



THE
SCARBOROUGH
PUBLIC LIBRARY
BOARD

ANNUAL REVIEW 1988

THE CITY OF SCARBOROUGH

PUBLIC LIBRARY BOARD

A REVIEW OF THE YEAR - 1988

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TABLE OF CONTENTS

| | <u>Page</u> |
|---|-------------|
| Chairmen's Review | 1 |
| Chief Executive Officer's Review | 5 |
| Deputy Chief Executive Officer's Review | 13 |
| Service Development & Promotion Division Review | 24 |
| Southeastern Division Review | 33 |
| Southwestern Division Review | 39 |
| Northern Division Review | 46 |
| Technical Services Division Review | 53 |

APPENDICES

| | |
|---------------------------------------|--------|
| Operating Budget | (i) |
| Circulation of All Items | (ii) |
| Circulation by District or Department | (iii) |
| Circulation Per Hour of Service | (iv) |
| Total Questions | (v) |
| Estimated Annual Uses | (vi) |
| System Programmes | (vii) |
| Collections | (viii) |
| Cataloguing, Processing, Interloan | (ix) |
| Personnel | (x) |

Framework:

Refers to A Framework for the Development of Public Library Service in the City of Scarborough, second edition. Scarborough: Scarborough Public Library Board, 1984.

CHAIRMEN'S REVIEW

1988 has been another year of increased demand for library service in the City of Scarborough. This trend has continued unabated for 25 years. Providing new services to developing areas of the City, while sustaining and improving existing service and programming is an ongoing challenge. The Library Board's accomplishments during 1988 in which we can take particular pride are discussed below.

Progress on the Northern District Library - a long-awaited and much needed facility for the patrons north of Highway #401. With continuing support from Scarborough's City Council and the community, this project moves closer to reality. During 1988, site confirmation was received. The new location of the Northern District Library can be confirmed as Kennedy Road and Sheppard Avenue. If, as expected, the remaining capital funds are approved in the 1989 budget, then the Library Board will be in a position to proceed with the building design. On this basis, the target opening date is 1991.

Additional hours of service for the Woodside Square Neighbourhood Branch - a branch with extremely high service demands located north of Highway #401. During 1988, an extra day of service was made available. This is now a full-service branch, open 6 days a week.

2.

Opening of Kennedy/Eglinton Neighbourhood Branch

- much needed service in an older area of Scarborough. The branch has been very successful in its first 7 months, exceeding circulation and service expectations.

Improvements to computer system - with the continual growth of the City, a major upgrade to the computer system was needed to improve service to all patrons. Waiting time has been significantly reduced for both enquiry and materials check-out. The upgraded computer will accommodate further growth of the City.

Programming and special events continue to be a major part of the service to Scarborough's residents and the Library Board takes great pride in the level and diversity of programmes offered to the public. This year, for the first time, a "writer-in-residence" programme was offered. Ronald Wright provided advice on original manuscripts, poetry and plays. Funding was provided by the Ministry of Culture and Communications.

Another highlight was the special event held at Woodside Square Neighbourhood Branch to receive a collection of books in Chinese script from the People's Republic of China. Over 220 titles were donated to the permanent collection.

The Library Board continues to monitor the impact of relevant Federal legislation. For example, Bill C-60, an amendment to copyright legislation, may require reconsideration of the video lending policy of the Board.

The Library Board is proud of the way in which its management and employees deliver services to the public with the means at hand. For the record, the City of Scarborough's public library system continues to have one of the highest materials circulation rates per capita in Ontario, while maintaining one of the most efficient cost structures. Many thanks to the staff of the City of Scarborough Public Library Board for their dedication to providing excellent service to the residents of Scarborough.

Changes in Board Membership

The Library Board is comprised of four City Councilors and five appointed citizen representatives. The municipal elections and appointments to the Library Board are for consecutive three-year terms. Therefore, every three years, the membership of the Library Board may substantially change. This was the result during 1988, an election year.

The Library Board wishes to acknowledge the following individuals who have completed their terms on the Board:

4.

appointed citizen representatives Marjorie Daw, Karen Moloney and Jean McLaren; and City Council members Maureen Prinsloo, Kurt Christensen, Doug Mahood and Bob Sanders.

Each of the appointed representatives served in an executive capacity for the Board at some time. Their contribution and the contribution of the Board members from City Council was substantial and whole-hearted.

Marjorie Daw
Chairman (January to June)

C. Richard Goldsmith
Chairman (June to December)

January, 1989.

CHIEF EXECUTIVE OFFICER'S REVIEW

The descriptive reports and numerical information included in this Annual Review for 1988 show that the citizens of Scarborough made record use of the services provided by the Library Board. The increased use of the library system is, of course, to be expected as the population of the City continues to grow and it is expected that there will be a one to two percent growth in the use of library services during 1989. The following reports written by the management staff outline the major events of 1988 and detail the significant achievements of the staff. This review will, in the main, concentrate on relationships and influences which are external to the library system but which, nonetheless, may have influence on the administrative, financial or service aspects of the Board. The major areas to be covered are legislation at both the Federal and Provincial levels of government and the co-operative arrangements between the seven library boards within the boundaries of the Municipality of Metropolitan Toronto.

During 1988 there was considerable activity by public libraries across the country on two pieces of proposed Federal legislation, Bill C-60, An Act to Amend the Copyright Act, and Bill C-54, An Act to Amend the Criminal Code.

6.

The Copyright Act of Canada had not been substantially revised since 1924. On the 27th of May 1987, the Federal Government of Canada gave the first reading to Bill C-60, An Act to Amend the Copyright Act and to Amend Other Acts in Consequence thereof. The Bill, which was passed by the House of Commons on the 3rd of February, 1988, received Royal Assent on the 8th of June, 1988. The 1924 legislation was outdated and obviously did not recognize the advances that have occurred in technology during the last fifty years. For example, television broadcasts, computers, photocopiers, compact disc players and audio and video tape recorders have all caused difficulties for both creators and users. The new legislation is only the first phase of the Federal Government's intention to amend the Copyright Laws. The copyright amendments were written with the idea of stimulating more money to flow to artists, writers and licensing bodies. There are six parts of this legislation that have the possibility of effecting the operations of the Library Board: computer programmes; public exhibition; moral rights; offences and penalties; Copyright Board; and collective administration of copyright.

The major administrative and financial concerns revolve around contracts that may have to be made with creators or designers, either individually or through collectives, for the public use of their products. It is, currently, very difficult to estimate the potential costs of the legislation to public libraries but it will probably be in the tens of thousands of

dollars for a system as large as Scarborough's. The revisions to the Copyright Act establish the right of licensing bodies to form in the market place and to carry on copyright business for creators outside of the music industry. These new licensing bodies are commonly referred to as collectives. Two licensing bodies which have recently been established in Canada are VIS*ART Inc., a visual arts collective, and the Canadian Reprography Collective, known as CANCOPY, a writer and literary community collective. There are writers' collectives active in many other countries and it is expected that the collectives will co-operate in collecting fees for each others national writers. There is, however, one point that will be considered during further amendments of the Copyright Act. The existing Act, Section 17, Subsection (2)(a) still has the fair dealing clause as a defence against infringement of copyright. This is a clause which allows one copy of any work for the purpose of private study, research, review or newspaper summary. The debate, which continued through 1988 and will probably reach a final decision during 1989, is whether Section 17(2)(a) will be part of the second phase of the amendments expected to be tabled sometime in 1989. The Advisory Committee, set-up by the Ministry of Communications, has not been able to agree on this clause. The authors and publishers want the fair dealing clause repealed; the educators and librarians are stating that the clause should stay or that an exception clause be developed to be included in the new amendments. If this clause were

8.

to be eliminated and there were to be no exceptions written into the Copyright Act, the impact on a budget for a corporation such as the Scarborough Public Library Board could easily be around \$100,000.00 per annum.

The other Federal legislation to cause activity in 1988 was Bill C-54, An Act to Amend the Criminal Code and Other Acts in Consequence thereof, which was introduced by the Minister of Justice and Attorney General of Canada in 1987. The Bill was designed to amend those sections of the Criminal Code which currently deal with obscenity and replacing them with definitions of erotica and pornography. This Bill made extensive use of defences. A defence had to be pleaded and proven by the accused or, in other words, the reversal of onus. The Bill caused a furor in the cultural community in general and library associations, publishers and writers all protested the wording. The Library Board sent a brief to the Legislative Committee which was copied to all Council members, Members of Parliament and Members of Provincial Parliament in Scarborough. In summary, the brief stated that the Library Board understood the Federal Government's wish to control and curtail the production of material depicting degrading sexual acts, sexual violence and sexual exploitation of minors. The brief indicated that the legislation had been written too broadly which, given the present public library collections, would make public library boards and their staff vulnerable to prosecution. The responses to this Bill took

a considerable amount of time during 1988. The concerns which were expressed by many different groups of the population in Canada no doubt helped to delay any decision being made by Parliament before the Federal election.

