THE SCARBOROUGH PUBLIC LIBRARY BOARD

ANNUAL REVIEW 1987

THE CITY OF SCARBOROUGH

PUBLIC LIBRARY BOARD

A REVIEW OF THE YEAR - 1987

MEMBERS OF THE 1987 BOARD

Mrs. S. Hunt	Chairman (Jan.to Sept.)
Mrs. M. Daw	Vice-Chairman (Jan.to Sept.) Chairman (Oct.to Dec.)
Alderman K. Christensen	Vice-Chairman (Oct.to Dec.)
Mr. A. H. Bhalloo	(Dec.)
Controller F. Faubert	(Jan.to Oct.)
Mr. C. R. Goldsmith	
Alderman D. Mahood	
Mrs. J. McLaren	
Mrs. K. Moloney	
Controller M. Prinsloo	
Alderman B. Sanders	(Nov. and Dec.)

EXECUTIVE

Mr. P. J. Bassnett	Chief Executive Officer and Secretary Treasurer
Mrs. A. S. Eddie	Deputy Chief Executive Officer
Mr. J. H. Ballett	Comptroller
Mr. T. W. Houghting	Director, Financial Services
Mrs. S. J. Atkinson	Director, Personnel Services

MANAGERS

Mr. S. Algoo	Director, Technical Services
Miss B. Joergensen	Director, Southeastern Division
Mr. D. Reddin	Director, Northern Division
Mrs. A. Soltys	Director, Southwestern Division
Mrs. A. Lau	Manager, Northern Division
Mr. E. Carr	Manager, Maintenance and Security
Mr. R. Chapman	Manager, Payroll and General Accounting

CHAIRMAN'S REVIEW

Once again, the past year was one of rapid growth and change for the City of Scarborough public library system. It was a year to celebrate landmarks, as well as a year of expansion.

The pressure on the library system is increasingly heavy, as it is with many other services in this growing City. Both staff and patrons are to be commended for the way in which they deal daily with the problems associated with increased demand.

This year, the City of Scarborough Public Library Board celebrated twenty-five years of service from the Taylor Memorial Neighbourhood Branch Library and the fifth anniversary of the opening of the Malvern Community Branch Library; both important milestones in the development of our system. The Maryvale Neighbourhood Branch was relocated to larger premises, still within the Parkway Plaza Mall. The Steeles Neighbourhood Branch was opened to serve the residents in the growing Steeles community. Land was acquired this year by the City of Scarborough for a future relocation of the Highland Creek Neighbourhood Branch to better serve yet another rapidly developing area. A programme to provide service to the Glamorgan area was established this year. The long-awaited Kennedy/Eglinton Neighbourhood Branch is presently under construction and is expected to open to the public in the spring of 1988.

Construction of the Northern District Library continues to be the Library Board's prime objective. Scarborough's Council has approved the funds for construction; presently we are awaiting a decision on the proposed site.

The City of Scarborough Public Library Board continues to offer a variety of services and programmes to its patrons. Each year during the Christmas season, and this year was no exception, Christmas parties for seniors are held in some of our branches; Scarborough is the only library system in Metropolitan Toronto to do so. Of particular interest might be the "Summer Safari" programme which, last summer, employed eleven students who reached a total of 23,716 children. In April, the staff of the Cedarbrae District Library organized a very successful programme entitled Local Celebrities: Meet Scarborough's Authors. Many local authors were on hand to display and talk about their work.

The Canadian Library Association last year gave an Award of Merit to the City of Scarborough Public Library Board for an imaginative promotional videocassette entitled The Dragon's Dilemma.

There have been several changes this year, both to the Library Board and to the staff of the Board. In the fall, we bid farewell

to nine retiring employees, some of whom had served the residents of Scarborough for many years. We wish them well, and thank them for their contribution to the library system. Two Library Board members left us this fall: Chairman Susan Hunt, who has moved to Toronto, and former Controller Frank Faubert, who was elected to the Provincial Legislature. The Board will miss their leadership, wisdom and experience, and we wish them every success in the future.

Federal legislation introduced during 1987 to amend existing Acts, which may have an impact on the delivery of service to our patrons, includes Bill C-60, An Act to Amend the Copyright Act, and Bill C-54, An Act to Amend the Criminal Code. In that context, the Library Board has submitted briefs on these matters.

The Scarborough public library system continues to be one of the busiest and most cost-effective library systems in the Metropolitan Toronto area. It is gratifying to know that forty-five percent of the residents of Scarborough are active library users. As we look ahead, the Library Board will continue to offer to Scarborough residents improved library service. Budget restraints may cause us to progress more slowly than we might wish, but, such is the reality of a rapidly expanding City.

On behalf of the City of Scarborough Public Library Board, may I say a sincere thank you to all of our staff for the service

that they render to the residents of Scarborough. The Scarborough public library system is one of which Library Board, staff and patrons alike can be very proud.

Marjorie Daw
Chairman

January, 1988.

CHIEF EXECUTIVE OFFICER'S REVIEW

As the population and development of the City of Scarborough continues to grow, so does the use of its public library system as the descriptive reviews and statistical tabulations contained in this Annual Review show. As expected, the citizens of Scarborough made record use of the services and it is predicted that, during 1988, there will be a further three percent growth in items loaned to the public. The reviews that follow are written by the managerial staff and outline the significant events and achievements of the staff of the Library Board. This review will concentrate on system-wide changes and on the relationships and influences which are external to Scarborough but, nonetheless, may have some impact on the delivery of public library service to the citizens of Scarborough or on the financing of the service.

Early in 1987 the Library Board approved, in principle, a new staffing structure for both the supervision of the district libraries and the management of the public service and the support divisions. The purpose of these changes is threefold. Firstly, to identify the responsibility for the supervision and running of the district libraries as that of the Branch Heads and to widen the responsibilities of the district children's librarians to cover the neighbourhood branches. Secondly, to add another managerial position to the existing public service and support divisions, which will enable better planning,

control and evaluation of the performance and quality of the delivery of library services. Thirdly, to create a second support division of service development and promotion. This division, which will be the responsibility of a new Director and will be made up of the current Co-ordinators; of children's and young adults' services, multicultural, film, programming and outreach services, plus publicity, is expected to be a major creative element in the improvement and development of services to the public. The changes within the district libraries have, in the main, been carried out as the changes did not add to the staff establishment. The managerial positions, which are new, are conditional upon approvals occurring during the 1988 operating budget process. These positions are not only needed for better planning and control but to manage the expansion of the public library system which is expected to continue well into the 1990's.

The expansion activities during 1987 included the opening of the Steeles Neighbourhood Branch Library, a library room in the Glamorgan Community and the moving of the Maryvale Neighbourhood Branch Library to larger quarters. The planning activities for the year embraced the design and tender for the Kennedy/Eglinton Neighbourhood Branch Library, the development and preparation of the collections for the planned Northern District Library and the Milliken Neighbourhood Branch Library. These activities need considerable care and attention, especially when the use of the library system

as a whole grew at approximately five percent during the year.

Although it was entirely understandable, the deferral of the capital funding for both the Milliken and Highland Creek Neighbourhood Branch Libraries into the early 1990's will result in considerable pressure being placed on other branches. In the Northern Division, the Woodside Square Neighbourhood Branch Library, which is already one of the busiest branches, will gradually become overwhelmed as the Milliken Community reaches its population limit. In the Southeastern Division it will probably be the Morningside Neighbourhood Branch Library that will be used by the new residents of the Highland Creek Community.

During 1987 a consultant, The Code Group, was selected to write an emergency procedures manual. This project, which is being partially funded by the Ministry of Culture and Communications, is coming to a close and is expected to be completed in 1988. The manual will consist of a quick response guide as well as detailed procedures which will be the basis for supervision, management and staff training for emergency situations.

