THE SCARBOROUGH PUBLIC LIBRARY BOARD

ANNUAL REVIEW 1986

THE CITY OF SCARBOROUGH

PUBLIC LIBRARY BOARD

A REVIEW OF THE YEAR - 1986

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CHAIRMAN'S REVIEW

The year just passed has been an important one for the Library Board in several ways. We were proud that our circulation increased to record numbers, and that 50% of the citizens of Scarborough have active library cards. However, as the population of the City grows, our libraries, especially those in the north, came under ever increasing pressure. Indeed in many branches there are waiting lists for programmes, line-ups at circulation desks and, often, no available seating for those who wish to sit and read.

Naturally then, the leitmotif running through all the Library Board's activities throughout the year was planning for new branches. Northern District Library branch, our new 25,000 square foot library that will service the north of Scarborough as Cedarbrae and Campbell District Libraries service the south, took pride of place. With mingled disappointment and hope we learned early in the year that the land at Sheppard Avenue and Kennedy Road that was promised by William Sparkhall to be transferred to the City for the Northern District Library had become part of the partnership between Mundet Industries and the Tridel Corporation. Throughout the year complicated negotiations ensued between Tridel, Mundet Industries, the City and the Library Board to settle our place in this development. While we are pleased with the discussions, these new developments have delayed the opening of the Northern District Library by a year to eighteen months.

Nevertheless, feeling the need to have professional assistance in the negotiations with the consortium, in September the Library Board chose Baldwin and Franklin as our architects for this major branch. Baldwin and Franklin were one of the firms of architects for the CN Tower and they have worked for the Toronto Public Libraries. Overall, we have been pleased to move Northern District Library closer to realization as we now plan for an opening in the fall of 1989 or the spring of 1990.

We experienced another delay in the north this year as the Steeles Neighbourhood Branch, targeted to open in the summer of 1986, was postponed because of construction delays in the plaza where the branch is located. Nevertheless, the collection was assembled, some staff hired and everything placed in readiness for a spring 1987 opening.

The Kennedy/Eglinton Neighbourhood Branch, twice postponed because of budget constraints, has been a considerable concern. Unfortunately this year we have had difficulties finding appropriate rental space; a great deal of Library Board and staff time has been spent working towards a resolution of this problem.

While we saw expansion of badly-needed service delayed in some parts of the City, ironically a library considerably in the future was a source of much discussion this year:

Highland Creek Neighbourhood Branch. The Ellesmere Road/Morrish Road site for this major development (opening in 1990) had been chosen by the Library Board in 1977, as opposed to a site in the village area of Highland Creek itself where the library is now located. The proposed site was not universally supported and, so, the Library Board undertook a complete re-examination of its policy and former decisions concerning the Highland Creek Neighbourhood Branch. To completely inform themselves, the Library Board members took a guided tour by bus and foot of the Highland Creek area and village. Several new staff reports were produced showing greatly increasing population as subdivisions are being built around Ellesmere and Morrish Roads. A large public meeting was held by the Library Board at the Civic Centre in June and 19 people spoke to the issue. The preponderance of the delegations who lived in the catchment area supported the Ellesmere Road/Morrish Road site. Following a Library Board decision supporting the northerly site, Council resolved in December to purchase the land at Ellesmere Road and Morrish Road for the Library Board.

Finally, in April, we were very proud that the redeveloped Taylor Memorial Neighbourhood Branch, which opened in June of 1985, received second prize in the City's Urban Design Awards. It was chosen by architect Jerome Markson from among 22 entrants. He wrote "what a pleasure to see such a charming new small scale library on a busy street like

Kingston Road" and talked about "the loving care the architects put into this gentle piece of urbanism".

This year was a milestone for the Library Board since it was the first that public library boards across Ontario operated under the new provincial library act. The Scarborough Public Library Board now consists of four politicians from Council and five citizen appointees. It has been an interesting year for those of us who worked on the old Board. There are definite differences. Board meetings seemed livelier, comment more direct and, generally, the advice we received from our political colleagues concerning our relationship with Council was invaluable.

On a more somber note, we heard that our computer company, Geac Computers International Inc., was experiencing financial difficulty. The Geac computer system is a reliable, moderately-priced leader in the library automation field and, in libraries across the country, Library Boards and staff alike wished Geac well with all their hearts.

The Metropolitan Toronto Reference Library also caused discussion amongst trustees across Metropolitan Toronto as that institution redefines itself. Scarborough, Etobicoke and Toronto trustees were the prime movers in holding a joint meeting of Metropolitan Toronto Directors and Chairmen to discuss the Metropolitan Toronto Reference Library and to try to apprise the Metropolitan Toronto Library Board of their concerns about its future role.

Copyright is another global issue with which the Library Board dealt at length this year. In June we visited Ottawa to talk to elected Members of Parliament about our concerns with both the new tariff on books and the forthcoming copyright legislation. The government's White Paper, "A Charter of Rights for Creators", is heavily weighted on the side of creators of material, as its title indicates, and may effect access to information across Canada, as well as being administratively cumbersome and costly. We returned to Ottawa in October to speak to Ministry of Communications staff there about the legislation. The Scarborough Public Library Board has also initiated a Metropolitan-wide committee of the Metro Area Chairmen and Vice Chairmen to deal with this issue.

Over the year as the Library Board grappled with planning and legislative concerns, it was good to know that our patrons continued to arrive at our doors in record numbers. The Library Board will bend every effort towards serving them well in the future and we are confident that our capable staff will continue to give excellent service.

Susan Hunt
Chairman

January, 1987.

DIRECTOR'S REVIEW

The reports and tabulated numerical information included in this Annual Review for 1986 show that the citizens of Scarborough made record use of the services of their public library. The increased use of the library system is, of course, to be expected as the population of the City continues to grow and it would seem reasonable to look forward to a further 3% growth during 1987. The following reports written by the management staff outline the major events of the year and detail the significant achievements of the staff of the Library Board. This report will, in the main, review those events of 1986 which will or may have some influence on the financial or service aspects of the Board. The major areas to be covered will be: co-operation between the seven public library boards within the Metropolitan Toronto boundaries; the initiatives taken by the Ontario Ministry of Citizenship and Culture; the changes to regulations and possible legislation by the Federal Government of Canada; and the continued impact of computer technology and the manufacturers of this technology.

As described in other Annual Reviews, the co-operation between the seven public library systems in the Metropolitan Toronto area is managed by a committee of the Chief Executive Officers called The Administrators of Borough and City Libraries (ABC). This committee gives guidance and direction

to the seven staff committees which operate in the service areas of 16mm films, interlibrary loan, children and teenagers, multilanguage services, aspects of bibliographical control, public relations and programming, and talking books. These committees have continued to make sure that materials and information are available to the citizens of Metropolitan Toronto at a branch library close to either where they work or live. Other committees, for example the public relations and programming committee, co-ordinated the activities and events of Public Library Week across the Metropolitan Toronto area and, prominent in 1986, was the Metropolitan-wide National Book Festival promotion on libraries entitled "Put These Authors in Their Places" which was advertised on the subway and buses of the Toronto Transit Commission. The Metropolitan Toronto Children's Committee organized and obtained the funding for a writer-in-residence of children's literature. The one outstanding question is the Metropolitan Toronto Library Board's adoption of "Option C", which was mentioned in the 1985 Annual Review. This policy still is not clear and the staff are wondering whether or not high school students may be referred to the Metropolitan Toronto Reference Library. As the Programme Review carried out by the Management Services Department of The Municipality of Metropolitan Toronto, during 1985, mentioned on page 22, "Option C might be viewed by some as an attempt to discourage high school students from using the library". It would be helpful to have a clear indication of the expectations and practical implications of this adopted policy.

The Ministry of Citizenship and Culture proclaimed that Ontario Public Library Week would be held between the 20th and 26th of October. The Ministry supplied a range of advertising media, including short clips for both radio and television, with the objective of raising the profile of public libraries across the Province. The Ministry took a leadership role in sponsoring a symposium on aging, attitudes and action, entitled **Age**-itation, in an endeavour to introduce to librarians and trustees the library services that may be made available to those of the population who are over 65 years of age.