This, however, does not mean that a similar type of proposed legislation will not be reintroduced by the Federal Government. It is hoped, as the Library Board's brief requested, that the legislation be drafted so as to focus on the major intention of such legislation rather than causing difficulties to organizations which have goals and objectives that are concerned with freedom of access to information and access to information reflecting all available points-of-view.

Provincial legislation resulted in a great deal of administrative work during 1988 and will continue to have a major impact on the management staff's work schedule throughout 1989.

The Act to Provide for Pay Equity, which received Royal Assent on June 29th, 1987, and proclamation at the beginning of 1988, created a considerable amount of work for the Personnel Services department. This legislation makes it mandatory to develop a pay equity plan and, even if no adjustments are necessary, the Library Board is still required to negotiate with the Canadian Union of Public Employees and post the plan for all employees of the Board. In preparation for this process, the Chief Executives of Large Public Libraries

10.

of Ontario (CELPLO), with financial help from the Ontario Ministry of Culture and Communications, have designed and developed a job evaluation plan applicable to public libraries in Ontario. The management staff of the Scarborough Public Library Board played a major role in the completion of this project.

Two other pieces of Provincial legislation from the Ministry of Labour, Workplace Hazardous Materials Information System (WHMIS) and the expected revisions of the Occupational Health and Safety Act, will be adding to the management procedures of the Board. The WHMIS legislation has implementation dates for material information disclosure in 1989 and staff training programmes for handling hazardous materials. These later programmes are being planned in conjunction with the City Personnel Department. It is anticipated that the revised Health and Safety Act will no longer exempt libraries from forming health and safety committees. The setting-up, organization and implementing of a health and safety committee may become a major administrative objective for 1989 depending on the legislation.

At the end of January 1988 the Ontario Ministry of Culture and Communications and the Ontario Library Association created a planning process to develop a strategic plan for Ontario public libraries. So far a Strategic Planning Group has been formed that has initiated twelve issue groups to

study a range of tasks that may influence the development of a strategic plan. It is expected that a draft plan for library boards to respond to will be ready between June and November of 1989. The present deadline for the written strategic plan for Ontario public libraries is May of 1990.

The co-operation between the seven public libraries 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, which meets about ten times a year, gives guidance and direction to seven staff standing committees which operate in the service areas of: 16mm films, interlibrary loans, children and young adults, multicultural services, aspects of bibliographic control and circulation control policies and procedures, public relations and programming, and services to people with disabilities. These committees meet regularly between four 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. This structure has been in existence for some fifteen years now and has developed a range of co-operative services across the Metropolitan area, the two most successful being the delivery of 16mm film service and the multicultural programmes. It is expected that during the next three years several of these co-operative programmes will be re-evaluated,

12.

for example the 16mm film service which, because of the introduction of video cassettes and new technologies, will change considerably during the next few years.

Peter J. Bassnett
Chief Executive Officer
January, 1989.

DEPUTY CHIEF EXECUTIVE OFFICER'S REVIEW

Overview

The Library Board's Framework sets out guidelines for public library service to the residents of Scarborough. In 1988 the Library Board organized enhancements to building space, the materials available, the proximity of library service to residents' homes and the annual circulation per resident. The Board opened one new branch library and extended the hours of a very busy mall library. Collections were increased overall, and materials were purchased for the new branch as well as the next district library. The Emergency Procedures Manual was approved and implemented throughout the organization. The automated system used for inventory and circulation of materials was upgraded. Staff were added to the new branch, to several branches which had significant changes in use and to various support functions. The funds required to support the Board's objectives were approved by Council.

The opening of Kennedy/Eglinton Neighbourhood Branch provided additional library space. This library has an attractive interior design and a well-rounded basic collection of materials.

14.

The Board approved 8.5 additional hours per week for the Woodside Square Neighbourhood Branch schedule, and the daily hours there were reconfigured to increase the service from five days to six days per week.

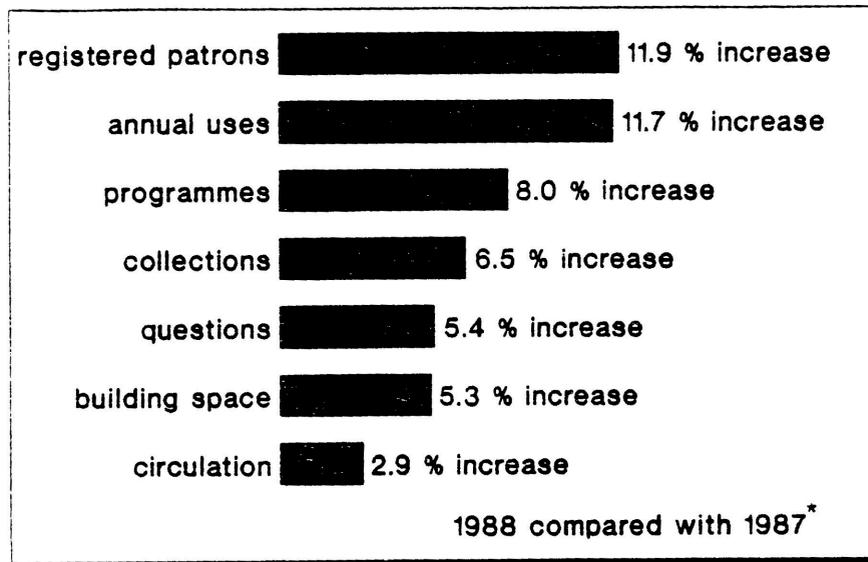
Collections were increased throughout the system, and compact disc format was added, expanding the scope of library service. A foundation was laid for the development of Black and Caribbean Heritage Collections.

The Library Board approved the Emergency Procedures Manual in May and introduced it to staff at a training session in June. The manual, compiled by The Code Group, provides instruction for on-site, supervisory and management staff dealing with emergency situations and establishes a framework for initiating corrective action.

The Board added several new positions to achieve an organizational structure which could fulfill its goals. A new Director's position complemented the Service Development and Promotion Division. A second management position was added in the Southwestern Division. New positions were also added for Albert Campbell District Library, Woodside Square Neighbourhood Branch, Maintenance, Technical Services and Financial Services.

Performance

1988 performance measures show the following changes when compared with 1987 figures:



* based on population of 490,000 (1988), 482,000 (1987)

Registered Patrons

| | |
|------|---------|
| 1988 | 249,239 |
| 1987 | 222,759 |

16.

In 1988, 51% of Scarborough residents had library cards. This degree of market penetration is significant in public service sectors. Since some families or households operate with only one card which is used by all members of the household on family library visits, it is probable that the rate is higher than 51%.

Annual Uses

| | |
|------|-----------|
| 1988 | 3,720,798 |
| 1987 | 3,332,420 |

"Annual Uses" represents an estimate of the number of times residents used public library materials, facilities and services. Peak annual uses in the system were estimated as follows: Agincourt Neighbourhood Branch (499,939), Cedarbrae District Library (409,903), Woodside Square Neighbourhood Branch (379,897), and Eglinton Square Neighbourhood Branch (333,384). The overall increase in uses resulted from the addition of a new branch and additional service hours for the public.

Programmes

Number of Programmes

| | |
|------|-------|
| 1988 | 4,795 |
| 1987 | 4,441 |

Audience

| | |
|------|---------|
| 1988 | 102,353 |
| 1987 | 95,067 |

The Library Board hosted several special events in the system. Cedarbrae District Library's "Local Celebrities: Scarborough Authors and Illustrators" evening during Ontario Public Library Week celebrated the works of 109 residents, with 42 authors and illustrators in attendance. The Board acknowledged a donation of 220 titles by the People's Republic of China at a ceremony at Woodside Square Neighbourhood Branch with Consul General Zhongcheng Xia in attendance. The Board inaugurated the writer-in-residence programme at Cedarbrae District Library with the introduction of writer Ronald Wright.

18.

The Library Board presented thousands of public programmes in 1988. Total attendance at library programmes in 1988 exceeded 100,000. Thirty-four authors presented readings and spoke about their work. Heritage month programmes and exhibits featured 14 different cultural groups. Over 550 adults attended city-wide income tax programmes and clinics presented by the Institute of Chartered Accountants of Ontario, Revenue Canada and volunteer accountants. The successful Summer Safari programmes registered over 2,200 children in summer book clubs and enlightened and entertained 20,000 children with programmes.

Staff organized twenty-six exhibits at Albert Campbell and Cedarbrae District Libraries and Bendale and Taylor Neighbourhood Branches using the procedures approved in the Board's Exhibit Policy. Artists displayed included the late Nikita Marner, Beatrice Bailey and Boyle Huang. Additionally, Arts Scarborough continued to sponsor and organize monthly exhibits at Agincourt Neighbourhood and Malvern Community Branches.

Collections

| | | |
|------------------|-----------|----------------|
| Framework target | 1,470,000 | 3.0 per capita |
| 1988 | 1,347,555 | 2.8 per capita |
| 1987 | 1,264,834 | 2.6 per capita |

Council approved the Library Board's library materials budget of \$2,257,000 (\$4.60 per capita). The budget provided additional materials throughout the system as well as funding for collections for new branches.