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 of books, children and young adults, multilanguage, bibliographic control, public relations and programming, and talking books. These committees meet regularly, between two and nine times a year depending on the work to be accomplished, with the objective of creating ways of improving the public library services to the citizens who live and work within the boundaries of Metropolitan Toronto. During 1987; the Children's Committee managed the successful Writer-in-Libraries programme across the Metropolitan Toronto area with Claire Mackay, an author of children's books, as well as publishing a bibliography Introducing Your Children to Books. The Interlibrary Loan Committee introduced the Ontario Public Library Information Network (OPLIN) into the Metropolitan Toronto libraries. The Multilanguage Committee held its annual workshop on multicultural services and began the organizing for a Writer-in-Libraries programme. The Technical Services Committee is exploring alternative ways of electronically obtaining access to bibliographic information across the Metropolitan Toronto area. The Public Relations and Programming Committee organized many events for Ontario Public Library Week including the Metropolitan Councillors' luncheon at City Hall. The Talking Book Committee, which has changed its title and mandate, is going to look at all services available for disabled persons.

On the Provincial scene, the Act to Provide for Pay Equity, which received royal assent on June 29th, 1987, and proclamation at the commencement of 1988 and will create a considerable amount of administrative work and may have some financial implications, has to be addressed before the end of 1988. The legislation makes it mandatory to develop a pay equity plan and, even if no adjustments are necessary, the Library Board is still required to post the results of the analysis of the salaries and job classifications. The Ministry of Culture and Communications, because of the complexity and vagueness of this legislation and its impact on all library boards, is commissioning the preparation of a manual on non-sexist job classifications and neutral rating of library positions in conjunction with the Chief Executives of Large Public Libraries of Ontario (CELPLO).

The Minister of Culture and Communications published Assessing your Community for Library Planning in 1987, which is a document that will be a guide for public library trustees and administrators to aid them when undertaking analysis and developing a planning process. This publication was undertaken by a consultant, Fox, Jones and Associates, and guided by an Advisory Committee of which I was the Chairman.

During the year I agreed to serve on another Ministry Advisory Committee and this one is to explore a diploma programme

for management staff in public libraries. Currently, the Advisory Committee is exploring the Continuing Education Programme which is part of the York University short-term studies. The Centre for Continuing Education does, at the moment, include programmes for such organizations as the Canadian Institute of Management, the Ontario Municipal Management Board and the Personnel Association of Ontario.

There was considerable activity with the Federal Government during 1987 with Bill C-60, An Act to Amend the Copyright Act, and Bill C-54, An Act to Amend the Criminal Code. The amendment to the Copyright Act, given the speech at the Ontario Library Association's conference on November 20th, 1987, by the Honourable Flora McDonald, Minister of Communications, will probably pass Third Reading in the near future. This Bill will set up a collective, or many collectives, to handle rights of photocopying. Currently there is one reprography collective being established and, in speaking to members of the proposed board, the expectation is that the board will request from the Provincial Government a license fee that would cover all of the public libraries in Ontario. From the public libraries' point-of-view, this is probably the easiest way to pay for a photocopying license fee. The Provincial Government, however, may not agree to this request for payment and then the collectives would be requesting a license fee directly from a library board or a board of education for example.

The major difficulty with this legislation is, as the Library Board's brief to the Legislative Committee pointed out, that Bill C-60 makes no mention of exemptions but the Minister has said that they will be discussed within the second phase of the copyright revision. When reading the legislation that has been written recently in other countries, for example Australia, the Federal Republic of Germany, Sweden, the United States and the United Kingdom, all have included exceptions for research and study and for use of material in libraries as well as the legislation for the establishment of collectives. It is unfortunate that Bill C-60 chooses to split these two issues because it leaves public library boards with the legal dilemma of whether to pay the license fee or allow the issue to go to court under the current legislation.

Bill C-54, which is an Act to Amend the Criminal Code in regard to the exploitation of sexual pornography, does have a range of potential difficulties for public library boards across Canada. These were expressed in the Board's brief to the Legislative Committee and, succinctly, the Bill would be in conflict with many of the goals and objectives of the Board that are concerned with freedom of access to information and access to information reflecting all available points-of-view and, that the legislation may limit the variety of material available as well as imposing severe restrictions on placing

staff and influencing the design and layout of the public library buildings.

The definitions of erotica and pornography are so broad that they are bound to create potential difficulties for municipal councils, public library boards and personnel working in publicly funded institutions. For example, if it were necessary, because of Bill C-54, to redesign public library buildings, the cost to the City of Scarborough alone would be in the millions of dollars. The Library Board's brief to the Legislative Committee is requesting that this Bill be rewritten in such a manner as to focus the legislation on just the exploitation of sexual pornography.

The Federal Government is considering new forms of taxation and one of these is a sales tax which is somewhat similar to the value-added tax in Europe. One of the principles behind this tax is that public bodies would pay a tax on any of the services that they supply to the public. Currently, there is not enough information to give an estimate of what this might cost a public library board if the legislation were to become law but it might well cost hundreds of thousands of dollars on a budget the size of the Scarborough Public Library Board's.

Peter J. Bassnett
Chief Executive Officer

January, 1988.

DEPUTY CHIEF EXECUTIVE OFFICER'S REVIEW

Overview

Public libraries in the City of Scarborough, under the direction of the Library Board, increased services in the following areas in 1987, as compared with 1986:

- space available for public service +4.3%
- overall circulation +4.9%
- circulation per hour +1.7%
- circulation per capita +1.08%
- estimated annual uses +4.7%
- overall collections available +6.1%

Special events throughout the year provided occasions for residents, Library Board, and staff to promote library service. In April the Library Board hosted an evening at Cedarbrae District Library for residents to meet Scarborough's authors in celebration of National Book Festival. Scarborough authors, as well as publishers, distributors, and agents attended. The Library Board observed Ontario Public Library Week in October with an Open House at Albert Campbell District Library. Many programmes, displays, and exhibits throughout the system commemorated Public Library Week.

Staff produced, scripted and dramatized The Dragon's Dilemma, an orientation video. The Library Board won a certificate

of merit from the Canadian Library Association. It declared that;

> "This excellent video production introduced many aspects of the public library of interest to both children and parents. The delightful and irreverent script, reinforced by a lively presentation provides a maximum of information with a minimum of heavy-handed and solemn instruction."

Collections

In 1987, Council approved the Library Board's request for a collections budget of $2,120,200.00 or $4.40 per capita. The collection grew from 1,191,943 items in 1986 to 1,264,834 items in 1987. The number of items available per capita remained stable at 2.6. The 1984 edition of The Framework established three items per capita as a target for the Library Board's collection of materials.

The Library Board investigated and recommended establishing compact disc collections for 1988. Cedarbrae and Albert Campbell District Libraries and Woodside Square Neighbourhood Branch will provide these collections in 1988.

Performance Measures

At the end of 1986 the Library Board's space available for public service was 13,283 square metres (142,982 square feet).

The 1987 figure of 13,882 square metres (149,429 square feet) indicates a 4.3% increase. Steeles Neighbourhood Branch opened in May, 1987 adding 465 square metres (5,005 square feet). In September, Maryvale Neighbourhood Branch was relocated within Parkway Mall and opened with 396 square metres (4,263 square feet) of public service space; an additional 134 square metres (1,442 square feet).

In 1987, 222,759 residents had library cards. The Library Board issues library cards on request to residents who live, work or attend educational institutions within Metropolitan Toronto. A non-resident card was available for a $60.00 fee, but few were sold.

Circulation of materials increased by 4.9% from 4,256,007 in 1986 to 4,465,820 in 1987. Branches with the highest increase in circulation were Cedarbrae District Library, Agincourt, Woodside Square, Bendale, and Maryvale Neighbourhood Branches, and Malvern Community Branch. Libraries with the highest circulation were Cedarbrae District Library (628,605), Agincourt Neighbourhood Branch (488,257), Albert Campbell District Library (428,754), Woodside Square Neighbourhood Branch (351,995), and Bridlewood Neighbourhood Branch (343,833).

Library items circulated per capita in 1987 increased from 9.2 per resident in 1986 to 9.3 per resident in 1987. This figure is determined by dividing the circulation figure by the population (482,000). The circulation per capita is still less than ten, the guideline set in The Framework document.

The average circulation per hour for 1987 was 91.8, compared to 90.3 in 1986 and 88.1 in 1985. This standard measurement is derived by dividing the circulation by the exact number of hours open, which varies from month to month. Page (iv) lists the average circulation per hour for each library in the City of Scarborough. Branches with the highest circulation per hour were Cedarbrae District Library (191), Agincourt Neighbourhood Branch (148), Woodside Square Neighbourhood Branch (135), Albert Campbell District Library (130), and Bridlewood Neighbourhood Branch (108).