The Ministry, during 1985 and 1986, carried-out a telecommunications pilot project in the Ontario Library Service area of Escarpment. The project incorporated two vendors in the resource-sharing network. The first of these was UTLAS International, for networking activities related to the sharing of print materials, and the second was CNCP's Eos service, which was chosen for the messaging related to the sharing of 16mm films. The purpose of the network was to facilitate the sharing of resources between libraries. One of the reasons for this project was that a key goal of the Ministry of Citizenship and Culture is to ensure that each resident of Ontario is provided with equal, structured and, at no extra charge, open access to the total library and information resources of the Province. Certainly one of the most effective ways to provide equality of access to library resources is through an electronic network. The project was successful

and the Escarpment working group recommended extension of the network throughout the Province. The extension of the network is now underway and is called the Ontario Public Library Information Network (OPLIN) and the Ministry is expecting to introduce the network into the Metropolitan Toronto area during 1987.

The Ministry project in which I am involved, the Chairing of the Advisory Committee for the Community Needs Assessment Manual, is drawing to a close, as the final editing is taking place and the expectation is that the manual will be published by the summer of 1987. The purpose of the manual is to introduce library boards and their staffs to the issues involved in needs assessment. The publication endeavours to help assess the needs of a variety of individuals and groups and assist in making decisions on local needs whether they be short-term or long-term.

The 1985 Annual Review introduced the Federal Government's intention of revising the Copyright Act and speculated that the introduction of collectives may cost Scarborough between ten thousand dollars and a hundred thousand dollars per annum. As 1986 proceeded and the government's response to the report of the Sub-Committee on the Revision of Copyright (A Charter of Rights for Creators) appeared in February, it became apparent that the higher figure mentioned was more likely. This concern has been enhanced by the report of the Book and Periodical Development Council on reprography

which indicates that public libraries in Canada photocopied between 300-500 million pages, that 100-200 million of the pages were copyright material and that 10-20 million of the pages were Canadian copyright material. This report completed by Stevenson Kellogg Ernst and Whinney suggests a five cent per page fee be charged on copyright material as a starting point. It is expected that the Federal Government will have new copyright legislation available by the summer of 1987.

The surprise of 1986 was the implementing, as of June 6th, of a 10% tariff by the Federal Government on English language books imported into Canada. This action was in response to the tariff imposed by the United States Government on Canadian red cedar shakes and shingles. Although the Minister of Finance wrote to the Library Board explaining the reasons for the tariff and indicated that the government was evaluating the economic impact of this tariff, there seems little evidence to suggest that this 10% duty will be lifted in the near future. It is too early to give a dollar value of the impact on the 1987 materials budget, but, there is no doubt that it will be significant if the tariff were to be kept on during the whole of the coming year.

During 1986 a new method of optical storage of mass information appeared on the market, this is known as a CD-ROM, which stands for Compact Disc-Read Only Memory. The CD-ROM is a direct by-product of the CD audio. This 4.72 inch polycarbonate disc that can store seventy minutes

of digital stereo music can, as well, store 550 megabytes of digital computer data. There is a range of possibilities that may be marketed over the next few years, for example, the Grolier Encyclopedia is already available on a single CD-ROM. Obviously equipment is necessary to read a CD-ROM, a host computer (in most cases a PC [Personal Computer]), a CD-ROM player and a printer. This type of storage is in some ways more efficient than microfiche and other microforms. For example, this may be a way to provide bibliographic information to the public rather than by an on-line catalogue. There are currently several compact disc manufacturers in Canada and the Globe and Mail is now looking at the possibilities of CD-ROM storage, especially as a year's Globe and Mail would just about fit on a single disc.

In conclusion, the year's most unpleasant surprise was that Geac Computers International Inc. went into receivership. If Geac were to fail, without selling its library division to another organization, this would not only be a considerable difficulty to the Scarborough Public Library Board but to approximately 130 libraries of all types across North America. There is no doubt that the future of Geac Computers International Inc. will be one of the major concerns for 1987.

Peter J. Bassnett
Director

January, 1987.

DEPUTY DIRECTOR'S REVIEW

In 1986 preparations were made for the spring, 1987 opening of Scarborough Public Library Board's seventeenth library, the Steeles Neighbourhood Branch. Other library services were continued as before, but changes were made within programmes to improve and streamline service. All branches met the operating guidelines provided by the Board.

The Steeles Neighbourhood Branch in northwest Scarborough has been anticipated for many years. Early in 1986 the developer applied to proceed with the site plan. The library will be in leased space in Bamburgh Gardens plaza where it will be surrounded by other consumer services. Throughout 1986 the staff worked with the architect to design the interior in preparation for an opening in the spring of 1987.

Throughout the year numerous system operating procedures were revised and changes were made to better serve the needs of library users in Scarborough. Automated procedures were improved to enable collection of information required for service development. In addition, enhancements of the software for the circulation control system allowed system-wide holds to be made on requested items.

The City of Scarborough took the first steps in reviewing the needs for a Cultural Centre by establishing a feasibility

study which was undertaken by Frank Wolman Associates. The Administration met with the consultants to review the Scarborough Public Library Board's programme and contacts within the cultural sector of the community. The results of this stage of the study will be available early in 1987.

Collections

In 1986, Council approved the Scarborough Public Library Board's request for a collections budget of $1,875,000.00 or $4.06 per capita. Total materials in the system grew from the 1985 total of 1,133,030 to 1,191,943 items in 1986, increasing the items per capita from 2.5 in 1985 to 2.6 in 1986. The 1984 edition of the Framework document set 3.0 items per capita as a target for the collection. During 1986 funding established for new branches was used to collect material for the Steeles Neighbourhood Branch.

The holdings were developed by various collection committees. Core Committee met throughout the year with meetings added in August in order to meet the additional publishers. The Children's Selection Committee moved to weekly meetings mid-way through the year in order to provide time to meet with the many new distributors which became active in children's material. The Multilingual Services Committee met monthly. Materials in 29 languages were co-ordinated

with the able assistance of staff throughout the system. Stocks in languages other than English and French increased by 11.6%.

Service

In 1986, 241,941 library users had library cards. These are issued on request by residents who live, work or attend educational institutions within Metropolitan Toronto. Although residents of neighbouring municipalities outside Metro may be issued a non-resident card for a fee of $60.00, few have chosen to do so. Nearly all of the library cards are registered to residents of Scarborough.

With an increase in the materials budget, circulation was stimulated by a constant flow of new material in the branches. Book displays were continually changing and many special promotions were tied to events such as The International Year of Peace, Ontario Public Library Week, Senior's Month, Heritage Month, and various seasonal celebrations and occasions.

Circulation of materials increased by 2.79% from 4,140,517 in 1985 to 4,256,007 in 1986. Branches with the highest increase in circulation were Taylor Memorial Neighbourhood Branch, 14.25%; Albert Campbell District Library, 9.51%; Agincourt Neighbourhood Branch, 7.12%; Malvern Community

Branch, 7.08%; and Cedarbrae District Library, 5.58%. Libraries with the highest circulation were Cedarbrae District Library (589,773), Agincourt Neighbourhood Branch (473,401), Albert Campbell District Library (430,900), Bridlewood Neighbourhood Branch (358,397) and Woodside Square Neighbourhood Branch (341,585).

Based on a population of the City of Scarborough of 462,000 the rate of items used per capita in 1986 was unchanged from the 1985 level of 9.2. This rate is better than the rates of 7 to 8 which is typical of most other major public library systems. It is still less than 10, the guideline in the Framework document, but it is expected that the circulation generated from the projected Northern District Library will approach the rate of items used to the guideline of 10 when it is brought into service.

The average circulation per hour for the year was 90.3 compared to 88.1 in 1985 and 85 in 1984. This standard measurement made by the Scarborough Public Library Board is calculated on the exact number of hours open, which varies from month to month, depending on the number of Saturdays and evenings that the library is open. The number of materials circulating per hour allows comparisons from year to year and month to month, free from bias due to holidays or closures during storms.

The average circulation per hour is illustrated for each branch on page IV of this report. Branches in the south as well as those in the developing areas in the north show increases over 1985. Branches with the highest circulation per hour are Cedarbrae District Library (180), Agincourt Neighbourhood Branch (144), Woodside Square Neighbourhood Branch (132), Albert Campbell District Library (131), and Bridlewood Neighbourhood Branch (113).

A measurement technique developed by the Libraries and Community Information Branch of the Ministry of Citizenship and Culture uses figures collected during a specific week in the fall, giving weekly circulation and the number of patrons using the Scarborough Public Library Board facilities. The Ministry's estimated uses is predicted using a formula. During 1986 the estimated annual uses of the Scarborough Public Library Board facilities totalled 3,183,149, an 11.4% increase over the use figures for 1985.