In October, 1988 the Library Board added compact discs (CD's) to its collections at Cedarbrae and Albert Campbell District Libraries and Woodside Square Neighbourhood Branch. Each initial collection included CD's covering a variety of music forms including classical, jazz, pop, film soundtracks and Broadway show tunes. The Board introduced a basic collection of 600 discs on October 17th, 1988. The collection produced over 2,000 circulations over the following ten weeks.

Questions

| | |
|------|---------|
| 1988 | 972,890 |
| 1987 | 922,829 |

The main increase in questions is attributed to extended hours of service at Kennedy/Eglinton and Steeles branches. Maryvale, Malvern, Albert Campbell and Eglinton Square branches all recorded increases of between twenty-five and five percent, respectively.

20.

Five libraries answered an above average number of questions per hour: Cedarbrae District Library (41), Agincourt Neighbourhood Branch (32), Port Union Neighbourhood Branch (28), Morningside Neighbourhood Branch (25) and Malvern Community Branch (23).

Building Space

| | | |
|------------------|---------------|----------------------|
| Framework target | 24,500 sq. m. | .05 sq. m. / capita |
| 1988 | 14,617 sq. m. | .03 sq. m. / capita |
| 1987 | 13,882 sq. m. | .029 sq. m. / capita |

Kennedy/Eglinton Neighbourhood Branch opened in May, 1988 providing an additional 355m² (3,822 square feet) of public service area. Plans for reconfiguring Bridlewood Neighbourhood Branch did not materialize. Service to the 38,500 residents living in L'Amoreaux community continues from the familiar small (268m²) but very popular location in Bridlewood Mall.

Circulation

| | | |
|------------------|-----------|---------------------------|
| Framework target | 4,900,000 | 10 circulations / capita |
| 1988 | 4,594,219 | 9.4 circulations / capita |
| 1987 | 4,465,820 | 9.3 circulations / capita |

The increase in service at Kennedy/Eglinton and the full years service at Steeles contributed to a 2.9% increase in circulation over 1987. The four branches with the largest percentage of increases in circulation were Maryvale (10.2%), Malvern (7.2%), Woodside Square (3.5%) and Cedarbrae (3.1%).

In-house or In-library Use

During 1988 the Board gave special attention to information sources used within the library, as distinct from materials borrowed to take home. Use of materials in the library is counted, but not as circulation. The branches with the highest in-house uses by patrons were Cedarbrae District Library (181,700), Woodside Square (153,084), Albert Campbell District Library (148,968) and Agincourt (127,816).

22.

Availability of Materials

In late 1988 management staff organized a project designed to measure the availability of materials requested by residents. These qualitative measures will assist in selecting, displaying and marketing materials. Staff will test this procedure early in 1989 for system implementation later in the year.

Grants

The Board received a per household grant from the Province of \$6.69 compared to \$6.40 in 1987 and \$6.15 in 1986. In addition to the per household grant the Board received special purpose grants from both the Federal and Provincial Governments totalling \$32,559.00. The Province approved a request for \$7,500.00 which funded the Board's successful writer-in-residence Ronald Wright. The Federal Government provided \$18,634.00 to fund nine positions in the Summer Safari children's reading programme. Canada Council approved funding for ten authors who read their works and made presentations to children, teens and adults at libraries throughout the City.

Special Projects

In 1988 Council funded the Board's Black and Caribbean Heritage Collection. The project was based on a Library Board study completed in 1986 by a student from the University of Toronto's Faculty of Library and Information Science. When completed the Board will have a basic collection of materials representing Black and Caribbean culture. Although the main collection will be located at Cedarbrae District Library, books, magazines and recordings will be added to collections throughout the library system.

Summary

Three hundred and ninety City of Scarborough Public Library Board public service staff provided direct service to the residents of Scarborough. The service described in this review would not have been possible without the able and co-ordinated assistance of the Personnel, Financial Services and Technical Services Divisions. Special mention must be made of the organized efforts to open Kennedy/Eglinton Neighbourhood Branch and of the successful automation project co-ordinated by the Director of Technical Services which planned and brought to life the Geac Integrated Library and Information System. The circulation module implemented on November 23rd is fully operational. Service to the residents of Scarborough will be even further enhanced by the on-line catalogue planned for 1989!

Ann Eddie
Deputy Chief Executive Officer

January, 1989.

24.

SERVICE DEVELOPMENT AND PROMOTION DIVISION

Throughout 1988, the Service Development and Promotion Division provided assistance to the branches in the delivery of service to children, home readers and the multicultural community and directly through the Bookmobile and Film Services to an increasing number of Scarborough residents.

Children's Services

The Co-ordinator of Services to Children and Young Adults worked during 1988 with teachers, parents, students, publisher's representatives and a variety of professional organizations to promote reading and library use to the children of Scarborough.

Children's Collections

The Juvenile Book Selection Committee met with 23 publisher's representatives and the Co-ordinator met individually with an additional 18. Picture books, in high demand in the branches, were in plentiful supply from publishers. Considerably less was available however for older children particularly Canadian fiction and non-fiction. In-depth replacement ordering was undertaken for art, music and crafts and for book/cassette kits and French books.

Children's Programmes

Programming for children continued to be collection oriented, designed to introduce children and parents to the literature available for them in libraries. The demand for "baby programmes" has declined as other community agencies offer programmes for parents designed to show the importance of play and early stimulation. Visits by five well-known children's writers served to raise the profile of the authors for the children and of the library for local schools and teachers.

The summer reading club, Summer Safari, ran with the support of 12 summer students. This programme introduces children to books through storytelling, puppetry, games and crafts. This year a multicultural approach featured books and activities from other countries.

Community Outreach Services

Community Outreach staff continued to provide service to home readers, institutional and Bookmobile patrons and assisted branches in outreach activity. To raise the profile of the service in the community and keep current with new developments, the Co-ordinator worked with a variety of community and professional organizations

26.

such as the Southern Ontario Bookmobile Interest Group and the Scarborough Action Committee on Senior Services.

The Co-ordinator also completed a project to provide information for the Library Board about the current state of literacy initiatives, particularly in Scarborough and about library literacy programmes in Metropolitan Toronto.

The Glamorgan "library room" extended closing hours from 5:00 p.m. to 5:30 p.m. to allow children to use the room for a longer period after school.

The addition of Scarborough Grace Hospital to the Institutional Service list realized the goal of providing library service to all hospitals in Scarborough.

Community Outreach Collections

The Bookmobile circulation decreased to 66,228 in 1988 from 76,327 in 1987 (8%) due primarily to the loss of 35 days of Bookmobile service because of mechanical failure and the cancellation of Kennedy Road, one of the Bookmobile's oldest and busiest stops when the new Kennedy/Eglinton branch opened. The number of Talking Book readers has increased from 111 in 1987 to 157 in 1988 (41%). Circulation of Talking Books rose from 11,223 in 1987 to 14,192 in 1988 an increase of 26%. Patrons can now pick up Talking Books at their

local branch library. As it becomes increasingly difficult to find an adequate number and variety of Talking Books, a greater number of commercially produced audio books are being purchased. The demand for Large Print titles has increased throughout the system with particular interest in non-fiction and non-English materials.

Community Outreach Promotion

Flyers specific to each stop were printed and distributed and the newly painted Bookmobile with its new message "Public Library on Wheels" completed a year of energetic promotion of the service.

Multicultural Services

The Co-ordinator continued to work with staff in support of multicultural programming and collection development. Members of the Multicultural Services Committee began preparation of the bibliography "World Literature in Translation".

Multicultural Collections

Circulation of multicultural materials increased by 10.2% in the Northern District and decreased slightly in the Southeastern and Southwestern Districts with the result that the total circulation of 400,122 items showed an 8% increase over 1987.

28.

Chinese language materials accounted for the highest circulation, totalling almost half of all multicultural items circulated. Although no new languages were added in print during 1988 a collection of Japanese video tapes was made available and has proved to be popular.

Circulation of Spanish materials has increased from 3,983 in 1986 to 9,625 in 1988 (7,487 in 1987), an increase of over 100% in the two year period. English as a Second Language (ESL) collections increased from 9,134 in 1987 to 12,547 in 1988 (37%). The increase in materials was consistent with the waiting lists of students at Scarborough's numerous ESL locations.

Branches with Highest Circulation Languages with Highest Circulation

| | | | |
|-----------------|--------|---------|---------|
| Cedarbrae | 80,708 | Chinese | 203,374 |
| Agincourt | 59,079 | Hindi | 37,000 |
| Albert Campbell | 54,004 | Italian | 16,648 |

Multicultural Programming

Branches held multicultural programmes throughout the year with a concentration of activity in February for Heritage Month.

Children's programmes were conducted in Urdu, Chinese, Pilipino, Hindi and Celtic. Other ongoing programmes included Community English Language and Canadian Citizenship classes held in three branches and the Canadian Citizenship Mobile Court at Albert Campbell District Library.

Ongoing participation by the Co-ordinator in community and professional organizations was vital both to provide relevant staff training and maintain current awareness of Scarborough's linguistic and cultural diversity.