The estimated annual uses of the Library Board's facilities in 1987 totalled 3,332,420, a 4.7% increase over 3,182,398 the figure for 1986. The 'uses' figure is derived using a formula developed by the Province. The formula allows the Board to establish the number of patron uses of library materials and facilities.

The total number of questions answered throughout the system remained stable in 1987 with a 1.2% increase shown. Branches with the highest question count were Cedarbrae District Library (147,510), Agincourt Neighbourhood Branch (106,657), Morningside Neighbourhood Branch (81,973), Albert Campbell District Library (67,830), Port Union Neighbourhood Branch (66,036), Bridlewood Neighbourhood Branch (56,436), Malvern Community Branch (46,392), and Woodside Square Neighbourhood Branch (46,091).

Special Purpose Grants

In addition to the regular operating grants, the Library Board was successful in obtaining special purpose grants from the Provincial Government. A Community Facilities Improvement Grant provided funds which assisted in the finishing of the Steeles Neighbourhood Branch. The grant for French language material provided funds for French films, audio books and reference books. The Province granted two thirds funding for the production of an Emergency Procedures Manual. A co-operative venture with other libraries in Metro financed by a Writers-in-Libraries grant enabled writer Claire Mackay to assist children and adults in developing writing skills in the field of children's literature.

The Federal Government's Challenge '87 SEED grant augmented the Summer Safari reading stimulation programme. It provided funds for 662 programmes, using eleven students in seven branches. This year eight authors gave readings financed with the assistance of the Canada Council.

SERVICE DEVELOPMENT AND PROMOTION

Children's Services

During 1987 the Co-ordinator of Services for Children and Young Adults acted as an advisor to staff, publishers, book

sellers, authors, students, librarians outside of Scarborough, teachers, day care workers, the media, and to parents. In-service training also took a high priority with numerous workshops organized locally, provincially and internationally.

Children's Collections

The demand for picture books and preschool material in the north, at times, almost exceeded the supply. Selection of materials continued at the weekly juvenile materials selection meeting. Staff also purchased materials during regular visits to local Metropolitan Toronto publishers and distributors. A large special replacement order was devoted to natural history and Canadiana. Replacement funds for 1988 will also be dedicated to these subjects.

Children's Programmes

The Co-ordinator reviewed Tales for Twos and Preschool Story Hour programmes throughout the City. Parents and caregivers who had children enrolled in the programmes received brochures outlining the sessions. The demand for Preschool Story Hour remained stable and the demand for Tales for Two continued to increase. The number of bedtime story hours also increased, particularly in the summertime.

Three branches sponsored A Course for Parents and Infants, a programme for parents covering topics including children's books, toys and nutrition. This programme is always well received.

The Library Board established a children's programme for Francophones during the summer of 1987.

The summer reading club, Summer Safari, is one of the most important children's programmes offered by the Library Board. The club programmes focus on the importance of reading, particularly for pleasure. The Co-ordinator of Services for Children and Young Adults organized the programme, which was led by a combination of Scarborough staff and students provided by SEED Grants. SEED students worked at Port Union, Morningside, Taylor, McGregor Park, Malvern, Woodside Square, and Agincourt. The school boards distributed the promotional material. The Co-ordinator and the Resource Librarian in the Co-ordinator's office, arrived in school yards via the Summer Safari Jeep and gave cameo performances. The Jeep also accompanied the SEED students in the annual Canada Day Parade.

The Library Board sponsored many authors' programmes in the children's area in 1987. Claire Mackay, Metro Writer-in-Residence, provided readings in many locations in Scarborough. In addition, author/illustrators such as Vera

Williams, Phillipa Pearce, Lyn Cook, Beatrice Thurman-Hunter, Mark Thurman, Camilla Gryski, Florence Burns, Ian Wallace, Gordon Penrose, and Karen Patkau also provided readings and programmes in the libraries.

Many subject-oriented programmes were supported within the system. Of note in 1987 were two programmes: one a science fair programme, using teenagers as tutors, and the second being a programme on assisting preteens and teens in developing homework and study habits.

The Westminster Ensemble, Erewhon Theatre, Toronto Symphony Education Programme, Lilliput Productions, Pinafore Puppet Theatre, and entertainers Charlotte Diamond, Doug Barr, Wiz Bryant, and Jack Grunsky provided theatre and music programmes.

A new generation of puppeteers, coached, counselled and trained by experts, will be putting the new puppet stage design into full use in February, 1988. Numerous staff refurbished and replenished the puppets, and built and furnished the new stages.

Amongst the many in-service opportunities provided through this programme were two workshops on children's services during the week-long training session for support staff and ten special workshops designed for Summer Safari and attended

by staff working with children. Many staff attended other workshops on film use, running a book club, promoting juvenile fiction, puppet making, creative drama, storytelling, and creative writing.

Teen Services

Staff organized 68 programmes for teens in 1987. Most of the programmes organized were for younger teens and provided an opportunity for teens to develop their skills in babysitting, fashion and film. One of the more noteworthy programmes in 1987 for this age group was a programme organized at Albert Campbell District Library featuring Howard Busgang of television's Switchback. The Teen Committee reviewed and updated the Teen Resource Binders.

Outreach Services

The bookmobile and outreach services programmes were re-organized into one programme for budgeting and staffing purposes. The programme supplies library service to the disabled, the elderly, and persons who are unable to use branch libraries. The staff provided service to bookmobile, institutional, talking book and home reader patrons and supported the outreach activities of the local branches.

The bookmobile service had well over sixty stops cancelled throughout 1987 due to mechanical problems. A new van provided home reader service to patrons of Cliffcrest, Maryvale, Eglinton Square and Port Union Neighbourhood Branches.

Staff extended institutional service to the Margaret Birch Wing of Scarborough Centenary Hospital. During 1987 the Library Board supplied materials to ten deposit collections and materials and staff to sixteen institutions.

In the fall of 1987 the Library Board provided a special book deposit in the Glamorgan area. The Glamorgan library room is open one afternoon per week.

Programming and Publicity Services

The adult programmes organized by staff during 1987 illustrated an increasing awareness of well-defined target groups. Programmes on topics such as recognizing eating disorders, preparing income tax returns, using midwives to assist birthing, creating shelter for the homeless, and writing novels attracted 10,717 adults. Constance Beresford Howe, Josef Skvorecky, Howard Engel, Eric Wright and other authors gave readings and discussions of their work. Many community groups provided

opportunity for residents to hear speakers, panels and experts in their fields. Local organizations provided special speakers. The Scarborough Board of Education, Red Cross, Scarborough Community Legal Services, Chinese Family Life Services, and Federation of Metro Tenants' Association assisted the Library Board with joint programme planning in 1987. Traditional programmes were co-sponsored by the Scarborough Historical Society, Scarborough Horticultural Society, Scarborough Aquarium Society, Arts Scarborough Literary Group, Colour Photographic Association of Canada, Phyllis Griffiths Neighbourhood Centre, and University Women's Club. Most of these programmes attracted capacity audiences.

The use of the libraries by community groups has expanded. The Volunteer Centre, Scarborough Support Services for the Elderly, local tenants' groups, Neighbourhood Watch, the Huntington Society and others used library space for local meetings. The Library Board provided space for eight polling stations for two ridings for the Provincial elections. Profit-making groups rented facilities for private uses such as training events and meetings.

The Library Board distributed special promotional material to the media throughout the year. Print and radio journalists used information supplied by staff for articles on topics such as multicultural services, toy collections, the Kurzweil Reading Machine and best-sellers for children. Scarborough Cable, the Multicultural Channel, City TV and CTV used Scarborough libraries for backdrops during 1987.

Multicultural Services

Throughout the year the Co-ordinator of Multicultural Services concentrated on acquisitions, programming and promotion of multicultural services. Multilingual materials were assembled for new and existing branches. The Co-ordinator worked with fellow Co-ordinators, Directors, and the Multicultural Programming Committee to develop programmes for both specific cultural groups and general audiences. In addition, the Co-ordinator assisted the Directors in developing guidelines for staff assistance in the areas of selection, allocation, and promotion of materials.