The number of information questions is a measure of the work performed answering questions posed by the public. The questions are categorized and grouped according to whether the work performed involved author/title information, ready reference, information questions, user advisory or an extended search. In total, the information questions increased by 7% in 1986. Branches in the Southeastern District dealt with 2.65 questions per capita; Southwestern District branches,

1.57 questions per capita; and Northern District branches, 1.58 questions per capita. It is anticipated that the improvement in facilities and staffing with the future Northern District Library will increase the questions per capita. Branches with the highest question count were Cedarbrae District Library (140,523), Agincourt Neighbourhood Branch (105,509), Morningside Neighbourhood Branch (84,870), Albert Campbell District Library (77,463), and Port Union Neighbourhood Branch (69,120).

The level of service can only be sustained if staffing is maintained at recommended levels and if staff are trained in the service which they provide. Throughout 1986 staffing levels were reviewed, and vacancies were filled promptly. Staff training proceeded in all aspects of the operation.

Some sessions are repeated annually, such as those on basic reference materials and preparation of story hours; others, such as on-line resources, special collections and service to special client groups occur less frequently. Frequent training sessions were provided on various aspects of automated procedures.

Grants

In addition to the regular per household operating grant provided by the Province of Ontario, the Scarborough Public Library Board received a French Language Library Collection

Development Grant, numerous readings sponsored by the Canada Council, funding assistance from the Provincial Experience '86 programme for two students to assist programming in the Southwestern District, funding assistance from the Employment Development Branch of Employment and Immigration Canada for ten students to assist with the system-wide Summer Safari programme in high-need, high-circulation branches and one student to assist with promotion in Film Services, funding assistance from the Musicians Trust Fund, a donation of materials from the Japanese Consul General, and assistance from many publishers who scheduled authors to present readings at Scarborough Public Library Board programmes.

SERVICES FOR CHILDREN AND YOUNG ADULTS

Children's Services

Children's services continued to flourish in Scarborough. Demand for materials and programmes increased and the children's librarians, under the chair of the Co-ordinator for Services for Children and Young Adults, increased collections, developed guidelines for streamlining story hours and produced targeted programmes throughout the City. High need areas, such as science fair information, were

highlighted and services were improved in these areas. A highly successful reading stimulation programme was promoted throughout the system during the summer of 1986.

As new neighbourhoods attracted young families, appropriate collections were readied for circulation. The importance of early childhood education, stimulating preschool children to learn, and reading aloud to children from infancy onward were stressed.

Two large special orders of picture books were placed in 1986. Throughout the years, the emphasis has been on ordering project and classroom support material and as a result, other non-fiction areas need special attention. This project will be undertaken in 1987.

Attention to the needs of the younger child has often left less time to be spent serving the seven to twelve year olds. Traditionally, parents do not look to public libraries for sources of creative stimulation for their children. The Scarborough Public Library Board will continue to promote the importance of reading and reading aloud as a family activity and as a means of helping children to become acquainted with new material.

Introducing Books to Babies was offered in three branches. This five week course, during which parents of babies are

advised upon the best books to start with and how to use them, as well as how to play with their child, simple toys to make, and the psychology of how children grow and learn is popular throughout the City. Tales for Twos and preschool story hours continued throughout the City libraries. Promotion for the Summer Safari reading stimulation programme included the donation of the use of a jeep from the American Motors Corporation. Appropriately costumed drivers visited thousands of children outside in their school yards before the end of the year; the children could hear stories and be reminded that the libraries are open all summer. This programme was made possible by ten students provided by the Challenge '86 Grant.

Internationally known children's authors visited Scarborough branches throughout the year. The international cast included James Houston, Pat Hutchins, Tana Hoban, Aidan Chambers, Robert Heidbreder, Philippa Pearce, Jan Mark, Jill Paton-Walsh, Gordon Penrose, and Mark Thurman. Many of the Scarborough schools have organized publishing centres where children were encouraged to write and illustrate their own books, and this made the authors' visits even more memorable to both the author and the participants in the programmes.

Attempts were made to increase the quality of puppet shows and two well attended workshops were given to assist the

staff in providing puppet shows across the system. The puppet kits were well used with two hundred bookings alone between March and December 31. Storytelling was conducted by library staff in the schools and in the branches, and by professional storytellers provided by the Toronto School of Storytelling. Sessions were organized throughout the system for children aged seven to twelve. Theatrical performances were given by the Westminster Ensemble, Erewhon, and other professional troupes. In addition, programmes by Symphony Street, the Ontario Science Centre, the Royal Ontario Museum, and the Metropolitan Toronto Zoo amongst other organizations were represented.

Staff training continued in children's services, particularly in the reference week, and prior to the summer programmes. Workshops were given to Scarborough Public Library Board staff on children's literature, puppetry, creative drama, storytelling, book talks, reference materials, the school visit, and reaching out to teens. The most memorable of workshops attended by staff was Celebration '86: Image and Maker, organized by the Canadian section of the International Board on Books for Youth on the subject of illustration. The staff were able to hear and see illustrators and editors from Canada, the United States, Great Britain, and France.

Teen Services

There is a potential for improving the Scarborough Public Library Board's service to teens. More programming is required and more opportunity for contact with the workers across the City in order for the Scarborough staff to offer a reliable service to the teenage population in the City of Scarborough.

The Teen Committee established goals and objectives for teen services and acted as a forum for ideas, and for injecting the enthusiasm of the members into their fellow branch staff. In the future, the committee will be revising the teen resource binders, planning staff workshops and devising programme ideas.

Professional Activities

The Co-ordinator of Services for Children and Young Adults is Chairperson of the Provincial Advisory Committee on Services for Youth; was the President of the Canadian section of the International Board on Books for Youth for 1985-86; was on the Board of the Canadian Association of Toy Libraries until November, 1986; continued as a member of the Canadian Association of Toy Libraries' Conference Planning Committee; and was a member of the following committees: Celebration '86, Elizabeth Mrazik-Cleaver Award Committee, Metro Co-ordinators of Services for Children, Storytelling School of Toronto, Book Publishers Professional Association, Ontario

Library Association, American Library Association, Canadian Association of Children's Authors, Illustrators, and Performers, Friends of the Osborne and Lillian H. Smith Collection, and was Vice-Chairman of the Ontario Library Association's Teen Services Committee in 1986 and will be Chairperson in 1987.

COMMUNITY DEVELOPMENT AND PROGRAMMING

Liaison with Scarborough-wide community groups was made to encourage co-ordination and non-duplication of services, to promote library services in general, to provide public service staff with information on the needs of the greater community, and to co-ordinate and originate services and programmes for adults designed to promote collections and services available for residents.

The Co-ordinator of Community Development and Programming worked with social services, businesses, community co-ordinating groups, education, legal, and cultural institutions to provide materials and services and to gather information on these groups. Basic programmes in the arts, local history, photography, literary and visual arts, hobbies, legal information, psychological support groups and financial planning were established; local community and professional groups were the programmers. Co-sponsorship with local groups such as the Canadian Red Cross, Ontario Patient's Rights

Association, Phyllis Griffiths Neighbourhood Centre, and the Bereaved Families of Ontario had some successes.

Library sponsored programmes reflected the goals and objectives of the Framework document by timely and topical programmes on subjects such as Halley's Comet, International Year of Music, child development, consumer awareness, health concerns and literary events. Family concerts were very well received. Community agencies co-operated with staff in finding speakers for the various programmes. In addition, 14 book clubs met discussing English titles and the Francophone Book Club continued to meet at Malvern Community Branch. Income tax clinics were held in eleven branches and 787 eligible patrons took part. Audience figures varied according to the size of the room and were self-limited by target groups. The efforts and enthusiasm of staff involved in the planning and execution of programmes contributed to their success.

The Programming Committee developed and balanced programming and related displays throughout the system. It also acted as a forum for increasing staff's awareness of programmes planned by the Multicultural Programming Committee and the committees dealing with Children and Young Adult Services. The differentiation between centrally maintained and locally developed branch-specific mailing lists were discussed by the Committee during the year.

The Bibliography Committee produced book marks promoting recent Canadian fiction and light reading, and pamphlets addressing subjects such as grief and the nuclear question. As well the Committee continued to develop Pathfinders, an aid for staff and public in finding information on current topics.

The Career and Continuing Education Committee continued to improve the collections of materials in Albert Campbell District Library, Cedarbrae District Library and Malvern Community Branch concerning continuing education and employment. The Committee is currently developing a graphic to use on publicity and a working list of subject headings. Work also began on a method to retrieve more ephemeral pamphlets containing community health information.

The Media Committee completed two public service announcements; one in Spanish and one in Italian, and also completed three scripts which will be used for promotions to be taped in 1987.