Programming and Publicity Services

Programmes covered a wealth of topics reflecting the interests of Scarborough's communities. Programmes were targeted at specific client groups, reflected current interests and were used to respond to information requests when insufficient print material was available. Author visits including reading and discussion of works continued to be popular. Scarborough's writer-in-residence Ronald Wright received 105 manuscripts and conducted 70 individual interviews with aspiring authors during his six month stay. Programming highlights included Canadian Opera Company Week and a reception at the Woodside Square Neighbourhood Branch in recognition of the donation of Chinese books by the People's Republic of China. A number of programmes were interpreted for persons with hearing

30.

impairments in co-operation with the Canadian Hearing Society. Meeting space continued to be at a premium in Scarborough and rooms were used by a variety of community groups. Federal and Municipal voting polls were held in four branches. The successful establishment of long range planning deadlines allowed for more efficient co-ordination of system programmes and supporting publicity.

The Publicity Department wrote and distributed 800 press releases, 170 flyers and eleven Events Calendars to promote library activity and resources. The bilingual production of multicultural flyers for 1988 included Spanish, Chinese, Hindi, Urdu, German and Arabic. A housing bibliography and a user guide for children's services were completed.

Film Services

Direct Service to the Public

Circulation of 16mm films to the public decreased from 26,249 in 1987 to 22,494 in 1988, a 14.3% decrease from 1987. Audience size decreased from 342,162 in 1987 to 305,417 in 1988, a decrease of 10.7% from 1987. Information questions increased from 1,904 in 1987 to 2,175 in 1988, an increase of 14.2%.

A three month survey of film use indicated that, for the months of March, July and November, home use accounted for 1,073

circulations (17%), school use for 1,016 circulations (16%) and day care for 720 or 11% of the total film circulation for this period.

A circulation terminal was added to Film Services to allow for more efficient handling of borrower cards. Film Services also focussed on providing better advisory and telephone inquiry service and revamping the Christmas catalogue. Staff promoted the collection to day care, business, church and youth groups. One third of the 16mm film budget was spent on National Film Board Films as a result of a 50% discount offered by the film board.

The Co-ordinator continued to select ½" video tapes for the branches, including a mix of specific subject and feature material with an emphasis on Canadian content. The result is a well-rounded collection of a range and depth not likely to be available at commercial outlets and much appreciated by the public.

Direct Service to the System

Use of the film collection by the branches has increased by 2.3% due primarily to the outreach efforts of Film Service staff in promoting advisory work and equipment training to staff in branches. Regular meetings of Children and Young Adult Preview Committees also provided current awareness of recent films and gave the Co-ordinator important feedback on the successful use of films in library programming. Staff training further encouraged confident use of films with the public.

32.

Conclusion

Staff of the Service Development and Promotion Division have enjoyed a successful year both in the direct delivery of service to the public and in support of branch activity.

Michele Topa
Director of Service Development
and Promotion Division

January, 1989.

SOUTHEASTERN DIVISION REVIEW

The Southeastern Division continued to provide library service that is useful to its residents with improved collections and a wide range of excellent programmes. With the segregation of the children's and adult non-fiction collections in Guildwood Neighbourhood Branch library, patrons will find the same organization of collections in all branches of the Scarborough public library system.

Collections

The major goal of staff was to maintain all collections in the district up-to-date and relevant to the changing information and leisure reading needs of the public. Emphasis in collection development was placed on such issues as environmental concerns, quality of life, especially working life, and Free Trade which generated a high demand for information and, it is anticipated, will continue to do so. The adult and juvenile non-fiction collections of Guildwood Neighbourhood Branch were thoroughly analyzed after their segregation and gap filling was initiated. The Large Print collection at Morningside Neighbourhood Branch was further expanded in response to a growing population of senior citizens in the library's catchment area. The juvenile collection at Port Union Neighbourhood Branch was strengthened so that the information needs of a large children's and teens' clientele can be satisfied.

34.

A start-up collection of compact discs was added to the collection of Cedarbrae District Library. As well, this library was the recipient of the important "Solid Waste Environmental Assessment Plan" collection.

Programmes - Exhibits

Programming continued to be an important part of library service in the Southeastern District. Several branches emphasized programmes for teenagers and succeeded in drawing this age group into the library. Parents of younger children appreciated the many Summer Safari reading programmes, which were again very successful in promoting not only reading skills but the general enjoyment of reading. Provision of timely information, often requested but not readily available, was the purpose for programmes on topics such as housing in Scarborough and small-business related issues. Several series of story hours in non-official languages and an open house for Spanish-speaking people designed to reach new Canadians were quite effective. An important and very successful event was the Board's writer-in-residence programme which operated from Cedarbrae District Library. The writer-in-residence, well-known author Ronald Wright, was available for individual advice to aspiring writers and gave numerous workshops throughout the system on the art of writing.

Cedarbrae District Library again hosted an evening where local authors and illustrators could meet their public and their colleagues. The enthusiastic response by all parties underscores the fact that Scarborough is rightfully shedding its image as a cultural wasteland.

Art exhibits in community spaces and at least in one commercial gallery in Scarborough through 1988 demonstrated that there are a significant number of established and promising young artists in Scarborough. As well, accomplished artists from other cultures are settling in Scarborough. The Exhibit Committee was able to arrange many interesting exhibits for 1989.

Exhibits of note in the past year included "China's influence on visual artists" with works by Nikita Marner and Boyle Huang; Beatrice Bailey: An Artist and her West-Indian Heritage; Local Celebrities, works by Scarborough illustrators; and a selection of photographs from the classic Canada a Year of the Land.

District Library - Neighbourhood Branches

The influx of new Canadians into the Southeastern District continued at an accelerated pace. Assisted housing, concentrated in the central area of the district, has attracted

36.

a large number of lone-parent families and, especially near Morningside Neighbourhood Branch, senior citizens. Children and teenagers continue to be strong users of Cedarbrae District Library and Morningside and Port Union Neighbourhood Branches, not only for their studies but also for socializing with their peers. This obviously helps the many students from other countries to acclimatize. Libraries with adequate seating areas show an increased in-house use of materials.

The circulation from Cedarbrae District Library continued its upward trend. The increasingly important role of the branch as reference and research library is illustrated by the rising annual statistics for estimated usage and in-house use of materials.

The re-organization of the collection and of the lay-out of Guildwood Neighbourhood Branch library made the facility much more attractive. The branch now has a more inviting area for children and improved display of magazines and paperbacks for adults. Despite intensive community outreach work by staff however, the library's circulation decreased. Alternatives to the current opening hours will be explored.

Morningside Neighbourhood Branch library serves a diverse community that is undergoing major changes. Staff took up the challenge to investigate and respond to the needs of

newcomers and the transient sector of the library's community by intensified and effective outreach into the community. Staff worked successfully with the Elders of the Gabriel-Dumont Non-Profit Housing complex in making the residents aware of the library service. This building is the first new non-profit housing development for native people in an urban environment.

The use of Port Union Neighbourhood Branch library by its community is growing steadily. Its circulation of children's materials remains the highest in the district. In order to make a clear distinction between library service and the Recreation and Parks Department programme in the recreation centre, staff emphasize book-related programming such as an evening with Ben Wicks who discussed his latest book Nobody Waved Goodbye.

Staffing and Staff Development

The rate of staff turnover continued to be high across the district except for Guildwood Neighbourhood Branch library. The turnover had its highest impact in Cedarbrae District Library with a total of 33 staff changes. The co-operation and flexibility of all staff made it possible to operate the branches smoothly and to continue to give good library service.

38.

Provision of orientation and training to all staff new in their positions was a major challenge successfully handled by all supervisors. Detailed orientation and training plans were developed for the new staff. As well, staff were offered a wide range of In-Service Training Workshops, several training sessions on microcomputer software, extensive On-line Reference Service training and in-house mini-workshops. Cedarbrae District Library staff designed an improved training package for their student assistant staff, the impact of which should be noticeable in the new year.

Looking Ahead

In the coming year preparations will begin for a new neighbourhood branch library in the Centenary Plaza. This will bring the district closer to the goal of equal access for all residents.

Birthe Joergensen
Director of Southeastern Division
January, 1989.

SOUTHWESTERN DIVISION REVIEW

Introduction

As 1988 represents the final year of the period targeted by the Framework, inevitably evaluation of accomplishments in "provid(ing) a public library service which is as comprehensive, economic and as efficient as possible" must be expressed this year in terms of the key indicators posited in this major planning document.

The accessibility of public library service increased measurably during 1988. Library facilities were inaugurated or renovated. In addition, service hours were modified in response to community demand, resulting in the rescheduling of the Oakridge Bookmobile Stop and the prolongation, for an additional year's review, of services offered via the Glamorgan "library room".

At year's end, aggregate library space within the Southwestern District conformed to planning objectives of 0.05m² per capita. Library collections stabilized at 2.4 items per resident served, somewhat below the target level of three (3.0) items per capita. This was due in large measure to the ongoing necessity of withdrawing dated stock from some of the Southwestern Division's earliest collections in order to satisfy requirements for timely informational, recreational and cultural material.