Multicultural Collections

The Library Board purchased multilingual materials in thirty languages. Purchase methods included direct purchase, purchase of deposit collections which rotate across Metropolitan Toronto, and a co-operative plan which permits use of a pool of staff from Metro libraries for selection of materials. Materials in six languages were purchased directly by the Library Board. Many other language collections were supplemented by direct purchase. Metro deposits provided materials in sixteen languages and the co-operative acquisitions programmes provided four languages. Local suppliers and distributors assisted the Co-ordinator in assembling complementary material and in establishing collections for new branches.

The number of materials in the multilingual collections rose from 51,145 in 1986 to 56,172 in 1987. This collection includes book and non-book material in 30 languages as well as 4,221 volumes in the English as a Second Language (ESL) collection.

Circulation of multilingual materials increased from 284,939 to 370,430 showing a 30% increase. The chart below lists the libraries within Scarborough with the highest circulation of multilingual materials, and the languages with the highest circulation in the City of Scarborough.

Multilingual Materials

Branches with Highest Circulation in 1987		**Languages With Highest Circulation in 1987**	
Cedarbrae	80,416	Chinese	188,158
Agincourt	63,306	Hindi	33,158
Albert Campbell	62,508	Japanese	17,851
Woodside Square	40,566	Italian	15,396
Bridlewood	39,100	German	13,909
Malvern	18,267	Gujarati	9,201
Steeles*	14,441	Greek	7,983
Eglinton Square	13,088		

*seven month operation

The Faculty of Library and Information Science (FLIS), University of Toronto, approved two Directed Field Work projects for the Library Board in 1987. The Co-ordinator of Multicultural Services supervised both projects. Students in their second year of the MLS programme at the University of Toronto completed the assignments during a three week period in April, 1987. The first considered establishing a collection on black heritage for Scarborough's black community. The second concerned the use of the multilingual juvenile collection in Scarborough public libraries. The students completed both projects and further work has been budgeted for in 1988.

The Library Board purchased materials for the first time in Tamil and Pilipino. Greek video materials were added in 1987, bringing the languages available in video to six: Chinese, Indic (Hindi, Punjabi, Gujarati), Italian, and Greek. All these collections contain popular titles and had a very high circulation.

The Co-ordinator purchased additional materials for the ESL collection. Staff worked with specialists from the boards of education in organizing purchase of ESL material for children. This collection, which will be available in 1988, supplements materials available in locations such as the Reading Centre at the Scarborough Board of Education.

Multicultural Programmes

In February, 1987 the City of Scarborough Public Library Board celebrated Heritage Month with programmes on culture, history and literature of specific countries or cultures. Programmes were designed to raise the awareness of the diversity of the cultural background of Scarborough residents as well as to discuss social issues facing newcomers to Canada. Book displays, exhibits, storytelling and films were highlighted across the system.

Children's programmes used multicultural themes throughout the year. The Library Board offered Black heritage programmes, a series of programmes evolving around Polish culture, and story hours in Chinese, Spanish and Urdu. Summer Safari students organized a multicultural week which highlighted stories, films, music and crafts from around the world.

The Malvern Community Branch organized the Women and Children of Many Cultures programme designed to assist in newcomers' adjustment to Canada. The programmes offered information on topics ranging from re-entering the work force, to coping with changes in the roles of family members. The group represented nine cultures. Malvern Community Branch has hosted this programme since 1983.

User Guides for Newcomers were distributed in Spanish, Italian, and Greek, with guides in Arabic, Chinese, Hungarian, and Hindi designed in 1987 for 1988 distribution.

Film Services

Direct Service to the Public

Statistics in Film Services reflect a 5% decrease in circulation (from 37,396 in 1986 to 35,706 in 1987), a 7% increase in audiences (from 352,651 in 1986 to 378,933 in 1987) and a 14% increase in questions (from 36,990 in 1986 to 42,173 in 1987).

Staff in Film Services was responsible for direct access to 9,500 16mm film titles available from libraries throughout Metropolitan Toronto. Film users selected materials from catalogues available in Film Services and all library branches. Assistance by the staff played a prominent role in selection of film titles for programmes. The service is slowly and steadily addressing itself to a changing clientele, from group entertainment (for schools, families, birthday parties and seasonal parties), to a wider and more demanding audience with very specialized needs. Although the Metropolitan Toronto Reference Library and some of the city and borough film libraries have found it necessary to address this shift in emphasis a little earlier, the City of Scarborough Public Library Board has found the shift most apparent over the past several years. The demand for films to meet these subject-oriented needs has increased steadily over the past several years.

In 1987, Cedarbrae District Library became an alternate pick up and return location for 16mm film. This service, started in July and August, supplied films for Scarborough Recreation and Parks summer programmes. The operation ran smoothly. In September, it was extended to residents who had previously registered through Film Services, have access to a projector, and find it more convenient to pick up their film booking at Cedarbrae.

The Co-ordinator of Film Services has continued to chair the Video Services Committee, responsible for the selection of videotape for the three circulating collections - Agincourt, Albert Campbell and Cedarbrae, circulating a total of 140,635 videotapes in 1987. In addition to the titles in award winning and classical feature categories, purchases in 1987 covered subjects such as ballet, travel, theatre, authors and illustrators, driving skills, home purchases, international trade, and cooking skills.

Direct Service to the System

The library system has become more dependent on audiovisual equipment. The following formats are included in the Library Board's collection of library material - 16mm film, videotapes, audiotapes, slide programmes, and still photography. Library

Board produced videotapes are a special attraction. The increased use of these formats emphasizes the need for dependable audiovisual equipment. The audiovisual technician and support staff at Film Services are now relied upon to give advice, to recommend equipment for purchase, to maintain the equipment and, most recently, to stock parts and perform actual repairs. The Library Board purchased a videotape checker in 1987. This equipment will inspect and clean VHS tapes. The equipment lists imperfections and damage and compiles background technical data required for reviewing the videotape collection.

SUMMARY

The growth in service indicated in this review results from the co-ordinated performance of 453 employees. Public service staff were fully supported by personnel in bibliographic support and building maintenance in making the public library service available to the 482,000 residents of the City of Scarborough.

Ann Eddie
Deputy Chief Executive Officer
January, 1988.

SOUTHEASTERN DIVISION REVIEW

Introduction

The past year has been successful in many respects for the Southeastern Division. Total circulation increased by 4% while information requests were stable (0.4% increase). Both the number of programmes presented to the community and the number of people attending increased from 1986, 7.3% and 13.6% respectively. As well, the number of citizens who received a Scarborough Public Library Board card rose by 13%.

	1987	1986
Circulation	1,281,225	1,231,858
Information Requests	348,068	346,791
Number of Programmes	1,166	1,251
Attendance	28,557	25,143
Registrations	10,902	9,646

Collection and Information Services

Maintaining well-rounded, up-to-date collections, improving access to them and alerting Scarborough's citizens to the wealth of information available to them were the key issues in collection work in the Southeastern Division.

The continuity of adequate funds enabled Cedarbrae District Library to build up the collection rather than mainly replacing lost titles, now that the materials security system has been in place for one and a half years. Non-print media continued to assume an ever more important place in providing information. On-line access is now available to very extensive business information and to such newspapers as the Globe and Mail, Toronto Star, Financial Times and Vancouver Sun. Access to such sections as Government Documents, the Historical Collection and sheet music was improved by developing indices for these materials using the library's microcomputer.

Bibliographies on selected business topics and on computing were developed and handed out at programmes within and outside of the system. Materials in previously unavailable languages such as Tamil were added and the holdings in others increased.

Programmes - Exhibits

Programming continued to be an important part of library service. It provided information for adult and juvenile audiences through such programmes as Starting a Small Business, Changes in the Family Law, Stress and Your Child

in Sports, Birthing Alternatives, Women Working from Home and, for young people, numerous programmes around Science Fair projects. Particularly noteworthy is the Science Fair Tutoring project in two branches, in which volunteers from local high schools helped elementary school students with their projects. It will be repeated in several branches in 1988. Literary programmes for adults and children brought many people in contact with authors. The highlight was the very successful event Local Celebrities - Meet Scarborough Authors. Cedarbrae staff placed particular emphasis on programming for the whole family. Examples are the musical events in the Youth and Music series and the Computer Fair. Programmes designed to attract groups within the community that are not using library services fully included a story hour in Spanish and a month-long Celebration of Black Heritage. In the latter part of 1987 staff started a weekly preschool story hour programme for children living in the Mornelle Court area. The Summer Reading programme, designed to foster in children the enjoyment of reading, was very successful as the positive feedback from parents indicates.