Community Use of Space

Meeting rooms were made available to community groups and were used by the Scarborough Distress Centre to interview and train new volunteers and by local groups to meet and discuss local concerns such as the landfill question. Foster

parenting and literacy and remedial tutoring for children in foster care, Scarborough Community Legal Services, Scarborough Tenants Council, the Residential Tenancy Commission, and the Mental Health Co-ordinating Group also used the community rooms in Scarborough libraries during 1986.

Professional Activities

The Co-ordinator of Community Development and Programming's activities involved terms on the Faculty Council of the University of Toronto, Faculty of Library and Information Science, and the Ontario Public Library Association Council. Work on the Ontario Library Association Professional Development Committee will continue until June, 1987. The Co-ordinator was also active in three Ontario Library Association guilds: Literacy, Disabled, and Women's Issues, and in addition served as the Ontario Public Library Association's representative on the Conference Planning Committee of the Ontario Library Association. The Co-ordinator continued to represent the Scarborough Public Library Board on the Metro Programming and Public Relations Committee as well.

MULTICULTURAL SERVICES

The Co-ordinator of Multicultural Services organized collections and services for residents who speak 29 languages

other than English and French. The services ranged from collections of books, audio and videocassettes to citizenship, informational, language and cultural programmes designed to assist residents of various cultural backgrounds to fully participate in society and to retain and share their culture.

Stock figures in this area, including print and non-print material in 29 languages rose from 45,836 in 1985 to 51,145 in 1986, an increase of 11.6%. Circulation increased to 287,407, an increase of 11.6%. The highest circulating languages, considering print and non-print collections, were Chinese (116,454), Italian (12,189), Japanese (10,201), Hindi (10,004), German (8,556), and Korean (7,709). Although most branches carry a limited selection of materials in the 3-5 languages represented in their catchment areas, the libraries circulating the highest number of materials in languages other than English and French were Cedarbrae District Library, Albert Campbell District Library, Agincourt Neighbourhood Branch, Bridlewood Neighbourhood Branch, Woodside Square Neighbourhood Branch, Malvern Community Branch, Eglinton Square Neighbourhood Branch, and Morningside Neighbourhood Branch.

Major programmes on Celtic and East Indian culture, and on the West Indian literary contributions in Canada combined literature, music, reading and films. Storytelling, folklore, book displays and puppet shows were also highlighted. The Co-ordinator will continue to work with other members of

the Metro Multicultural Services Committee and Technical Services to work out the thorny problem of bibliographic access, particularly with non-Roman alphabet material.

In the Southwestern District, with the assistance of an Ontario Experience 1986 Grant, a programme entitled Latin American Fiesta was offered at branches throughout the division. The Southeastern District had Saturday programmes devoted to the East Indian culture, and the Northern District offered Cantonese story hours. A number of exhibits such as Persian miniatures and traditional Chinese watercolours were displayed throughout the system.

Newcomers' programmes were offered at various branches of the Scarborough Public Library Board. Community English Language Programmes continued in three locations - Albert Campbell District Library, Cedarbrae District Library, and Malvern Community Branch, and approximately 180 students representing scores of cultures attended these classes. The number decreased slightly in the Southwestern and increased in the Southeastern and Northern Districts. Canadian citizenship classes were held at Albert Campbell District Library, Cedarbrae District Library and Malvern Community Branch, and citizenship court applications were received at Albert Campbell District Library.

The Help a Friend Learn English programme, funded by the Province since the early 1980's, failed to generate the number

of students required to meet the quota suggested by the Province during the 1985-86 session and funding was withdrawn in the fall of 1986.

The User's Guide for Newcomers with inserts in Greek, Italian, and Spanish was designed in 1986 for distribution in early 1987.

Professional Activities

The Co-ordinator of Multicultural Services participated in the Human Services Scarborough/Multicultural and Race Relations Committee seminar on **The Changing Community**, and in addition spoke to Faculty of Library and Information Science students about Scarborough Public Library Board's multicultural services and resources.

The Co-ordinator played an active role in the Intercultural Communications Network, and in the Research and Development Group - Multiculturalism in Education, and was also a member of the Ontario Library Association, the Canadian Library Association and the Hellenic Canadian Federation. As well, the Scarborough Public Library Board was represented on the Metro Multicultural Services Committee throughout the year.

OUTREACH SERVICES

Thirteen locations received bookmobile service for most of the year. The unpredictability and final demise of the portable generator caused the Library Board to reconsider power sources from hydro connections rather than to depend on the generator. Service at all stops was evaluated for need and for possible hydro connections. Twelve connections were successfully made. A new schedule, effective January, 1987, ends one service in the Steeles community and the stop in Antrim/Glamorgan. The opening of the Steeles Neighbourhood Branch in the spring will renew service to the Steeles community and alternative service will be considered for Antrim/Glamorgan. The bookmobile added stops in Oakridge and Milliken and relocated from Markham/Markanna to Markington Square, and to a more visible and attractive location at Cliffside Plaza.

Home readers service was given to 145 people unable to travel, from twelve of the sixteen branches. These patrons had books delivered to their homes monthly. In addition, there were one hundred house-bound users of the talking book service, where the monthly circulation was approximately nine hundred. The twenty-five, library owned cassette play-back units, were regularly on loan. As well, the talking book tapes and equipment were maintained by outreach staff. Seniors who were less mobile and others living in ten Scarborough

institutions received deposits of materials which were distributed within the facility by institution staff or volunteers. Fifteen institutions received regular visits by library staff who assisted residents in the selection of materials. These visits were offered weekly, bi-weekly, or monthly, according to the number of residents and their need for library service.

Library staff were also involved in a training programme for bookclub leaders from seniors housing and other institutions with residential care throughout the City of Scarborough. The Scarborough Public Library Board's Film Services staff also contacted all residential care institutions in Scarborough during 1986.

FILM SERVICES

The Co-ordinator of Film Services was responsible for direct access to 1,301 16mm films and prepared videotapes for circulation from Cedarbrae District Library, Agincourt Neighbourhood Branch and Albert Campbell District Library. 16mm films were selected, catalogued, and circulated co-operatively with other City and Borough libraries and the Metro Toronto Reference Library. Film usage has continued by groups and individuals and, in 1986, 37,398 films were circulated and viewed by 352,651 residents. The use of video by traditional film users has slowed, and some video

users have recently returned to film use due to the better resolution and projection control of the picture size. The pattern of film circulation has changed over the past several years by increasing during the week and decreasing on weekends. Previously, weekend users would borrow eight to ten titles each, but now weekend use is mainly of features in the collection, rather than the shorts. Heavy use continues by social services agencies, day care centres, businesses, youth organizations, and current awareness groups.

Formal presentations on the film services available from the Scarborough Public Library Board were made to numerous community groups, including boy scouts, girls guides, Catholic Children's Aid, Scarborough Recreation and Parks staff, Metro Toronto Housing, Tropicana, Scarborough Mental Health Co-ordinating Group, Umbrella Day Care Co-ordinating Group, and a cross-section of day care centres and teen groups in Scarborough.

Film Services supervised a Challenge '86 summer programme in which a student contacted all Scarborough centres for youth activities. The student offered programming assistance and arranged film preview sessions.

Film Services spent approximately 35 hours per week co-ordinating the selection, processing and maintaining videotapes for the system. Thirty percent of the collection

was compiled of non-features, some with performance rights and others stipulated as home use only. Non-fiction videotapes purchased this past year included titles giving information on business (Success: Winning at Work), health (Stalking the Silent Thief [Osteoporosis]), personal improvement (Incredible Human Machine), sports, consumer protection (How to Buy a Used Car), the law (Wills: Why You Need One), and the arts. Twenty-two percent of the collection is composed of tapes produced in non-English/French languages; Indic tapes circulated at Cedarbrae District Library, Chinese at Agincourt Neighbourhood Branch and Albert Campbell District Library, and Italian at Albert Campbell District Library. The availability of videotapes in these languages and their high circulation has contributed to the general library use by persons reading these languages.

Professional Activities

The Co-ordinator of Film Services continued to represent the Scarborough Public Library Board on the Metro Audio Visual Services Committee.

In summary, the successes of 1986 can be attributed to a resourceful staff, guided by the policies and programmes set out by the Scarborough Public Library Board.

Ann Eddie
Deputy Director
January, 1987.

SOUTHEASTERN DISTRICT REVIEW

1986 was a fairly stable year in the Southeastern District. Improving the delivery of library services to their communities in numerous ways was the order of the day for branch staff. It is an ongoing process which, in 1986, included such things as getting a book drop box for one branch, finding ways to display materials better in confined quarters and developing indices for special collections to make it easier for patrons to find information. The implementation of a materials security system in Cedarbrae District Library and the purchase of land by Council for a future Highland Creek Neighbourhood Branch were two long-awaited happy events.