40.

Performance Measures

Net operational increases were recorded by the eight Southwestern District branch libraries in 1988. Comparisons with figures for the previous year indicate a 4.4% increase in the circulation of materials and a 10.4% progression in questions.

| | <u>1988</u> | <u>1987</u> | <u>Increase</u> |
|-------------|-------------|-------------|-----------------|
| Circulation | 1,571,767 | 1,505,084 | 4.4% |
| Questions | 275,688 | 249,617 | 10.4% |

The Kennedy/Eglinton Neighbourhood Branch, opened in mid-May, contributed 93,022 circulations and 11,965 questions to district totals.

Recognizing that access to public library service is a fundamental right of any citizen, staff continued to select and deliver material to individuals confined to their homes or institutions. The circulation of 51,909 items represented 61.2% of system accomplishments in this sector of activity.

Library collections in Southwestern District branches surpassed the threshold of four hundred thousand (400,000) items.

Circulation levels indicate a district turnover rate of approximately 3.8 loans per item in the collection, with the most intense use of library material recorded at Maryvale (8.5) and Kennedy/Eglinton (5.2, during eight months of operation).

Service Development

In the final quarter of the year, service capacity was greatly increased by the upgrade of the automated circulation control system. During peak periods, loans and requests were rapidly processed without the delay in response time which had previously been the norm.

Consolidation of on-line reference service was pursued during the year at the Albert Campbell District Library. With the acquisition and calibration of a microcomputer for administrative purposes, district library staff undertook development of in-house training manuals and orientation sessions. By year's end, revised subject indices for the Occupational Health and Safety and the video collections had been generated and distributed throughout the library system to increase access to this material.

A collection of compact discs, introduced at the district library as part of festivities marking Ontario Public Library Week, was enthusiastically received by audiophiles.

42.

Programming reflected community requirements and interests. In response to demographic development of the local community, Tales for Twos sessions were introduced at Eglinton Square Neighbourhood Branch and Summertime Story Hour was initiated at Taylor Memorial Neighbourhood Branch. At the McGregor Park Neighbourhood Branch, an intense programme of outreach to English as a Second Language classes permitted three hundred students to familiarize themselves more fully with their adopted society and its resources. Across the district, promotion to schools constituted a major priority. The number of class visits increased 51.0% over the previous year as staff acquainted the "baby boom echo" with the wealth of public library resources to which it will retain lifelong access. Life skills for teenagers were emphasized through Red Cross babysitting courses in several branches by the "Community Helpers" series prepared by the staff at McGregor Park Neighbourhood Branch.

A variety of significant informational programmes were presented for adults, including a panel discussion at Eglinton Square Neighbourhood Branch on the topic of "Rape and Sexual Assault", portions of which were incorporated into a documentary on the topic devised by the Scarborough Cable network. Other patrons attended sessions on "Finances in Retirement", "Coping in Tough Times", "Writing Your Personal Reminiscences", "AIDS - What Everyone Needs to Know" and "Erosion of the Scarborough Bluffs".

Throughout the year, writers such as Constance Beresford-Howe, Monica Hughes, Bernice Thurman Hunter, Audrey O'Hearn, Kathy Stinson, Ted Wood, and writer-in-residence Ronald Wright met groups of interested patrons to discuss the craft of writing and to offer public readings of their works.

Facilities

Years of effort on the part of community representatives, municipal politicians, members of the Library Board and library staff were brought to fruition with the inauguration of the Kennedy/Eglinton Neighbourhood Branch. Special recognition of the role played by the Citizens' Advisory Group in consolidating library service to the communities of Kennedy Park and Ionview was made during the course of the official opening ceremonies. The new facility, adding 355m² (3,822 sq. ft.) of public service area to the Southwestern District, includes a multipurpose room with a capacity of forty, study tables and a lounge in addition to a spacious and inviting children's area visible to all passersby travelling along Eglinton Avenue East.

At the Bendale Neighbourhood Branch, one of the library system's major programming facilities, minor renovations were undertaken in the latter part of the year to render the

44.

public washrooms accessible to patrons with physical disabilities.

Staffing and Development

1988 was a year marked by constant and continual change, due in large part to multiple retirements, promotions and the successive movement generated by the creation of four positions at Kennedy/Eglinton Neighbourhood Branch. Across the district, approximately fifty (50%) percent of the employees, including the managerial and professional supervisory team, have held their current positions for less than one year. Part-time and full-time staff must be commended and thanked for their efforts in sustaining the level of service that was offered to library patrons.

Into 1989

The process of reviewing service and community profiles for specific branch libraries will continue into 1989. Branch staff will consolidate relations with social service and community agencies and review newly available census data to ensure that collections and services dovetail with the particular demographic and ethnocultural profile of the catchment population served.

Staff of the Southwestern District will play a key role in the development of qualitative performance measures for library service. As co-ordinated by the District Branch Head, the pilot project will support assessment of the Scarborough Public Library Board's capacity to anticipate and to respond to requests for specific titles or subject information as a system.

Participation in the preparation of a new edition of the Framework will offer all levels of staff an opportunity to achieve consensus on optimal lines of service development for the early years of the approaching decade.

Donald McKenzie
Director of Southwestern Division

January, 1989.

46.

NORTHERN DIVISION REVIEW

The past year has been a rewarding one in that the libraries of the Northern District have been able to achieve specific improvements in the services offered to district residents. At the same time, social and economic changes are creating new challenges for the successful delivery of public library service.

Services and Collections

The multicultural character of the northern communities in the City is having an increasing influence on the service programmes which are offered. For many newcomers Scarborough is the first place of settlement. This means that staff must anticipate that patrons may have quite different interests and informational needs which relate to their experience or understanding of life in this corner of the world. Some services are adapted to meet the needs of newcomers. For example, the traditional class visit which introduces school children to the public library is modified somewhat when the students belong to an English as a Second Language class. Staff who conduct story hours develop skills in integrating preschoolers with limited English into group activities.

For many parents, the maintenance of heritage language and culture is an important concern. This past year, the library has been able to respond with activities such as the Cantonese language story hours which were presented at Bridlewood and Agincourt by the Agincourt Children's Librarian. Community resource people have conducted programmes at other northern branches which have presented the cultural and literary heritages of residents from various backgrounds, including South Asian, Filipino and Caribbean.

Libraries are able to offer these and other programmes in support of the cultural and intellectual life of the community to the extent that they are equipped with the necessary staff and meeting space. At the Malvern Community Library, staff make good use of well-designed facilities; whereas, the three mall locations - Agincourt, Bridlewood and Woodside Square - are restricted by lack of space. The Steeles location, with its attractive meeting room, has demonstrated in its first full year of operation that even a busy plaza branch can greatly enrich its services. Programmes such as the "Discovering India" series, Saturday afternoon "Magic and Make Believe" and "A Little Wilderness (a Natural History of Toronto)" all encourage local residents to recognize their public library as a place of exploration.

There was one very high-profile addition to the collections of the Northern District branches this year. The People's

48.

Republic of China donated a handsome collection of bound volumes which were catalogued and distributed among several libraries. The Consul General of the People's Republic of China made the official presentation at the Woodside Square Neighbourhood Branch. More than 250 people attended, and their pleasure at having this collection in their community was quite evident.

Woodside Square is also the Northern District's location for an introductory collection of musical recordings in the compact disc format. The 175 items put out for circulation on October 17 had circulated an average of 3.5 times each by year-end.

A major accomplishment of 1988 has been the build-up of a significant portion of the resource collection for the Northern District Library. By year-end, the number of catalogued volumes was approaching 20,000. The Branch Head has been working closely with the Technical Services Division on the very considerable task of assembling a collection which can support the expectations which the community holds for this library.

The Community

The Northern District shows some signs of the continued economic expansion which affects most of Southern Ontario.

The Malvern community core, which lay dormant for several years after the library opened in 1982, is now the site of a minor construction boom as apartment and office buildings rise around the perimeter of the shopping mall which opened last year. In a community where unemployment previously threatened the security of many families, "help wanted" signs are posted in every other store window.

The exceptionally active housing market of recent years has brought about a public relations problem in Northern District as former Scarborough residents have relocated to Markham. These people often continue to use Scarborough libraries until their membership card expires. If they are no longer eligible by reason of working or attending school in Metropolitan Toronto, they then face the prospect of paying the non-resident fee. The annual charge of sixty dollars per household is often greeted with astonishment and indignation.

Usage

Residents of the Northern District continue to make increasing use of the libraries which are available to them. The overall circulation of materials reached 1,636,246 in 1988, a 5.1% increase over 1987. The total of 309,647 information questions represented an 11.6% increase. This additional use of the library's resources occurred mainly because Steeles library

50.

was open for its first full year. In fact, there were modest decreases at Agincourt and Bridlewood as some patrons found the Steeles location a more attractive alternative. Wednesday openings at Woodside Square came into effect in July, allowing better access to that library. The use of Malvern library continues to grow with the community. Circulation has now overtaken that which occurs at the Eglinton Square and Morningside Mall locations despite considerably fewer hours of service at Malvern.

