u>	<u>No.</u>	<u>Audience</u>	<u>No.</u>	<u>Audience</u>
Book Clubs	187	1,436	32	590
Crafts	125	2,565	204	4,450
Class visits	615	14,651	745	16,804
Film Programmes	211	6,108	240	6,537
Nursery	455	5,175	437	4,826
Pre-school story hours	765	13,707	773	13,272
Puppetry	106	6,221	97	5,649
Specials	222	7,768	249	7,817
Young Adults	23	296	4	35
	_____	_____	_____	_____
TOTAL	2,709	57,927	2,781	59,980
<u>ADULT</u>				
Adult Basic English	5	41	3	36
Book Clubs	122	1,222	132	1,311
Crafts	3	97	2	81
Film programmes	66	1,577	96	3,961
Multicultural	264	8,469	226	7,265
Senior Citizens	101	1,898	85	1,889
Speakers/Demonstrations	124	8,053	130	6,828
Special Groups	42	707	22	377
Women's Groups	250	3,694	235	3,447
	_____	_____	_____	_____
TOTAL	977	25,758	931	25,195
SYSTEM TOTAL	<u>3,686</u>	<u>83,685</u>	<u>3,712</u>	<u>85,175</u>

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1980</u>	<u>1979</u>
Books, adult	15,696	19,588
Books, juvenile	4,542	4,724
A.V. materials	1,029	601
Toys indexed	424	-
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Total titles catalogued	21,691	24,913

MATERIALS PROCESSED

Books, adult	44,816	53,626
Books, juvenile	25,827	24,406
A.V. materials	1,508	986
Toys & reproductions	683	-
Paperbacks & pamphlets	59,823	62,078
	<hr/>	<hr/>
Total materials processed	132,657	141,096

INTERLOAN SECTION

TOTAL REQUESTS FILLED	51,069	59,834
Interlibrary loan requests filled, located via Metro Toronto network	4,163	4,351
Branch to branch spontaneous requests filled, located via SPL teletype network, material forwarded direct to requesting branch and bypassing Interloan Section	3,168*	14,178
Requests filled in response to daily block transmission, Interloan sending postcard to inform patron material is now available	43,738**	41,305

* Lower statistics reflect "Q" inability to count spontaneous queries due to staffing reduction.

** July 1, 1980, onwards, branch staff advise patron by telephone that material is now available.

CIRCULATION CONTROL SECTION

	<u>1980</u>	<u>1979</u>
Circulation	3,544,211	3,448,817
Notices sent	57,736	42,930
Items 16 weeks or more overdue	33,800	30,353
Overdue as % of circulation	0.95%	0.88%

ACQUISITIONS SECTION

Serials handled

Titles	931	940
Subscriptions	2,835	2,930
Budget	\$ 62,180	\$ 50,450
Budget for other materials handled	\$838,095**	\$703,050**

** Includes current, Wintario and other grants.

PERSONNEL

The following is a breakdown of the staff establishment for 1980:-

Fulltime

Administrators	3	
Division Heads	4	
Budget Officer	1	
Personnel Officer	1	
Librarians	32	
Code VIII	1	
Code VII	7	
Code VI	17	
Code V	27	
Code IV	13	
Code III	54	
Code II	6	
Code I	16	<u>182</u>

Parttime

Librarians	6	
Code V	3	
Code III	1	
Code I	32	<u>42</u>

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PERSONNEL

The following breakdown summarizes the movement of staff in 1980.

New Employees

Budget Officer/Assistant Business Administrator	1	
Librarians	2	3

Retirement

-	-
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Terminations

Librarians	2	
Code V	2	
Code IV	1	
Code III	4	
Code II	1	
Code I	2	12

Promotions, Transfers & Reclassifications

Promotions	4	
Transfers	12	
Reclassifications	-	16

<u>OVERALL SUMMARY COMPARISON</u>	<u>1980</u>	<u>1979</u>	<u>% change</u>
- Establishment	182	187	-2.7
- Parttime	42	45	-7.1
	<hr/>	<hr/>	
	224	232	
New Employees	3	24	-87.5
Promotions	4	9	-55.6
Transfers	12	9	+33.3
Reclassifications	-	2	-100
Terminations	12	14	-14.3
Retirements	-	1	-100
Turnover (as a per cent of established positions)	7	8	-12.5
Maternity leave (days)	390	190	+105.3
Jury Duty	3.5	4.5	-22.2
Workmen's Compensation	3	106.5	-97.2
Leaves of Absence	59	124.5	-52.6
Emergency Leave	23.5	29	-19.0
Bereavement leave	48	48	no change
Illness	1938.5	1605.5	+20.7
- Total absenteeism (days)		<u>2465.5</u>	
- Average per person (days)		<u>13.54</u>	