Collections and Information Services

Reference collections and selected areas of non-fiction in the busier branches received additional funds. This made it possible to strengthen the areas of science and technology, and humanities in Cedarbrae library and to purchase often requested business tools for Morningside branch and reference materials for student-related information requests in these two branches and the Port Union branch. After several years of adequate library materials budgets, the branch collections are starting to support the information and leisure needs of their communities satisfactorily.

Cedarbrae District Library's On-Line Reference Service has been integrated with the provision of general reference service at a faster pace than in previous years. Many new databases, useful for intermediate reference work, have become available. This and greater familiarity of reference librarians with the data bases have contributed to an increase of 38% in use during the first ten months of 1986.

The provision of information has become a more important aspect for the Cedarbrae District Library's videocassette collection with the addition of non-fiction cassettes on topics such as repairing cars, streetproofing children and, very important for high school students, Shakespearian plays.

Services

A public access typewriter was introduced in Cedarbrae District Library and is now in constant use. Another important service, the Kurzweil Reading Machine received more user-friendly software, and a more intelligible voice. A new Telephone Device for the Deaf with additional useful features was also acquired in 1986. Cedarbrae library is well on its way to offering a good range of services to people who are physically challenged. Publicity material designed to inform the community of all these services will be ready in 1987.

Three branches again offered Income Tax Clinics for people on limited incomes. A total of 372 persons received assistance.

Cedarbrae library's and Port Union branch's meeting rooms have been increasingly used by community groups through 1986.

Programmes - Exhibits

Programming for adults and children included ongoing programmes such as book clubs for adults and preschool story hours, sessions for a defined period of time, such as Tales for Twos, a story hour in Spanish, and Books for Babies and special events that were carefully planned to answer expressed needs for information on such topics as money management, co-op housing, nuclear winter and allergies, or to highlight library resources - an example of this type of programme was Cedarbrae's Open House during Ontario Public Library Week.

The twofold purpose of exhibit work, to support the creative endeavours of artists in the community and to present to the community examples of current trends in the art field, was very successfully carried out. Exposure through exhibits in Scarborough public libraries helped several young artists in finding acceptance by commercial galleries.

Community Relations

The two principles at the basis of good relations between branches and the communities they serve - staff seeking input from the communities in order to deliver relevant service, and the active promotion of library resources in the community - were again put into practice in 1986. For example, staff asked the local orchestras and theatre companies for their programmes in the upcoming season in order to purchase the appropriate material. As well, contact to the Scarborough Chamber of Commerce has been kept up which gave staff several opportunities to inform business people about the resources of the library system. Branch staff participated in community events such as the Guildwood Day and the Highland Creek Heritage Day.

District Library - Neighbourhood Branches

The circulation of materials remained stable for the Southeastern District as a whole, with increases in Cedarbrae District Library and Port Union Neighbourhood Branch, and decreases in Morningside, Guildwood and Highland Creek Neighbourhood Branches.

In the past few years the southeastern area of Scarborough has attracted new immigrants from a multitude of countries.

The burgeoning classes of the Community English Language Programme in Cedarbrae library mirror the increasingly multicultural community of this district - students from 23 countries attended in 1986.

The installation of the security system, Checkpoint Mark III, was an important event for Cedarbrae District Library. It will help to stem the loss of materials through theft. Library service is bound to improve since the majority of new books on popular topics now remain in the collection.

The composition of the Guildwood community continues to change. While the population of school-aged children is decreasing, families with preschool children are moving into the area. As well, many older people continue to live in this community. Accordingly, the staff of the Guildwood Neighbourhood Branch emphasize services to children and to older adults.

Highland Creek Neighbourhood Branch has not been able to attract many residents of the rapidly developing areas north of Ellesmere Road. Staff are looking forward to a new facility in a more central location, which will allow for full library service.

Morningside Neighbourhood Branch continues to be a very busy branch with the third highest question count in the system.

However, recent demographic changes in this community and an economic downturn experienced by the shopping mall have contributed to a decrease in circulation. Staff have begun to investigate the changes to adjust the emphasis of library service accordingly.

The Port Union community is growing and with it the use of the Port Union Neighbourhood Branch and the facilities of the recreation centre. Increasingly, people of all ages use the library to study, read or socialize. The relationship between these two entities under one roof is marked by co-operation and mutual support.

Staffing and Staff Development

The district library experienced a rapid turnover of clerical staff. Fifteen changes of a total of nineteen in the district occurred in Cedarbrae District Library. Most of the positions were filled quickly which minimized the disruption of service to the public.

Guildwood Neighbourhood Branch's staff establishment was reviewed in light of the declining circulation. It was decided to transfer one part-time clerical position to the Cedarbrae District Library to allow a more flexible use of staff time throughout the district.

As competent staff is the basis of good library service, staff training played an important role once again. Staff attended In-Service Training Workshops and in-house mini workshops held for staff of the Southeastern District.

Professional staff honed their on-line searching skills and attended several workshops, seminars and conferences offered by professional associations.

Conclusion

Looking back on 1986, it is fair to say that it was a successful year with many solid accomplishments. Staff can be proud of the library service they delivered, and can look confidently to 1987 and its challenges.

Birthe Joergensen
Division Head,
Southeastern District

January, 1987.

SOUTHWESTERN DISTRICT REVIEW

1986 was an unusual year for the Southwestern District. It was the first since 1978 without major service area renovations to any branches. This hiatus provided staff with an opportunity to consolidate and improve service developments undertaken in the past few years.

Developments in Services and Collections

On-line reference service from the Albert Campbell District Library became fully operational during 1986. Staff gained new skills in working with communications software on the microcomputer and took advantage of further training available from on-line data base vendors. The Southwestern District staff spear-headed a project to improve and expand the use of microcomputers by the public and staff. The success of these initiatives will be tested in the new year.

Staff microcomputer literacy increased exponentially during 1986. By year end, the computer had become a useful tool for many in the preparation of district-wide statistical reports, scheduling, word processing, and the efficient production of "has read lists" for our home readers. Other database management projects that will increase the accessibility of some special collections are now in the experimental stage.

A final report has been prepared regarding periodical collections use in the district libraries. Its recommendations will be discussed in the new year. The Albert Campbell District Library's government documents collection has been redeveloped and improvements have been made in the documents collections at the neighbourhood branches. The career and continuing education collection has been developed and shows increased use.

Author readings and programmes with literary emphasis were the southwest's major highlights during 1986. We were honoured by the presence of special guests such as Timothy Findley, Ted Harrison and James Houston and many more. Several writing techniques programmes proved to be very popular.

Teens were the target for several very special programmes during the year and staff are excited by those successes and hope to reach more young people in the next year. Co-sponsored programmes, particularly those offered in conjunction with the University Women's Club and the Phyllis Griffiths Neighbourhood Centre, widened the scope of the district's programme offerings and brought in new users.

The circulation of materials continued to increase across the district with the largest gain shown at Albert Campbell District Library. Most branches showed gross circulation

increases over 1985. All branches, except Bendale Neighbourhood Branch, showed increases in their circulation per hour, a clear indication that the southwest's market share in the information and leisure services area is increasing. The overall district circulation increase of items is 5.1% higher than in 1985.

Use patterns for the multilingual collections across the district can be seen from the new reporting systems developed during 1986. Improved access to those collections and a better understanding of their use and users' needs will be important assignments for the southwestern staff to accomplish over the next few years.

An upgrade to the automated circulation control system provided some additional information about collection use that the southwestern staff can now consider when acquiring collections. Monthly reports on circulation by format, user category and language category are just beginning to influence selection and will be even more important in 1987 as we interpret the documents in greater depth.

District Library - Neighbourhood Branches

Bendale Neighbourhood Branch celebrated its 25th Anniversary in October with an impressive month-long programming slate.

The branch also hosted the system's major booksale in conjunction with Ontario Public Library Week. Bendale Neighbourhood Branch staff also provide system support by assisting with arrangements for staff training sessions held at the branch and by liaising with three long-term co-sponsored groups who programme out of the branch.

Cliffcrest Neighbourhood Branch continued its successful series of "helping programmes" by addressing the topics of the "Hurried Child" and "patients' rights". New magazine shelving increased the branch's collection capacity.

Staff at Eglinton Square Neighbourhood Branch relocated sections of their collection for better display and achieved increased use. Book club meetings were increased. This change has resulted in new attendees.