Facilities

1988 was a planning rather than a building year in the Northern District. Although relief was not immediately available in the form of additional space, some small measure did occur through the vastly superior performance of the upgraded circulation control system. One would expect that patrons will gradually notice and appreciate the faster movement of Saturday line-ups at the charge out desks of our crowded mall libraries.

As for planning efforts, a revised version of the district library building and service programme was approved at the November meeting of the Library Board. A number of very positive changes were introduced mainly because the Branch Head position had the capability to carry out the necessary research, site visits and co-ordination of ideas and suggestions.

Before the responsibility for outreach services was passed on to the Service Development and Promotion Division, we noted the successful completion of the first year of service from the Glamorgan "library room". The introduction of a weekly service within the assisted housing complex was an experimental venture by the Board which may eventually prove to have worthwhile application elsewhere.

Staffing

The lively employment market of the late 'eighties has presumably created staff turnover and recruitment problems for many organizations. Its impact has been painfully evident in Northern District. From a total staff of thirty-five full-time and twelve part-time positions, seven full-time and two part-time employees left the library system altogether. Most of them were individuals with several years of experience, and their departure represents a considerable loss of knowledge and experience. Notwithstanding the skillful recruiting endeavours of Personnel Services, the management and supervisory staff of the district are facing a considerable challenge in staff training and development.

The people who work in Northern District may fairly be characterized as individuals who seek challenge in their work. They deserve a great deal of credit for meeting the challenges of 1988 and for the accomplishments that they have achieved.

52.

Looking Forward

The Woodside Square Neighbourhood Branch will continue to serve the Milliken community as well as the Agincourt North community for a few more years. As the combined population approaches the 50,000 mark, the stresses and strains on this twelve year old mall location are beginning to show. If plans to upgrade not only the appearance but also the efficiency of its layout receive budget approval in 1989, it should be possible to sustain the present quality of service until the Milliken branch opens.

A welcome prospect for the coming year is the design work, and possibly the beginning of construction, of the district library. It will be a great boast to the morale of Agincourt branch staff and patrons alike to see this project underway.

On the western side of the district, the Bridlewood and Steeles branches are operating smoothly and are prepared to deliver quality service (while circulating approximately 600,000 items!) to local residents. To the east, the Malvern Community Library continues to thrive.

Now, let us see what 1989 holds in store!

David Reddin
Director of Northern Division

January, 1989.

TECHNICAL SERVICES DIVISION REVIEW

The two major events of the year that affected the Division's work were the spatial reorganization of the cataloguing, acquisition/interlibrary loan and circulation control sections, and the installation of a Geac 9000 computer system which compelled the reorganization. The inter-relatedness of workplace elements: space, staff and output, is inexorable. The need to build a larger computer room to house the upgraded system, while continuing service operations on the old overburdened Geac 8000 in its old location, forced the removal of the official card catalogue which, in turn, confirmed the new streamlined cataloguing procedures started in 1987. Without the card catalogue there was no turning back. It also necessitated the adoption of stellar desk configurations in place of desks in individualized isolation. The combination of reduced space, streamlined procedures and a sizable library materials budget of \$2,257,100 concatenated to produce an impressive statistical performance over 1987.

Acquisitions/Interlibrary Loan

The library materials budget was increased by 6.4% with \$300,000 earmarked for the development of the planned Northern District Library, a 50% increase over 1987. With its high title, low volume ratio nature, this collection required

54.

considerable staff effort to assemble while simultaneously servicing the needs of the 18 established branches. A new neighbourhood branch, Kennedy/Eglinton, which opened in May also had special and different collection needs. The logistics of servicing three basically different streams of work were handled successfully by staff. Kennedy/Eglinton branch opened with a reasonable collection of 20,000 volumes which by the end of the year had reached 36,664 items, exceeding the initial 30,000 volumes called for in its service programme. The Northern District collection has had \$500,000 budgeted over the past two years, out of a possible \$900,000 over three years, to ensure an adequate collection by planned opening day. To date, out of a proposed 50,000 volumes to be acquired, 21,667 have been stocked.

February seems to be the month when the monthly record for orders placed is broken. This year 5,632 were placed surpassing last year's record of 5,510. The total number of orders placed for the year was also higher: 34,716 compared to 34,072. As the accounts were closed the library materials budget was expended with only a \$45.00 surplus out of \$2,257,100, an insignificant variance.

The Ontario Provincial Library Information Network (OPLIN) based interlibrary loan service continued to be in need of procedural revisions to make it efficient. The number of interlibrary loan transactions were 4,536 compared to 5,045

or an 11% decline. However we continue to be a net lender borrowing 1,788 items and lending 2,748 to other libraries. This could be a comment on the self-sufficiency of our collections or our ability to serve this segment of our clientele.

Cataloguing and Processing

The expectation that closing the card catalogue and developing pre-cataloguing procedures based on the use of the Geac database would effect time economies and increased productivity, was fulfilled by the startling number of titles catalogued and indexed. A record 33,391 titles were catalogued or indexed for a 20% increase over 1987 (27,674) or 18% over the previous record year 1986 (28,144). Another category of materials, compact disc recordings, was added to the streams of cataloguing work, as four collections were initiated. These are fairly time consuming items to process and, because of the delicate balance needed for playback, are very difficult to affix with proprietary and other library labels.

In a continuing effort to help build new collections and make existing ones more accessible, two computer listings were generated. A listing of video cassette holdings enables patrons to become aware of items in the three locations offering this service and a shelf-list of items assembled for the planned Northern District Library assists staff in acquiring the 50,000 items needed with a minimum of subject gaps in the collection.

56.

Cataloguing staff were also able to withdraw 109,120 items from the UTLAS and Geac databases compared to 114,757 (1987) or a 5% decline. The processing and operator staffs added 189,707 new items to the collections for a 1.8% increase over 1987 (186,184). Repaired items totalled 9,076 compared to 9,170 (1987).

Circulation Control

With the opening of new branches the growth in patron use is reflected in the increased circulation. The year saw two months with over 400,000 loans. The need to replace the old automated circulation control system, with its degraded peak hour response time, was addressed in November by the installation of a Geac 9000 system. The new system immediately relieved the response time problem. With five full function processors, 28 megabytes of core memory and ten disc drives, the new computer is expected to eventually handle 300 terminals, an on-line public access catalogue, serials control, microcomputer back-up and electronic mail. Without specialist staff to draw on, four of the division staff had to justify the replacement system, spec out the technical and functional requirements, negotiate the contract, design the computer room, plan the migration of data to the new

9000, co-ordinate the transfer of Bell communication lines to the new room during a prolonged strike, test and document software successes and failures and assure minimum downtime on installation day. In the building of the room and in contract negotiation the assistance of the business office and maintenance staff is gratefully acknowledged. The work and commitment of the division staff is immeasurably more difficult to acknowledge. For at least two of them, this is the second time it has had to be done under these circumstances. Knowing that it is the critical support system upon which the library business is based and being able to master the intellectual, technological and co-ordinating complexities of the enterprise were the only rewards available. By the end of the year the library had circulated 4,594,219 items and staff had notified patrons of 103,924 items that were overdue.

Conclusion

The last annual review closed looking forward to the potential accomplishments of 1988. These were realized in extraordinary ways by staff effort as well as system design changes. There are still some further refinements possible as well as accomplishments. However, as the demand for support services grows, the availability of adequate work space in the division will be a critical factor in future achievements.

Stanley Algoo
Director of Technical Services
January, 1989.

APPENDICES

(i)

OPERATING BUDGET

| <u>Expenditures</u> | <u>1988</u> | <u>1987</u> |
|---|---------------------|---------------------|
| Administrative Support and Board Services | \$3,803,200 | \$3,887,900 |
| Public Services - Special Services | 725,900 | 743,000 |
| Public Services - Southeastern Division | 3,130,300 | 2,940,100 |
| Public Services - Southwestern Division | 3,882,300 | 3,343,000 |
| Public Services - Northern Division | <u>3,115,400</u> | <u>2,620,900</u> |
| | <u>\$14,657,100</u> | <u>\$13,534,900</u> |

| <u>Revenue</u> | <u>1988</u> | <u>1987</u> |
|-----------------------|---------------------|---------------------|
| City Grant | \$12,909,000 | \$11,699,300 |
| Provincial Grants | 1,164,000 | 1,094,900 |
| Levied Charges | 218,000 | 208,000 |
| Recoverables | 255,000 | 245,000 |
| Surplus | <u>111,100</u> | <u>287,700</u> |
| | <u>\$14,657,100</u> | <u>\$13,534,900</u> |

(ii)