Changes incorporated into the Exhibit Policy in 1987 shifted the emphasis to local artistic talent. The library system exhibited works by John Brezinskis, Susan Wood, Roy Bowers and Dave Starrett. One important exhibit was the display of paintings by the late Nikita Marner, entitled In Praise of the Canadian Arctic. Exhibits of art from other cultures

included: Croatian Naive Art, Chinese Brush Painting, Polis Folk Art and Icons from Eastern Europe.

District Library - Neighbourhood Branches

The composition of most of the communities in th Southeastern Division continued to shift towards a multicultur society with many recently immigrated citizens, especial in the catchment areas of Cedarbrae District Library ar Morningside Neighbourhood Branch Library. In both branche the circulation of materials in languages other than Englis and French increased.

Cedarbrae District Library serves, in many ways, the residen of all of Scarborough, thereby functioning, to some exten as a central library. In the last two years its circulatic increased by 12.5% and the number of information reques rose by 12.4%. As well, the complexity of the reques continues to rise.

	1987	1986	1985
Circulation	628,605	589,773	558,557
Info.Requests	147,511	140,523	130,878

1987 was the first year of public access, without charg to Cedarbrae District Library's microcomputer. The patron response was enthusiastic. Four hundred and twenty peop

of all ages attended the orientation classes that provided basic instruction in the use of the equipment. The public booked computer time for 1,634 hours and 1,913 uses were made.

Guildwood Neighbourhood Branch Library staff intensified their efforts to raise the library's profile. They achieved their goal; the usage of the branch increased over that in 1986. The many young families living now in this area are keen library users, as the capacity attendance at all programmes for preschool children shows.

Highland Creek Neighbourhood Branch Library showed an increase of 9.4% in its circulation, yet the number of registrations declined again, even though the communities within its catchment area continue to grow. It is quite likely that usage will only increase substantially with the relocation to adequate facilities in a more central location.

Morningside Neighbourhood Branch Library also shows an increase in circulation, albeit modest. Staff have started to increase their contacts within the community. The challenge for this branch is to investigate and respond to the needs of an apparently highly transient section of their community in addition to continuing to serve the well-established residents, most of whom are longtime library users. Since July 1987, Morningside library staff has provided library service to

patients in the Margaret Birch wing of Centenary Hospital on a monthly basis.

Port Union Neighbourhood Branch Library serves a growing community of families with school-aged children. In the past year staff offered a wide range of stimulating programmes for children as well as parents which were very successful. In 1988 staff will intensify efforts to make residents aware of the library service available to them.

Staffing

In 1987 the structure of the district library staff establishment was changed to accommodate an earlier re-organization of the branch, introducing the position of Adult Services Librarian. Cedarbrae District Library staff took advantage of many opportunities for promotion throughout the library system which meant for this branch a very high number of staff changes. At Guildwood Neighbourhood Branch, one-half of the staff complement changed in 1987. During the past year Cedarbrae District Library assisted the neighbourhood branches with twenty-five staff hours per week. Staff rose admirably to the challenges of increased workload in the face of a very changeable staffing situation.

Looking Ahead

In 1988 compact discs will be added to Cedarbrae District Library's collection. Services to non-English speaking residents will be enhanced in the district through larger collections in most branches and through programming. Exploring changes in their communities and initiating appropriate library service will be a priority for all branches in the Southeastern Division.

Birthe Joergensen
Director of Southeastern District

January, 1988.

SOUTHWESTERN DIVISION REVIEW

Improved library service to southwest Scarborough residents through appropriately designed and conveniently located branch libraries was achieved during 1987. Branch library service for the Ionview and Kennedy Park communities was approved and construction of the Kennedy/Eglinton Neighbourhood Branch Library is underway. During the summer Maryvale Neighbourhood Branch Library relocated within the Parkway Plaza Mall and minor renovations occurred at Albert Campbell District Library. Through the auspices of Outreach Services, a library room was opened in an apartment building in the Glamorgan Community and staffed weekly.

Service Developments

Southwest library programmes were impressive in terms of quality and quantity. Literary offerings predominated. Among the more notable were two series held at Albert Campbell District Library. At Mint Juleps and Muskets, patrons explored the literature of the American Civil War and at Scene of the Crime patrons were presented with criminal tableaux from literature and encouraged to test their literary knowledge and detecting abilities. Author visits by Josef Skvorecky, Howard Engel, Rose Murray, Claire Mackay and Camilla Gryski rounded out the literary complement.

The "active aging" was the target group for many other district programmes such as Elderhostel, Tai Chi, and Pre-Retirement Planning. Teen and pre-teen career aspirations were addressed with a programme featuring popular television host-comedian Howard Busgang. Charlotte Diamond entertained a capacity crowd of children, parents, teachers, and staff with her music. The services of Albert Campbell District Library were highlighted by an Open House held during Ontario Public Library Week.

Exhibits were held in three libraries. Soft sculpture and wall hangings by Pat Andrews entitled Tales of Donald Lake was one highlight of the exhibit series at Bendale Neighbourhood Branch. John Brezinskis' Landscapes and Flowers, an exhibition of watercolours and pastels, drew an appreciative public at Taylor Memorial Neighbourhood Branch. Albert Campbell District Library was privileged to hold an exhibit and programme featuring the work of noted Scarborough artist, Nikita Marner. Mr. Marner's passing in late 1987 was a great loss to the community.

Southwest district staff prepared a report on the implementation of compact disc collections. The Board plans to offer this new format in 1988 subject to budget approval. Periodicals collections usage and title availability increased as indicated by the annual performance measures survey.

Public access microcomputer service was re-configured and use increased significantly in 1987. Outreach service to home readers was offered from three additional neighbourhood branches.

Overall district circulation increased marginally in 1987. Five branches had small gross losses of under 2,000 items each: Albert Campbell, Cliffcrest, Eglinton Square, Taylor and McGregor Park. Bendale and Maryvale branches both had gross increases.

Bendale's increased usage may be attributed to the community and school awareness campaign conducted by the staff. Maryvale increased its circulation as the result of a move into larger more attractive quarters, despite a three week closure. In 1988 all branches will be reaching out to their respective communities in order to make the public more aware of their services and to increase usage.

District Library - Neighbourhood Branches

The "baby boom echo" is having an impact on the use of children's materials and requests for programmes in all the district's neighbourhood branches. Additional preschool story hours and increased nursery school visits have been added in order to better serve the younger clientele.

The occupational health and safety collection at the **Albert Campbell District Library** was refurbished, indexed on the microcomputer and the service enhanced with an on-line data base. District French collections were weeded and, in some cases, relocated to increase their profile. Two programmes of special interest to the Polish-speaking community were held at the district library. The first was a Polish Film Series; the second, a seven-week series of activities for children hosted by Polish author and film-maker Leszek Mech.

Bendale, **Cliffcrest** and **Maryvale** all noted significant changes in their population mixes which brought in more family use. At **Bendale**, a concentrated programme of school visits and a highly successful summer reading programme developed a new return clientele. **Cliffcrest** offered two Tales for Twos sessions in 1987.

Maryvale Neighbourhood Branch's relocation in the Parkway Plaza Mall took place during the late summer. The branch opened in September and is a resounding success. Every area of the collection has sufficient space to be adequately housed and promoted. An attractive children's area is a special highlight of the new space.

Taylor Memorial Neighbourhood Branch held another successful programming year in conjunction with the Phyllis Griffiths

Neighbourhood Centre. Changes in the community and a decline in circulation have initiated a service review which will be conducted in 1988.

McGregor Park Neighbourhood Branch attracted new users both through some carefully targeted adult programmes and an immensely successful summer reading programme. English as a Second Language class visits were increased in 1987 with a resultant increase in materials use. The read-along cassettes and transcripts proved particularly popular with this group of users.

Staffing and Staff Development

The Albert Campbell District Library had a large staff turnover particularly among the professional staff. By year-end most new incumbents had reviewed their service areas and established goals for the future. One reclassified position, that of Children's Librarian with responsibilities both for the district library and for the neighbourhood branches' children's services, was created.