Construction at McGregor Park Neighbourhood Branch provided a washroom accessible to physically challenged patrons. That change, along with the reorientation of parking spots at the branch and low shelving and wide aisles, make it a popular place for patrons with disabilities. A very successful programme on Alzheimer's Disease met a significant community need.

Maryvale Neighbourhood Branch had a year of major personnel changes while maintaining phenomenal patron support. It

achieved the Southwestern District's neighbourhood branch record for circulation per hour.

Taylor Memorial Neighbourhood Branch enjoyed a successful full service year in its new building. The Library Board, construction firm and architect were jointly honoured by the City of Scarborough at its Urban Design Awards. Teen patrons and younger families are using the branch in greater numbers.

Albert Campbell District Library staff prodigiously effected a major procedural review through a number of task groups. That process has been beneficial both in terms of service and staff development. Branch circulation increased considerably. A major collection development programme accompanied by an increased materials budget revitalized the collection. Repairs to the building exterior added to the attractiveness of the library.

Staffing and Staff Development

1986 was a stable year compared to the previous two. Multicultural services in the district are now facilitiated by a new librarian. Four of the six neighbourhood branches have new senior library assistants and one new branch supervisor replaced an incumbent who retired during the

year. These changes have brought important new perspectives to the services.

Into 1987 ...

1987 will be an exciting year. Should a branch location be found and an operating budget approved, a new neighbourhood branch service will be offered in the Kennedy Road/Eglinton Avenue area. Maryvale Neighbourhood Branch will likely relocate in the Parkway Plaza and offer service from expanded quarters. While continuing to monitor the Oakridge community's library needs in terms of bookmobile and other branch use, we will begin the exploration of service needs in the Glamorgan community.

1986 has been a very positive year in the Southwestern District particularly in terms of use, service and staff development. It is a pleasure to be able to report on those successes and share them with a competent and caring staff.

Amy Soltys
Division Head,
Southwestern District

January, 1987.

NORTHERN DISTRICT REVIEW

This has been a good year in the Northern District. Staff have set realistic service objectives and have been largely successful in attaining them. In a district where quantitative measures tend to predominate, we have been able to take satisfaction in enhancing the quality of some of the services provided.

Services and Collections

In 1986 the Northern District has had, for the first time, a staff position with specific responsibilities in the multicultural area. The consequent benefits have been readily apparent - participation in an information forum sponsored by the Chinese Interpreter and Information Services, the introduction of a Cantonese story hour at Agincourt and closer attention to the multilingual collections. District staff are certainly aware of offering library services to a community which encompasses many cultural traditions. The skills needed to successfully interpret public library service to such a community are derived, in large measure, from experience. Over the coming years, we will endeavour to broaden that experience and to build on the confidence which flows from success.

Children's services continue to be a high priority for the branches in the Northern District. Staff make use of all available time for story hours and class visits. Keeping up with the pace of work leaves little time to plan and carry out special events. This year, our efforts were augmented once again by programmes organized through the office of the Co-ordinator of Services for Children and Young Adults. The Summer Safari reading programme, frequent author visits and occasional performances by theatre troupes greatly enriched our service to children. Training provided for some talented members of the page staff promises to improve the quality of our puppet shows.

Northern District participated in the performance measurement study of the periodical collections. Our long-term objective was to acquire information that would assist us in selecting the most suitable titles for the district library collection. A useful spin-off was the immediate acquisition of new titles for existing branches, particularly Agincourt.

Performance Measures

Across the district circulation has continued to grow. The increase from 1985 was 44,397, (3.3%). There is very little unused capacity in the western end of the district although Wednesday openings would give one additional day's access to the Woodside Square Neighbourhood Branch. The Malvern

Community Branch does have the collection, study and meeting space to absorb increasing use and indications of potential use are quite clear. Circulation is now running about 20% higher than in the first two years of operation and should continue to grow with the community. It would be appropriate to consider increasing the hours of service beyond the current 46.5 per week.

The number of information questions handled by the Northern District staff is increasing (6.8% overall). Here again the capacity to increase service exists primarily at the Malvern Community Branch which accounted for 6,076 of the district-wide increase of 16,602.

Total attendance at programmes was 24,674 in 1986, a decrease of 6,948 or 22% from last year. The sharpest decreases were recorded at Bridlewood and Agincourt Neighbourhood Branches. At these branches, the decision was taken to discontinue the use of work space for programmes. The result was fewer programmes but more efficient use of staff time and energy. At the Malvern Community Branch, provincial funding for the "Women and Children of Many Cultures" programme was terminated, forcing temporary cancellation of the programme.

The Community

The development of facilities which accompany residential neighbourhoods is now occurring at a rapid pace in the north.

Medical buildings, shopping centres, schools, churches and parks materialize before one's eyes. The growth of Chinese businesses along Finch Avenue now surpasses what was previously established on Sheppard Avenue. The construction this year of the Bamburgh Gardens and Milliken Wells plazas attest to the progress of the Steeles and Milliken communities respectively. A recent sod-turning ceremony promises the long-awaited construction of the Malvern Town Centre in 1987.

Facilities

There were improvements made to both the public and staff areas of the Bridlewood Neighbourhood Branch this year. The most striking of these is a new storefront which encompasses a display window. The conversion of Bookmobile locations to hydro hook-ups was completed. The installation of parking bays at Cliffside and Markington Square plazas concludes a lengthy process involving many interests.

We were successful in obtaining an operating budget for the Steeles Neighbourhood Branch but the plaza has not been completed in time for a 1986 opening. Various forces conspired to delay construction, including wet weather that turned the site into a muddy lake. Staff worked with the project

architect throughout the year to devise what we hope will be an attractive and functional arrangement.

Staffing

New positions were added at the Malvern Community and Agincourt Neighbourhood Branches for the sole purpose of allowing those locations to handle the increasing circulation of materials. This added strength helped both branches to stabilize their work schedules. A number of new people joined the district staff through promotions and transfers and have quickly become part of "le gang". Some others have moved on to take up fresh challenges elsewhere. They must all be recognized here for their individual contributions to a public service they so obviously believe in.

Looking Forward

The Steeles Neighbourhood Branch is scheduled to open in the spring of 1987. The northwest corner of the City, formerly served by two Bookmobile locations, will then receive the neighbourhood library services familiar to residents of long-established communities. The assembly of the district library collection will also get underway in earnest, providing the first tangible contribution to the establishment of this much-needed service programme.

The Northern District's second managerial position takes effect early in the new year. There will certainly be ample opportunity for the new person to contribute.

All these developments indicate that the coming year will be another very active one for all involved in library service in the Northern District.

David Reddin
Division Head,
Northern District

January, 1987.

TECHNICAL SERVICES DIVISION REVIEW

All sections of the division realized their best statistical year ever. The sections are: acquisitions/interlibrary loan, which are responsible for the purchasing of all library materials and borrowing from other systems items not owned by the Scarborough public library system; cataloguing, which is responsible for creating the bibliographic tools needed to utilize the collections; processing, which is responsible for the physical labelling and protective covering of library items; and circulation control, which, with the aid of a computerized system, keeps inventory control of the 1,191,943 items in the 19 collections of the Library Board.

Behind the extraordinary statistics are the following factors which made the year such a huge success. Staffing was at an optimum with few long and short-term absences due to illnesses, maternity or approved leaves-of-absence. What long-term absences occurred were filled promptly and one additional staff member from the public service area who worked in the division improved the output capacity. Staff suggestions for changing procedures reduced the backlog and increased productivity. The $300,000.00 increase in the library materials budget was the largest single year addition and created a total materials budget of $1,875,000.00. We had no experience of the amount of pressure this purchasing power would have on the division's capacities. A great deal

was learnt that will affect the division's procedures next year when another substantial increase of $300,000.00 is expected. The growth in public demand demonstrated by use factors, the growth in expenditure to meet it, and the growth in new service outlets compel the division to grow in staffing and spatial requirements as well. Either that or there can be no further growth in elements of the organization that respond to public demand. Part of the success of the year lay in the use of extra hours for both part and full-time staff which is not normally the case. Both cataloguing and processing responded to the high inflow of material by working on Saturdays and late evenings to a total of nine staff weeks.