CIRCULATION OF ALL ITEMS

| <u>UNIT</u> | <u>YEAR 1988</u> | | <u>YEAR 1987</u> | |
|-----------------------|------------------|-----------|------------------|-----------|
| FILM SERVICE | | 32,402 | | 35,701 |
| OUTREACH | | | | |
| Bookmobile | 66,177 | | 76,327 | |
| Talking Books | <u>14,243</u> | 80,420 | <u>11,223</u> | 87,550 |
| SOUTHEASTERN DISTRICT | | | | |
| Cedarbrae | 648,306 | | 628,605 | |
| Guildwood | 121,390 | | 127,878 | |
| Highland Creek | 59,132 | | 60,590 | |
| Morningside | 253,958 | | 274,614 | |
| Port Union | <u>190,598</u> | 1,273,384 | <u>189,538</u> | 1,281,225 |
| SOUTHWESTERN DISTRICT | | | | |
| Albert Campbell | 412,080 | | 428,754 | |
| Bendale | 186,208 | | 196,662 | |
| Cliffcrest | 148,690 | | 153,929 | |
| Eglinton Square | 257,674 | | 266,814 | |
| Kennedy/Eglinton | 93,022 | | 0 | |
| Maryvale | 222,945 | | 202,337 | |
| McGregor Park | 134,659 | | 141,300 | |
| Taylor | <u>116,489</u> | 1,571,767 | <u>115,288</u> | 1,505,084 |
| NORTHERN DISTRICT | | | | |
| Agincourt | 459,662 | | 488,257 | |
| Bridlewood | 321,425 | | 343,833 | |
| Malvern | 255,146 | | 238,062 | |
| Steeles | 235,818 | | 134,113 | |
| Woodside Square | <u>364,195</u> | 1,636,246 | <u>351,995</u> | 1,556,260 |
| <hr/> | | | | |
| TOTAL FOR THE YEAR | | 4,594,219 | | 4,465,820 |
| <hr/> | | | | |
| HOURS OF SERVICE | | | | |
| Yearly Total | | 51,720.5 | | 48,650.5 |
| CIRCULATION PER HOUR | | | | |
| Year-to-Date | | 88.8 | | 91.8 |
| <hr/> | | | | |

POPULATION OF THE CITY OF SCARBOROUGH - 490,000 (estimated)

(iii)

CIRCULATION BY DISTRICT OR DEPARTMENT

| | <u>1988</u> | | <u>1987</u> | |
|---|--|--|--|--|
| | <u>Number of Items Circulated</u> | <u>Percent of Total Circulation</u> | <u>Number of Items Circulated</u> | <u>Percent of Total Circulation</u> |
| FILM SERVICES | 32,402 | 0.7% | 35,701 | 0.8% |
| OUTREACH SERVICES | 19,519 | 0.4% | 16,561 | 0.4% |
| SOUTHEASTERN DISTRICT | | | | |
| Cedarbrae Neighbourhood Branches (4) | 648,306 | | 628,605 | |
| Bookmobile Stops | 625,078 | | 652,620 | |
| | 18,709 | | 21,462 | |
| | <hr/> | | <hr/> | |
| | 1,292,093 | 28.2% | 1,302,687 | 29.2% |
| SOUTHWESTERN DISTRICT | | | | |
| Albert Campbell Neighbourhood Branches (7*) | 412,080 | | 428,754 | |
| Bookmobile Stops | 1,159,687 | | 1,076,330 | |
| | 23,826 | | 28,463 | |
| | <hr/> | | <hr/> | |
| | 1,595,593 | 34.7% | 1,533,547 | 34.3% |
| NORTHERN DISTRICT | | | | |
| Malvern Neighbourhood Branches (4) | 255,146 | | 238,062 | |
| Bookmobile Stops | 1,381,100 | | 1,318,198 | |
| | 18,366 | | 21,064 | |
| | <hr/> | | <hr/> | |
| | 1,654,612 | 36.0% | 1,577,324 | 35.3% |
| <hr/> | | | | |
| SYSTEM TOTAL | 4,594,219 | 100.0% | 4,465,820 | 100.0% |
| <hr/> | | | | |

* Kennedy/Eglinton Neighbourhood Branch added in 1988

(iv)
CIRCULATION PER HOUR OF SERVICE

| | <u>1988</u> | | <u>1987</u> | |
|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| | <u>Annual Hours Open</u> | <u>Average Circ/Hour</u> | <u>Annual Hours Open</u> | <u>Average Circ/Hour</u> |
| FILM SERVICE | 3,300.5 | 9.8 | 3,268.0 | 10.9 |
| OUTREACH SERVICES | 1,149.0 | 69.9 | 1,154.0 | 75.9 |
| SOUTHEASTERN DISTRICT | | | | |
| Cedarbrae | 3,313.0 | 195.7 | 3,299.0 | 190.5 |
| Guildwood | 2,355.5 | 51.5 | 2,366.0 | 54.1 |
| Highland Creek | 2,014.5 | 29.4 | 2,001.0 | 30.3 |
| Morningside | 3,208.5 | 79.2 | 3,198.5 | 85.9 |
| Port Union | <u>2,370.5</u> | <u>80.4</u> | <u>2,366.0</u> | <u>80.1</u> |
| | 13,262.0 | 96.0 | 13,230.5 | 96.8 |
| SOUTHWESTERN DISTRICT | | | | |
| Albert Campell | 3,311.5 | 124.4 | 3,300.5 | 129.9 |
| Bendale | 2,376.0 | 78.4 | 2,365.5 | 83.1 |
| Cliffcrest | 2,373.0 | 62.7 | 2,366.0 | 65.1 |
| Eglinton Square | 3,314.0 | 77.8 | 3,310.5 | 80.6 |
| Kennedy/Eglinton | 1,494.5 | 62.2 | 0.0 | 0.0 |
| Maryvale | 2,372.0 | 93.9 | 2,216.5 | 91.3 |
| McGregor Park | 2,375.5 | 56.7 | 2,366.0 | 59.7 |
| Taylor | <u>2,018.5</u> | <u>57.7</u> | <u>2,009.0</u> | <u>57.4</u> |
| | 19,635.0 | 80.0 | 17,934.0 | 83.9 |
| NORTHERN DISTRICT | | | | |
| Agincourt | 3,313.5 | 138.7 | 3,299.0 | 148.0 |
| Bridlewood | 3,213.0 | 100.0 | 3,196.5 | 107.6 |
| Malvern | 2,402.5 | 106.2 | 2,375.0 | 100.3 |
| Steeles | 2,606.5 | 90.5 | 1,586.0 | 84.6 |
| Woodside Square | <u>2,838.5</u> | <u>128.3</u> | <u>2,607.5</u> | <u>134.9</u> |
| | 14,374.0 | 113.8 | 13,064.0 | 119.1 |
| <hr/> | | | | |
| SYSTEM TOTAL | 51,720.5 | 88.8 | 48,650.5 | 91.8 |
| <hr/> | | | | |

(v)

TOTAL QUESTIONS

| <u>UNIT</u> | <u>YEAR 1988</u> | <u>YEAR 1987</u> |
|------------------------------|------------------|------------------|
| FILM SERVICES | 48,623 | 42,173 |
| OUTREACH SERVICES | 4,705 | 5,561 |
| SOUTHEASTERN DISTRICT | | |
| Cedarbrae | 135,837 | 147,510 |
| Guildwood | 42,632 | 44,617 |
| Highland Creek | 7,455 | 7,931 |
| Morningside | 81,126 | 81,973 |
| Port Union | <u>67,177</u> | <u>66,036</u> |
| | 334,227 | 348,067 |
| SOUTHWESTERN DISTRICT | | |
| Albert Campbell | 71,704 | 67,830 |
| Bendale | 43,009 | 43,790 |
| Cliffcrest | 21,874 | 22,734 |
| Eglinton Square | 45,391 | 41,998 |
| Kennedy/Eglinton | 11,965 | 0 |
| Maryvale | 39,562 | 31,662 |
| McGregor Park | 25,617 | 26,061 |
| Taylor | <u>16,566</u> | <u>15,542</u> |
| | 275,688 | 249,617 |
| NORTHERN DISTRICT | | |
| Agincourt | 106,918 | 106,657 |
| Bridlewood | 52,847 | 56,436 |
| Malvern | 55,691 | 46,392 |
| Steeles | 44,082 | 21,835 |
| Woodside Square | <u>50,109</u> | <u>46,091</u> |
| | 309,647 | 277,411 |
| <hr/> | | |
| YEAR TO DATE TOTAL | 972,890 | 922,829 |
| <hr/> | | |
| <u>QUESTIONS BY CATEGORY</u> | | |
| AUTHOR/TITLE | 397,669 | 374,898 |
| READY REFERENCE | 265,024 | 249,999 |
| INFORMATION QUESTIONS | 181,130 | 177,573 |
| USER ADVISORY | 116,337 | 107,175 |
| EXTENDED SEARCH | 12,730 | 13,184 |
| <hr/> | | |
| TOTAL QUESTIONS | 972,890 | 922,829 |
| <hr/> | | |

(vi)