The southwest district staff attended a wealth of training sessions, offered both within the system and by other agencies. Staff also contributed to the discussions held by the Ad Hoc Committee on Professional Development.

Into 1988

Through the on-going efforts of district staff, significant improvements in the quality and delivery of library services occurred in southwestern Scarborough during 1987. 1988 will be a challenging year. Glamorgan library room operations will be evaluated in terms of service provision to isolated areas within the City. The new Kennedy/Eglinton Neighbourhood Branch Library will open bringing the southwest neighbourhood branch complement to seven and community activity will increase in Oakridge. Increased usage will be the major goal in 1988.

Amy Soltys
Director of Southwestern Division
January, 1988.

NORTHERN DIVISION REVIEW

Reflecting on the year's endeavours, one is reminded of the extent to which we in this division rely not only on one another but also on the rest of the organization to accomplish our objectives. Although most areas of the organization contributed in some way to the opening of Steeles Neighbourhood Branch, we look upon the end result as a joint accomplishment of Northern District and the Business Office. The extraordinary changeover which occurred in our staff this year was managed successfully because everyone willingly did their part, but we especially recognize the essential role of Personnel Services. Within the division, the addition of a very capable Manager has brought greater cohesiveness and consistency to the work of our supervisory team.

The year's events have also brought to our attention the difficulties which can arise when partnership is not acknowledged. One would hope that the authors of recent Federal legislation, in their desire to curb the abuses of pornography and to protect the rights of intellectual property, were simply unaware of the difficulties which Bills C-54 and C-60 would cause for public library service.

Services

The figures on library use which appear in the Deputy Chief Executive Officer's report demonstrate the very high usage

of branches in the north. In order to appreciate the state of library service to the northern communities, it is also necessary to understand the way in which these branches are used.

A majority of people will surely agree that one of the most valued activities which occurs in a public library is that of study. Whether it is a preschooler examining a puzzle toy, a student working on a project, an adult pursuing occupational or avocational interests, or an older person thoughtfully perusing the daily paper, many Scarborough residents choose the library as a preferred place of study. Those who would use the northern libraries in this manner are advised to come early. Or, in the case of Malvern Community Library, to arrive on one of the three nights in the week that it is open to the public. Our small, shopping centre branches are phenomenally successful in providing a book-lending service. For the individual who hungers for knowledge, we provide mainly a "take out" service.

Children are very active users of the northern branches. This is particularly true of Malvern, Woodside Square and Steeles where children's materials account for about forty percent of total circulation. One way in which staff encourages children to become lifelong library users is by providing activities which interest them in what the library has to offer.

In addition to the familiar programmes, such as story hours and puppet shows, there have been some new offerings this year. One of these is the Movies and Make Believe series at Steeles, which appeals to the imaginations of eight to ten year olds by combining stories, poems and related films. Another new venture in 1987 was the Urdu story hour offered at Malvern Community Branch. Exceptionally high attendance indicates that the programme should be repeated.

Usage

Across the district, circulation was up 149,983 (10.7%) to 1,556,260. Information questions increased by 17,172 (6.6%) to a total of 277,411. The Steeles Neighbourhood Branch, which opened in late May, contributed 134,113 items circulated and 21,835 questions answered to those district totals.

As expected, the opening of the Steeles branch brought about a modest reduction in the volume of materials circulated from our Bridlewood Neighbourhood Branch location. The yearly total decreased by 4.1% from the prior year. Agincourt, Malvern and Woodside Square branches all showed circulation increases in the two to three percent range. The pattern varied somewhat, with Agincourt building up most of the increase before Steeles opened, and the other two increasing in the last few months of the year.

We measure the pace of business at any location, whatever its opening hours may be, by the circulation per hour. Agincourt and Woodside Square rank second and third respectively among Scarborough's branches. For the first eight months of the year, Agincourt was circulating approximately fifteen more items per hour than Woodside Square. Over the last four months, the margin was consistently less than five. Should Woodside Square be opened full hours next year, we would anticipate that circulation from this 390.2 square metre (4,200 square foot) location would be very close to that which now occurs at the Albert Campbell District Library.

Facilities

The major accomplishment of the year was certainly the opening of the Steeles Neighbourhood Branch. At 464.5 square metres (5,000 square feet), this branch is large enough to accommodate a multipurpose room that seats sixty, a spacious lounge area, more study seats and a bigger library materials collection than those in the mall branches. Clearly, the measure which is needed to improve upon the "take out" service described earlier is more space!

The district will achieve a net gain of more than 1,858 square metres (20,000 square feet) when the Agincourt branch is

replaced by a district library. The build-up of the collection has now begun and, late in the year, a branch head was appointed to co-ordinate this task and various others which must precede construction of the facility.

Staffing

By the end of the year, the majority of district staff had held their current positions for less than one year. Three factors account for this exceptionally high turnover rate: (1) the Steeles Neighbourhood Branch created five full-time and two part-time positions; (2) retirements and resignations among librarians in other areas created opportunities which led to the complete turnover of all six librarian positions in the district; and, (3) in a span of a few months, the entire full-time staff of the Woodside Square Neighbourhood Branch transferred out. This last development was not at all a mutinous one, but simply the inevitable outcome of staff working at a harder pace, over a long period of time, than they can reasonably be expected to sustain.

With all these changes occurring, the branches assisted one another in many ways so that the year's accomplishments may truly be said to belong to the whole district staff.

Looking Forward

We all await the outcome of the development proposal which includes a district library for the residents of northern Scarborough. Staff is certainly eager to participate in establishing this long-awaited service programme.

The deferral of capital funding for the Milliken Neighbourhood Branch from 1988 to 1991 poses serious problems for the Woodside Square Neighbourhood Branch location, as residential development to the north continues to increase the use of this very busy branch. In the coming year, we will be taking a very close look at the physical set-up to find ways of improving the efficiency of operations.

These and other unanticipated developments will no doubt provide for a very stimulating 1988!

David Reddin
Director of Northern Division
January, 1988.

TECHNICAL SERVICES DIVISION REVIEW

The record statistical performance of 1986 was surpassed in 1987, by two of the Division's four sections: acquisitions/interlibrary loan, which is responsible for purchasing and borrowing materials needed by patrons, and circulation control, which through an automated system is responsible for the inventory control of the entire nineteen collections of the Library Board and the recovery of borrowed materials that are overdue. The Cataloguing Section, which is responsible for the bibliographic organization of the collections and the catalogues that ensure access to and retrieval of specific items, were within 470 titles of 1986's record. The Processing Section, which is responsible for the labelling and protective covering of library items, were within 4,098 items of their 1986 record. Both the cataloguing and processing sections cut-off their statistics a week earlier than in 1986 to facilitate year-end statistics collections.

The year's work was accomplished in face of difficulties that involved long-term and occasional illnesses, and extended maternity leaves which contrasted sharply with the previous year when staffing was at nearly optimum level. The flexibility of staff to respond to changing priorities and task assignments was an experience that should impact on the productivity of 1988, if staffing were to return to normal stability.

Acquisitions/Interlibrary Loan

The library materials budget continued to reflect the growth of the City and the growth in demand for library services. In 1982 the budget achieved one million dollars for the first time in the Board's history. By 1987, it was $2.1 million. This enabled the Board to assemble collections for the Northern District Library planned for 1990, Steeles Neighbourhood Branch which was opened in 1987, Kennedy/Eglinton Neighbourhood Branch scheduled for opening in April of 1988, and another neighbourhood branch in the Milliken community at a future date.

The logistics of selecting, acquiring, processing and storing the materials for this many new collections were a notable feat, given the staffing of the section. The financial accounting to keep the new branches' purchases separate was another minor miracle since the new acquisitions encumbrance system was not available until the middle of the year, and the old system had reached the limit of the number of locations it could handle. Nonetheless, Steeles Neighbourhood Branch opened with the largest collection of any new branch, over 25,000 volumes. Kennedy/Eglinton Neighbourhood Branch, which had a possibility of opening before the end of the year, now has an assembled collection of 10,965 and $200,000 and $24,000 have been expended for Northern District and Milliken

Neighbourhood branches respectively. The number of orders placed during the year increased to 34,072 compared to 29,706 for 1986, or a 14.6% gain. A new monthly record was established as 5,510 orders were placed in February eclipsing the 5,183 for February of the previous year.