A complicating factor in the work of the division is the assembly of collections for new branches. Ideally one new neighbourhood branch collection of 30,000 items should be put together as part of two years work. In this way extra copies of suitable material can be acquired along with purchasing for existing branch collections and a moderate number of unique copies to reflect the specific community interests of the new branch. During 1986, as the normal organizational and political decision-making process occurred, it appeared as if two new branches would have to be opened requiring start up collections. Provisions were made to accelerate the material for the branch scheduled to open first. Suddenly this branch was no-go and material had to

be switched to the branch opening in the fall. Eventually building trades and climatic difficulties forced the latter branch to aim for an April 1987 opening. The switching of collection priorities worked against the orderly processing of the existing branch collections. Since the necessity to open new branches will be with the City until it is fully developed, divisional resources to cater to this need will require closer budgetary attention over the next year.

Acquisitions/Interlibrary Loan

This section is the critical front line of the division, since their efforts to place orders in a timely way determine whether the budget can be expended and needed materials acquired. Once the new budget was set up in the automated acquisitions system on January 21st, within nine working days staff placed 2,164 orders. In the next month, they placed a record monthly total of 5,183, which enabled all of the previous year's selections to be completed. By August the annual periodicals renewal list had been circulated to all branches for updating and the 1987 orders placed. This allowed a generous three months to receive invoices for payment before year-end close-out in a publishing area notable for its uncertainty. By the end of 1986 the principal statistic kept for the section, number

of orders placed, was 29,706 compared to 24,715 in 1985 or a 21% increase.

During the year staff were involved with redesigning the acquisitions module of the accounting encumbrance system. The rewrite of the programmes will allow the greater use of tables that staff can change without referring to a programmer. This will greatly enhance the section's ability to order materials for a growing number of new branches and material categories and gain better control of the progress of library materials expenditures. The new version of this module is due to be tested by the City early next year before it can be used by the library.

In interlibrary loan activities, the Metropolitan Toronto-wide teletype network was upgraded from World War II vintage hardware to a CNCP telemode 1000E model terminal. Requests for items from other libraries across the country and from Scarborough residents totalled 4,796 compared to 3,884 in 1985 or a 23% increase. Sale of withdrawn library materials, which comes under the purveyance of the Co-ordinator of Acquisitions, exceeded projected revenue and, by November, totalled $11,233.00.

Cataloguing and Processing

These two sections had the unusual opportunity to work extra hours in order to cope with the influx of materials. In cataloguing staff suggested ideas to minimize the amount of redundant work involved when duplicate orders of the same title and partial shipments are received. It was also possible to train more staff in more routines so that there was more flexibility in task assignments resulting in better output. The UTLAS computerized system, used by the section for cataloguing materials, performed better than the previous year. There was less downtime and better response time; and a greater variety of catalogue source records available meant more items could be catalogued more quickly. The number of titles catalogued, classified or indexed was the highest ever achieved, 28,144 compared to 23,966 in 1985, or a 17% increase.

The pressure exerted by the new materials caused collection weeding of dated items to spurt. As with last year the position responsible for the catalogue maintenance became vacant and several staff pitched in to keep the backlog from becoming acute.

The processing staff continued to work closely with the cataloguing staff, assisting with withdrawals and managing

to cope with the volume of new materials. Together with the materials processed by the computer operators, new items added to the collections surpassed 1985's record of 164,900 to reach 190,282 or a 15% increase. Added to this were repairs to 9,364 items compared to 7,430 items for 1985 or a 26% increase.

Circulation Control

The Geac computer-assisted circulation control and enquiry system continued to accommodate the growth in circulation with increasing difficulty during peak evening and Saturday hours. An extensive monitoring and assessment of the system's performance indicated it is operating beyond its designed capacity and needs to be replaced with more powerful hardware.

During October the software was upgraded to Geac's Release 10 version. Some improvements in placing holds and a three hour earlier completion of the overnight programmes were the most beneficial results. System-wide holds for patrons are now more manageable and fulfillment rates are better. New copies of titles added now have existing holds distributed to them, on a weekly basis, increasing the likelihood of filling them. An events module reports on the circulation activity by hour, by type of material, patron statistical class and

by branch and system. The computer operator staff have created a number of in-house report programmes that have saved public service staff time, such as counting the other languages circulation and, soon, the English as a second language collections. A special listing of video items was done for the Library Board enabling comparison with commercial outlets to highlight differences in the respective collections.

Staff were able to continue assisting sections with their work. Some special projects were the periodicals and standing order listings which were input to a microcomputer programme and, once it was known that the Steeles Neighbourhood Branch would be the new branch to open, 6,000 items were retrieved from storage and barcoded by the computer operators. Reminder notices sent to patrons totalled 92,155 or a 3% increase over 1986's 89,522.

Conclusion

The voluminous amount of work achieved by the division was done without additional permanent resources. It means that procedures and systems have been streamlined to optimum levels. In order to go beyond this year's accomplishment, more divisional resources are unavoidable. The year's work was accomplished by 28 full-time and 9 part-time staff and

for a budget of $1,363,700.00. The staff can and have risen to the occasion for which I express sincere gratitude. We do, however, look forward to more straw with which to make more bricks.

Stanley Algoo
Division Head,
Technical Services Division.

January, 1987.

OPERATING BUDGET

Expenditures	1986	1985
Administrative Support and Board Services	$3,728,200	$3,061,900
Public Services - Special Services	715,900	666,100
Public Services - Southeastern District	2,818,000	2,605,860
Public Services - Southwestern District	3,123,800	2,884,580
Public Services - Northern District	2,111,200	2,116,220
	$12,497,100	$11,334,660

Revenue	1986	1985
City Grant	$10,810,600	$9,792,160
Provincial Grants	1,052,700	1,030,000
Levied Charges	190,500	180,000
Recoverables	228,000	228,000
Surplus	215,300	104,500
	$12,497,100	$11,334,660

CIRCULATION OF ALL ITEMS

UNIT	YEAR 1986		YEAR 1985	
FILM SERVICES		37,398		44,094
OUTREACH				
Bookmobile	72,820		83,927	
Talking Books	10,752	83,572	11,044	94,971
SOUTHEASTERN DISTRICT				
Cedarbrae	589,773		558,557	
Guildwood	124,332		130,927	
Highland Creek	55,380		55,467	
Morningside	272,110		281,819	
Port Union	190,263	1,231,858	188,941	1,215,711
SOUTHWESTERN DISTRICT				
Albert Campbell	430,900		393,454	
Bendale	187,476		191,937	
Cliffcrest	155,901		150,950	
Eglinton Square	268,199		256,002	
Maryvale	195,214		186,800	
McGregor Park	141,521		141,714	
Taylor Memorial	117,691	1,496,902	103,004	1,423,861
NORTHERN DISTRICT				
Agincourt	473,401		441,895	
Bridlewood	358,397		363,087	
Malvern	232,894		217,502	
Woodside Square	341,585	1,406,277	339,396	1,361,880
TOTAL FOR THE YEAR		4,256,007		4,140,517
HOURS OF SERVICE				
Yearly Total		47,110.5		46,967.0
CIRCULATION PER HOUR				
Year-to-Date		90.3		88.1

POPULATION OF THE CITY OF SCARBOROUGH - 462,000 (estimated).

CIRCULATION BY DISTRICT OR DEPARTMENT

	1986		1985	
	Number Of Items Circulated	Percent Of Total Circulation	Number Of Items Circulated	Percent Of Total Circulation
FILM SERVICES	37,398	0.9%	44,094	1.1%
OUTREACH SERVICES	15,456	0.4%	14,431	0.3%
SOUTHEASTERN DISTRICT				
Cedarbrae	589,773		558,557	
Neighbourhood Branches (4)	642,085		657,154	
Bookmobile Stops	15,996		22,554	
	1,247,854	29.3%	1,238,265	29.9%
SOUTHWESTERN DISTRICT				
Albert Campbell	430,900		393,454	
Neighbourhood Branches (6)	1,066,002		1,030,407	
Bookmobile Stops	26,314		29,056	
	1,523,216	35.8%	1,452,917	35.1%
NORTHERN DISTRICT				
Malvern	232,894		217,502	
Neighbourhood Branches (3)	1,173,383		1,144,378	
Bookmobile Stops	25,806		28,930	
	1,432,083	33.6%	1,390,810	33.6%
SYSTEM TOTAL	4,256,007	100.0%	4,140,517	100.0%