In the interloan service, a new automated system, the Ontario Provincial Library Information Network (OPLIN) was implemented in August. The new system uses the Utlas bibliographic database which is contributed to by over 2,000 libraries and makes requesting loans a single rather than a multi-tiered process involving the intervention of nodal libraries. The access to collections across the province is now more immediate and, after initial teething problems are worked out, service delivery should be improved. The annual interlibrary loan transactions were 5,045 compared to 4,796, for a 5% increase.

Cataloguing and Processing

Towards the end of the year, agreement was reached to condense and freeze the union catalogue. This decision enabled a number of cataloguing and catalogue maintenance procedures to be discontinued, allowing staff time to be directed towards getting the new items into the collections more expeditiously. Pre-cataloguing is now done on the Geac system, and is faster

than the manual methods used previously and can be done by computer operator staff as well, thereby increasing the volume of work that can be done.

The work of this section was greatly influenced by the pressures to open Steeles Neighbourhood Branch and the imminent opening of Kennedy/Eglinton Neighbourhood Branch. Streaming of items destined for these collections required identification and sorting time and, to some extent, distorted the normal chronological aspect of the workflow. The effect of a large district library collection is another influence that tends to complicate workflow. The nature of such collections requires a significant volume of single copy purchases which demand the same level of cataloguing effort but does nothing to relieve congestion in the multiple storage shelves. Another consequence of building this mix of new collections is that frequently the volume of work being sent to the processing staff was not appropriate to their capacity - sometimes there was an overabundance of materials and a scarcity of floor space in which to store them temporarily and, at other times, a paucity of items.

Nevertheless, the cataloguing section catalogued and classified 27,674 titles compared to 28,144 in 1986, or a 1.6% decrease. Together with the computer operators, the processing section prepared 186,184 items for the collections compared to 190,282 for 1986, or a 2.2% reduction. In addition, cataloguing staff

handled 114,752 items withdrawn from the collections compared to 127,926 the previous year, or a change of 11.4%. Processing staff also repaired 9,170 items compared to 9,364, or 2.1% less than in 1986.

Circulation Control

The year saw the first 400,000 monthly circulation of items in October. As new branches come on stream, this will become a more common monthly occurrence. The Geac computer-assisted circulation control and enquiry system, used to fullfil the inventory control and circulation functions, managed to cope but with some degraded response time during the peak business hours. A considerable amount of preparatory work has been done to anticipate the upgrading of the system to one with more powerful capabilities appropriate to the volume of transactions generated by the organization. The circulation for the year was 4,465,820, an increase of 4.9% over 1986. Consequently, the reminder notices for overdue materials went up to 100,680 compared to 92,155, or an increase of 9.2% over 1986. Fortunately a switch to datamailers has made the notification process a more manageable task than the previous method of stuffing envelopes.

The assistance of this group of staff to the other sections of the Division has been the key to the year's work. They

not only assisted as required, but wrote special computer programmes that saved time and freed staff to work at other tasks. Some of these programmes were a dBASE III PLUS listing of all periodicals by system, branch and account number that is used for updating branch requirements prior to renewals. A shut-in "has read" listing and grid for branch delivery schedule; a rewrite of the multilingual circulation report to provide data by format; a video circulation report; a datamailer invoice for lost or damaged materials, have all proved invaluable in optimizing the use of staff efforts.

Conclusion

The year was replete with opportunities and the staff responded successfully to the increased demands required of them. Because of their efforts, the organization was able to reach its service goals and conclude yet another banner year. For this they are owed sincere appreciation. With the addition of three new staff, one each in acquisitions/interlibrary loan, cataloguing and processing, and the procedural changes effected in the course of the year, one looks forward with anticipation to the potential accomplishments of 1988.

Stanley Algoo
Director of Technical Services Division

January, 1988.

OPERATING BUDGET

Expenditures	1987	1986
Administrative Support and Board Services	$3,887,900	$3,728,200
Public Services - Special Services	743,000	715,900
Public Services - Southeastern Division	2,940,100	2,818,000
Public Services - Southwestern Division	3,343,000	3,123,800
Public Services - Northern Division	2,620,900	2,111,200
	$13,534,900	$12,497,100

Revenue	1987	1986
City Grant	$11,699,300	$10,810,600
Provincial Grants	1,094,900	1,052,700
Levied Charges	208,000	190,500
Recoverables	245,000	228,000
Surplus	287,700	215,300
	$13,534,900	$12,497,100

CIRCULATION OF ALL ITEMS

UNIT	YEAR 1987		YEAR 1986	
FILM SERVICE		35,701		37,398
OUTREACH				
Bookmobile	76,327		72,820	
Talking Books	11,223	87,550	10,752	83,572
SOUTHEASTERN DISTRICT				
Cedarbrae	628,605		589,773	
Guildwood	127,878		124,332	
Highland Creek	60,590		55,380	
Morningside	274,614		272,110	
Port Union	189,538	1,281,225	190,263	1,231,858
SOUTHWESTERN DISTRICT				
Albert Campbell	428,754		430,900	
Bendale	196,662		187,476	
Cliffcrest	153,929		155,901	
Eglinton Square	266,814		268,199	
Maryvale	202,337		195,214	
McGregor Park	141,300		141,521	
Taylor Memorial	115,288	1,505,084	117,691	1,496,902
NORTHERN DISTRICT				
Agincourt	488,257		473,401	
Bridlewood	343,833		358,397	
Malvern	238,062		232,894	
Steeles	134,113		0	
Woodside Square	351,995	1,556,260	341,585	1,406,277
TOTAL FOR THE YEAR		4,465,820		4,256,007
HOURS OF SERVICE				
Yearly Total		48,650.5		47,110.5
CIRCULATION PER HOUR				
Year-to-Date		91.8		90.3

POPULATION OF THE CITY OF SCARBOROUGH - 482,000 (estimated)

CIRCULATION BY DISTRICT OR DEPARTMENT

	1987		1986	
	Number of Items Circulated	Percent of Total Circulation	Number of Items Circulated	Percent of Total Circulation
FILM SERVICES	35,701	0.8%	37,398	0.9%
OUTREACH SERVICES	16,561	0.4%	15,456	0.4%
SOUTHEASTERN DISTRICT				
Cedarbrae	628,605		589,773	
Neighbourhood Branches (4)	652,620		642,085	
Bookmobile Stops	21,462		15,996	
	1,302,687	29.2%	1,247,854	29.3%
SOUTHWESTERN DISTRICT				
Albert Campbell	428,754		430,900	
Neighbourhood Branches (6)	1,076,330		1,066,002	
Bookmobile Stops	28,463		26,314	
	1,533,547	34.3%	1,523,216	35.8%
NORTHERN DISTRICT				
Malvern	238,062		232,894	
Neighbourhood Branches (4*)	1,318,198		1,173,383	
Bookmobile Stops	21,064		25,806	
	1,577,324	35.3%	1,432,083	33.6%
SYSTEM TOTAL	4,465,820	100.0%	4,256,007	100.0%

* Steeles Neighbourhood Branch added in 1987

CIRCULATION PER HOUR OF SERVICE

	1987		1986	
	Annual Hours Open	Average Circ/Hour	Annual Hours Open	Average Circ/Hour
FILM SERVICES	3,268.0	11	3,292.0	11
OUTREACH SERVICES	1,154.0	76	1,246.5	67
SOUTHEASTERN DISTRICT				
Cedarbrae	3,299.0	191	3,284.5	180
Guildwood	2,366.0	54	2,353.5	53
Highland Creek	2,001.0	30	2,000.0	28
Morningside	3,198.5	86	3,176.0	86
Port Union	2,366.0	80	2,351.5	81
	13,230.5	97	13,165.5	94
SOUTHWESTERN DISTRICT				
Albert Campbell	3,300.5	130	3,284.0	131
Bendale	2,365.5	83	2,353.5	80
Cliffcrest	2,366.0	65	2,353.5	66
Eglinton Square	3,310.5	81	3,284.0	82
Maryvale	2,216.5	91	2,351.5	83
McGregor Park	2,366.0	60	2,353.5	60
Taylor	2,009.0	57	2,000.0	59
	17,934.0	84	17,980.0	83
NORTHERN DISTRICT				
Agincourt	3,299.0	148	3,283.5	144
Bridlewood	3,196.5	108	3,183.5	113
Malvern	2,375.0	100	2,365.5	99
Steeles	1,586.0	85	0.0	0
Woodside Square	2,607.5	135	2,594.0	132
	13,064.0	119	11,426.5	123
SYSTEM TOTAL	48,650.5	92	47,110.5	90