CIRCULATION PER HOUR OF SERVICE

	1986		1985	
	Annual Hours Open	Average Circ./Hour	Annual Hours Open	Average Circ./Hour
FILM SERVICES	3,292.0	11	3,274.5	13
OUTREACH SERVICES	1,246.5	67	1,413.5	67
SOUTHEASTERN DISTRICT				
Cedarbrae	3,284.5	180	3,274.5	171
Guildwood	2,353.5	53	2,355.5	56
Highland Creek	2,000.0	28	2,000.0	28
Morningside	3,176.0	86	3,175.5	89
Port Union	2,351.5	81	2,355.5	80
	13,165.5	94	13,161.0	92
SOUTHWESTERN DISTRICT				
Albert Campbell	3,284.0	131	3,155.0	125
Bendale	2,353.5	80	2,355.5	81
Cliffcrest	2,353.5	66	2,316.5	65
Eglinton Square	3,284.0	82	3,274.0	78
Maryvale	2,351.5	83	2,355.5	79
McGregor Park	2,353.5	60	2,355.5	60
Taylor Memorial	2,000.0	59	1,886.5	55
	17,980.0	83	17,698.5	80
NORTHERN DISTRICT				
Agincourt	3,283.5	144	3,273.5	135
Bridlewood	3,183.5	113	3,174.5	114
Malvern	2,365.5	99	2,382.0	91
Woodside Square	2,594.0	132	2,589.5	131
	11,426.5	123	11,419.5	119
SYSTEM TOTAL	47,110.5	90	46,967.0	88

TOTAL INFORMATION QUESTIONS

UNIT	YEAR 1986		YEAR 1985	
FILM SERVICES		36,945		39,222
OUTREACH SERVICES		4,432		8,293
SOUTHEASTERN DISTRICT				
Cedarbrae	140,523		130,878	
Guildwood	43,885		48,584	
Highland Creek	8,393		7,129	
Morningside	84,870		84,195	
Port Union	69,120	346,791	68,050	338,836
SOUTHWESTERN DISTRICT				
Albert Campbell	77,463		63,351	
Bendale	41,909		34,788	
Cliffcrest	22,555		22,297	
Eglinton Square	36,032		29,551	
Maryvale	43,570		35,536	
McGregor	27,986		20,553	
Taylor	13,718	263,233	15,368	221,444
NORTHERN DISTRICT				
Agincourt	105,509		103,246	
Bridlewood	58,628		60,390	
Malvern	47,993		41,917	
Woodside	48,109	260,239	38,084	243,637
YEAR TO DATE TOTAL		911,640		851,432

QUESTIONS BY CATEGORY

AUTHOR/TITLE	362,019	344,488
READY REFERENCE	254,705	240,752
INFORMATION QUESTIONS	182,765	169,454
USER ADVISORY	97,082	82,820
EXTENDED SEARCH	15,069	13,918
TOTAL QUESTIONS	911,640	851,432

SERVICE INQUIRIES FOR SYSTEM

UNIT	YEAR 1986		YEAR 1985	
FILM SERVICES		6,119		6,047
OUTREACH SERVICES		2,570		1,951
SOUTHEASTERN DISTRICT				
Cedarbrae	182,099		194,096	
Guildwood	5,126		5,195	
Highland Creek	2,991		2,008	
Morningside	14,461		13,448	
Port Union	9,974	214,651	9,989	224,736
SOUTHWESTERN DISTRICT				
Albert Campbell	61,558		42,278	
Bendale	11,597		12,105	
Cliffcrest	3,813		3,497	
Eglinton Square	10,961		8,186	
Maryvale	10,855		9,331	
McGregor Park	8,941		7,883	
Taylor	4,156	111,881	4,608	87,888
NORTHERN DISTRICT				
Agincourt	20,725		21,891	
Bridlewood	15,632		15,673	
Malvern	30,870		25,324	
Woodside	22,883	90,110	13,894	76,782
SYSTEM TOTAL		425,331		397,404

IN-LIBRARY USE OF MATERIALS

(District Libraries Only)

CEDARBRAE DISTRICT BRANCH	119,163	89,130
ALBERT CAMPBELL DISTRICT BRANCH	88,586	75,803
TOTAL FOR YEAR	207,749	164,933

SYSTEM PROGRAMMES

	YEAR 1986		YEAR 1985	
ADULT	Number	Audience	Number	Audience
Book Clubs	174	1,835	159	1,735
Film/Video Programmes	102	1,802	101	1,848
Multicultural Programmes	383	9,719	381	10,139
Speakers/Demonstrations/ Authors	272	5,296	128	5,586
Special Groups	7	52	229	2,075
Teens	88	1,503	32	551
Others (Senior Citizens, Women's Groups, etc.)	45	2,469	72	1,538
TOTAL ADULT	1,071	22,676	1,102	23,472
JUVENILE				
Book Clubs/Book Talks	353	7,154	358	7,456
Class/Group Visits	470	10,342	496	10,379
Film/Video Programmes	208	6,109	186	7,126
Nursery Programmes	330	5,300	238	3,502
Puppetry	77	3,814	104	5,815
Special Events (drama, music, special story-telling, authors)	214	7,851	375	11,245
Special Groups	16	229	123	1,775
Story Hours (Tales for Two, Preschool)	1,175	18,659	1,229	19,545
TOTAL JUVENILE	2,843	59,458	3,109	66,843
SYSTEM TOTAL	3,914	82,134	4,211	90,315

COLLECTIONS

	1986	1985
Books	870,902	842,399
Paperbacks	212,440	192,772
Films, filmstrips and videocassettes	4,280	3,095
Records, cassettes and kits	97,221	87,947
Framed pictures	945	907
Microforms	4,928	4,750
Toys	1,227	1,160
	1,191,943	1,133,030

SERIALS

Titles	1,017	1,027
Subscriptions	3,841	3,588

CATALOGUING SECTION

TITLES CATALOGUED	1986	1985
Books, adult	21,600	18,373
Books, juvenile	3,465	3,454
Audio Visual materials	2,633	1,913
Toys indexed	446	226
TOTAL TITLES CATALOGUED	28,144	23,966

PROCESSING SECTION

MATERIALS PROCESSED	1986	1985
Books, adult	60,990	54,218
Books, juvenile	18,672	19,876
Audio Visual materials	17,838	14,380
Toys and reproductions	484	256
Paperbacks and pamphlets	92,298	76,170
TOTAL MATERIALS PROCESSED	190,282	164,900

INTERLOAN SECTION

	1986	1985
TOTAL REQUESTS FILLED	39,647	29,183
Interlibrary loan requests filled, located via Metro Toronto network	4,796	3,884
Interbranch requests filled within Scarborough Public Library system	34,851	25,299

CIRCULATION CONTROL SECTION

	1986	1985
Circulation	4,256,007	4,140,517
Items billed for replacement	92,155	89,522

ACQUISITIONS SECTION

	1986	1985
Serials handled		
Titles	1,017	1,027
Subscriptions	3,841	3,588
Budget	$156,400	$125,530
Budget for other materials handled	$1,718,600	$1,436,300

PERSONNEL

The following is a breakdown of the staff establishment for 1986:

Full-time		
Administrators	3	
Division Heads	5	
Budget Officer	1	
Personnel Officer	1	
Building Superintendent	1	
Administrative Support Staff	6	
Librarians	35	
Code VII	5	
Code VI	22	
Code V	24	
Code IV	18	
Code III	59	
Code II	5	
Code I	18	203
Part-time		
Librarians	6	
Code V	2	
Code III	1	
Code I	40	49

The following breakdown summarizes the movement of permanent full-time staff in 1986:

New Employees			
	Administrative Support Staff	2	
	Code IV	1	
	Code III	2	
	Code I	8	13
Retirements			5
Terminations			
	Code V	1	
	Code III	4	
	Code II	1	
	Code I	1	7
Promotions, Transfers and Reclassifications			
	Promotions	15	
	Transfers	17	
	Reclassifications	1	33

OVERALL SUMMARY COMPARISON	1986	1985	Percentage Variation
Staff			
Full-time establishment	203	196	-
Part-time establishment	49	45	-
Total establishment	252	241	-
Full-time Only			
New employees	13	20	-35.0
Promotions	15	14	+7.1
Transfers	17	6	+183.3
Reclassifications	1	3	-66.7
Terminations	7	7	--
Retirements	2	7	-28.6
Turnover (as a % of full-time established positions)	5.9	7	-15.7
Absenteeism (Days)			
Maternity Leave	583.00	897.0	-35.0
Jury Duty	18.5	2.0	+825.0
Workers' Compensation	59.00	1.5	+3833.3
Leave of Absence (without pay)	457.00	576.5	-20.7
Emergency Leave	33.5	29.5	+13.6
Bereavement Leave	69.25	58.5	+18.4
Illness	2171.50	1875.0	+13.7
Total Absenteeism (days)	3391.75	3440.0	-1.4
Average days absent per person	16.7	17.6	-5.1