TOTAL INFORMATION QUESTIONS

UNIT	YEAR 1987		YEAR 1986	
FILM SERVICES		42,173		36,945
OUTREACH SERVICES		5,561		4,432
SOUTHEASTERN DISTRICT				
Cedarbrae	147,510		140,523	
Guildwood	44,617		43,885	
Highland Creek	7,931		8,393	
Morningside	81,973		84,870	
Port Union	66,036	348,067	69,120	346,791
SOUTHWESTERN DISTRICT				
Albert Campbell	67,830		77,463	
Bendale	43,790		41,909	
Cliffcrest	22,734		22,555	
Eglinton Square	41,998		36,032	
Maryvale	31,662		43,570	
McGregor Park	26,061		27,986	
Taylor	15,542	249,617	13,718	263,233
NORTHERN DISTRICT				
Agincourt	106,657		105,509	
Bridlewood	56,436		58,628	
Malvern	46,392		47,993	
Steeles	21,835		0	
Woodside Square	46,091	277,411	48,109	260,239
YEAR TO DATE TOTAL		922,829		911,640

QUESTIONS BY CATEGORY

AUTHOR/TITLE	374,898	362,019
READY REFERENCE	249,999	254,705
INFORMATION QUESTIONS	177,573	182,765
USER ADVISORY	107,175	97,082
EXTENDED SEARCH	13,184	15,069
TOTAL QUESTIONS	922,829	911,640

SERVICE INQUIRIES FOR SYSTEM

UNIT	Year 1987		Year 1986	
FILM SERVICES		6,993		6,119
OUTREACH SERVICES		2,285		2,570
SOUTHEASTERN DISTRICT				
Cedarbrae	153,136		182,099	
Guildwood	5,532		5,126	
Highland Creek	3,932		2,991	
Morningside	17,661		14,461	
Port Union	10,231	190,492	9,974	214,651
SOUTHWESTERN DISTRICT				
Albert Campbell	54,367		61,558	
Bendale	12,255		11,597	
Cliffcrest	5,678		3,813	
Eglinton Square	12,694		10,961	
Maryvale	11,402		10,855	
McGregor Park	8,243		8,941	
Taylor	4,838	109,477	4,156	111,881
NORTHERN DISTRICT				
Agincourt	22,353		20,725	
Bridlewood	15,615		15,632	
Malvern	30,192		30,870	
Steeles	16,340		0	
Woodside	17,686	102,186	22,883	90,110
SYSTEM TOTAL		411,433		425,331

IN-LIBRARY USE OF MATERIALS

(District Libraries Only)

Cedarbrae District Library	145,409	119,163
Albert Campbell District Library	105,167	88,586
TOTAL FOR YEAR	250,576	207,749

SYSTEM PROGRAMMES

	Year 1987		Year 1986	
ADULT	**Number**	**Audience**	**Number**	**Audience**
Book Clubs	142	1,550	174	1,835
Film/Video Programmes	89	987	102	1,802
Orientation/Demonstration/ Speakers/Authors	202	2,023	43	822
Others (Senior Citizens, Women's Groups, etc.)	129	2,910	189	3,423
Co-sponsored Groups	74	3,247	94	3,582
Total Adult	636	10,717	602	11,464
CHILDREN				
Storytelling/Story Hours/ Tales for Two	1,395	21,977	1,210	19,072
Class/Group Visits	387	9,327	470	10,342
Book Clubs/Book Talk	217	4,692	353	7,154
Film/Video Programmes	329	10,622	208	6,109
Puppetry	135	5,154	77	3,814
Nursery Programmes	152	3,085	64	1,243
Music/Drama/Authors	111	3,926	41	2,408
Special/Co-sponsored	335	8,096	154	5,259
Total Children	3,061	66,879	2,577	55,401
MULTICULTURAL				
Film/Video Programmes	35	875	8	296
Preschool/ESL Nursery	200	3,420	253	4,054
Class Visits	24	350	17	251
Cultural Events/Special	91	2,312	31	654
Co-sponsored/ESL/ Citizenship	326	9,312	342	8,639
Total Multicultural	676	16,269	651*	13,894*
TEEN				
Film/Video Programmes	7	87	15	269
Class Visits	9	204	6	102
Life Skills	48	670	22	238
Book Clubs/Authors/Special	4	244	48	1,096
Total Teen	68	1,205	91*	1,705*
SYSTEM TOTAL	4,441	95,067	3,921*	82,464*

* 1986 revised

COLLECTIONS

	1987	1986
Books	917,437	870,902
Paperbacks	228,464	212,440
Films, Filmstrips and Videocassettes	5,251	4,280
Records, Cassettes and Kits	106,197	97,221
Framed Pictures	1,013	945
Microforms	5,065	4,928
Toys	1,407	1,227
	1,264,834	1,191,943

SERIALS

Titles	1,176	1,017
Subscriptions	4,442	3,841

CATALOGUING SECTION

TITLES CATALOGUED	1987	1986
Books, adult	20,711	21,600
Books, juvenile	4,578	3,465
Audio Visual materials	2,007	2,633
Toys indexed	378	446
TOTAL TITLES CATALOGUED	27,674	28,144

PROCESSING SECTION

MATERIALS PROCESSED	1987	1986
Books, adult	64,943	60,990
Books, juvenile	26,475	18,672
Audio Visual materials	16,636	17,838
Toys and reproductions	446	484
Paperbacks and pamphlets	77,684	92,298
TOTAL MATERIALS PROCESSED	186,184	190,282

INTERLOAN SECTION	1987	1986
Interlibrary loan requests filled	5,045	4,796
Interbranch requests filled within, Scarborough Public Library system	36,501	34,851
TOTAL REQUESTS FILLED	41,546	39,647

PERSONNEL

The following is a breakdown of the staff establishment for 1987:

Full-time			
	Executive	3	
	Directors	6	
	Managers	3	
	Executive Support Staff	5	
	Librarians	37	
	Code VII	5	
	Code VI	23	
	Code V	25	
	Code IV	16	
	Code III	63	
	Code II	6	
	Code I	19	211
Part-time			
	Librarians	6	
	Code V	1	
	Code III	1	
	Code I	41	49

The following breakdown summarizes the movement of permanent full-time staff in 1987:

New Employees			
	Manager	1	
	Librarians	7	
	Code VI	1	
	Code IV	2	
	Code III	4	
	Code I	12	27
Retirements			8
Terminations			
	Librarians	2	
	Code IV	2	
	Code III	2	
	Code II	1	
	Code I	2	9
Promotions, Transfers and Reclassifications			
	Promotions	30	
	Transfers	19	
	Reclassifications	5	54

OVERALL SUMMARY COMPARISON	1987	1986	Percentage Variation
Staff			
Full-time establishment	211	203	-
Part-time establishment	49	49	-
Total establishment	260	252	-
Full-time Only			
New employees	14	13	7.7
Part-time to Full-time	13	6	116.7
Promotions	30	15	100.0
Transfers	19	17	11.8
Reclassifications	5	1	400.0
Terminations	9	7	28.6
Retirements	8	2	300.0
Part-time Only			
New employees	24	16	50.0
Transfers (part-time to full-time)	3	2	50.0
Terminations	7	6	16.7
Retirements	1	-	100.0
Absenteeism (Days) - Full-time staff			
Maternity Leave	620.00	583.00	6.5
Jury Duty	8.00	18.50	-56.8
Workers' Compensation	18.75	59.00	-68.22
Leave of Absence (without pay)	714.50	457.00	56.4
Emergency Leave	34.50	33.50	2.9
Bereavement Leave	66.75	69.25	-3.6
Illness	1,964.50	2,171.50	-9.5
Total Absenteeism (days)	3,427.00	3,391.75	
Average days absent per person	16.2	16.7	