ESTIMATED ANNUAL USES

| | <u>1988</u> | <u>1987</u> |
|---|-------------|-------------|
| OUTREACH SERVICES | | |
| Bookmobile | 22,385 | 23,860 |
| Outreach | 2,738 | 2,783 |
| FILM SERVICES | 52,382 | 43,251 |
| SOUTHEASTERN DISTRICT | | |
| Cedarbrae | 409,903 | 347,885 |
| Guildwood | 79,149 | 84,107 |
| Highland Creek | 24,943 | 24,893 |
| Morningside | 205,629 | 211,732 |
| Port Union | 134,738 | 126,340 |
| SOUTHWESTERN DISTRICT | | |
| Albert Campbell | 298,093 | 272,057 |
| Bendale | 91,804 | 99,940 |
| Cliffcrest | 82,290 | 85,067 |
| Eglinton Square | 333,384 | 272,649 |
| Kennedy/Eglinton | 52,666 | 0 |
| Maryvale | 195,457 | 183,718 |
| McGregor Park | 79,467 | 83,275 |
| Taylor | 120,533 | 61,611 |
| NORTHERN DISTRICT | | |
| Agincourt | 499,939 | 458,803 |
| Bridlewood | 312,148 | 299,121 |
| Malvern | 204,992 | 191,506 |
| Steeles | 152,178 | 98,063 |
| Woodside Square | 379,897 | 372,506 |
| <hr/> | | |
| TOTAL - BASED ON ADDITION | 3,734,715 | 3,343,167 |
| <hr/> | | |
| TOTAL - BASED ON LIBRARIES & COMMUNITY INFORMATION BRANCH FORMULA | 3,720,798 | 3,332,420 |
| <hr/> | | |

SYSTEM PROGRAMMES

| <u>ADULT</u> | <u>Year 1988</u> | | <u>Year 1987</u> | |
|---|------------------|-----------------|------------------|-----------------|
| | Number | Audience | Number | Audience |
| Book Clubs | 145 | 1,583 | 142 | 1,550 |
| Film/Video Programmes | 83 | 1,083 | 89 | 987 |
| Orientation/Demonstration/ Speakers/Authors | 196 | 2,144 | 202 | 2,023 |
| Others (Senior Citizens, Income Tax Clinics, etc.) | 128 | 2,360 | 129 | 2,910 |
| Co-sponsored Groups | 72 | 2,922 | 74 | 3,247 |
| Total Adult | 624 | 10,092 | 636 | 10,717 |
| <hr/> | | | | |
| <u>CHILDREN</u> | | | | |
| Storytelling/Story Hours/ Tales for Two | 1,341 | 22,418 | 1,395 | 21,977 |
| Class/Group Visits | 593 | 14,930 | 387 | 9,327 |
| Book Clubs/Book Talk | 395 | 6,671 | 217 | 4,692 |
| Film/Video Programmes | 299 | 7,570 | 329 | 10,622 |
| Puppetry | 98 | 4,183 | 135 | 5,154 |
| Nursery Programmes | 217 | 4,398 | 152 | 3,085 |
| Music/Drama/Authors | 49 | 2,302 | 111 | 3,926 |
| Special/Co-sponsored | 255 | 6,458 | 335 | 8,096 |
| Total Children | 3,247 | 68,930 | 3,061 | 66,879 |
| <hr/> | | | | |
| <u>MULTICULTURAL</u> | | | | |
| Film/Video Programmes | 15 | 421 | 35 | 875 |
| Preschool/ESL Nursery | 229 | 4,007 | 200 | 3,420 |
| Class Visits | 72 | 1,168 | 24 | 350 |
| Cultural/Newcomers/Special | 128 | 3,072 | 91 | 2,312 |
| Co-sponsored/ESL/Citizenship | 332 | 11,663 | 326 | 9,312 |
| Total Multicultural | 776 | 20,331 | 676 | 16,269 |
| <hr/> | | | | |
| <u>TEEN</u> | | | | |
| Film/Video Programmes | 36 | 648 | 7 | 87 |
| Class Visits | 63 | 1,151 | 9 | 204 |
| Life Skills | 38 | 578 | 48 | 670 |
| Book Clubs/Authors/Special | 11 | 623 | 4 | 244 |
| Total Teen | 148 | 3,000 | 68 | 1,205 |
| <hr/> | | | | |
| SYSTEM TOTAL | 4,795 | 102,353 | 4,441 | 95,067 |
| ===== | | | | |

COLLECTIONS

| | <u>1988</u> | <u>1987</u> |
|---------------------------------------|--------------------|--------------------|
| Books | 977,243 | 917,437 |
| Paperbacks | 240,914 | 228,464 |
| Films, Filmstrips and Video Cassettes | 5,607 | 5,251 |
| Records, Cassettes and Kits | 115,897 | 106,197 |
| Framed Prints | 1,033 | 1,013 |
| Microforms | 5,501 | 5,065 |
| Toys | <u>1,360</u> | <u>1,407</u> |
| | <u>1,347,555</u> | <u>1,264,834</u> |

SERIALS

| | <u>1988</u> | <u>1987</u> |
|---------------|--------------------|--------------------|
| Titles | 1,167 | 1,176 |
| Subscriptions | 4,256 | 4,442 |

CATALOGUING SECTION

| <u>TITLES CATALOGUED</u> | <u>1988</u> | <u>1987</u> |
|--------------------------------|----------------------|----------------------|
| Books, adult | 25,053 | 20,711 |
| Books, juvenile | 5,056 | 4,578 |
| Audio Visual Materials | 3,085 | 2,007 |
| Toys Indexed | <u>197</u> | <u>378</u> |
| TOTAL TITLES CATALOGUED | <u>33,391</u> | <u>27,674</u> |

PROCESSING SECTION

| <u>MATERIALS PROCESSED</u> | <u>1988</u> | <u>1987</u> |
|----------------------------------|-----------------------|-----------------------|
| Books, adult | 69,993 | 64,943 |
| Books, juvenile | 25,380 | 26,475 |
| Audio Visual Materials | 17,154 | 16,636 |
| Toys and Prints | 217 | 446 |
| Paperbacks and Pamphlets | <u>76,963</u> | <u>77,684</u> |
| TOTAL MATERIALS PROCESSED | <u>189,707</u> | <u>186,184</u> |

INTERLOAN SECTION

| | <u>1988</u> | <u>1987</u> |
|---|----------------------|----------------------|
| Interlibrary loan requests filled | 4,536 | 5,045 |
| Interbranch requests filled within Scarborough Public Library system | <u>34,581</u> | <u>36,501</u> |
| TOTAL REQUESTS FILLED | <u>39,117</u> | <u>41,546</u> |

(x)

PERSONNEL

The following is a breakdown of the staff establishment for 1988:

Full-time

| | | |
|-------------------------|----|------------|
| Executive | 3 | |
| Directors | 7 | |
| Managers | 5 | |
| Executive Support Staff | 4 | |
| Librarians | 37 | |
| Code VII | 5 | |
| Code VI | 23 | |
| Code V | 25 | |
| Code IV | 15 | |
| Code III | 66 | |
| Code II | 5 | |
| Code I | 20 | <u>215</u> |

Part-time

| | | |
|--------------------|-----|------------|
| Librarians | 6 | |
| Code V | 1 | |
| Code III | 1 | |
| Code I | 43 | <u>51</u> |
| Student Assistants | 205 | <u>205</u> |

(xi)

The following breakdown summarizes the movement of staff in 1988:

| <u>New Employees</u> | <u>Full-time</u> | <u>Part-time</u> | <u>Total</u> |
|--|------------------|------------------|--------------|
| Director | 2 | | |
| Manager | 1 | | |
| Support Staff | 1 | | |
| Librarian | 3 | | |
| Code III | 7 | | |
| Code I | <u>12</u> | <u>16</u> | |
| | 26 | 16 | <u>42</u> |
| | | | |
| <u>Retirements</u> | 3 | 1 | <u>4</u> |
| | | | |
| <u>Terminations</u> | | | |
| Director | 1 | | |
| Librarian | 3 | 1 | |
| Support Staff - Exempt | 1 | | |
| Code VII | 1 | | |
| Code VI | 1 | | |
| Code IV | 2 | | |
| Code III | 9 | | |
| Code I | <u>5</u> | <u>5</u> | |
| | 23 | 6 | <u>29</u> |
| | | | |
| <u>Promotions, Transfers and Reclassifications</u> | | | |
| Promotions | 29 | | |
| Transfers | 21 | 8 | |
| Reclassifications | <u>0</u> | <u>0</u> | |
| | 50 | 8 | <u>58</u> |

(xii)

| OVERALL SUMMARY COMPARISON | 1988 | 1987 | Percentage Variation |
|---|-----------------|-----------------|-------------------------|
| <u>Staff</u> | | | |
| Full-time establishment | 215 | 211 | - |
| Part-time establishment | <u>51</u> | <u>49</u> | - |
| Total establishment | <u>266</u> | <u>260</u> | - |
| <u>Full-time Only</u> | | | |
| New employees | 26 | 14 | 85.7 |
| Part-time to Full-time | 2 | 13 | (84.6) |
| Promotions | 29 | 30 | (3.3) |
| Transfers | 21 | 19 | 10.5 |
| Reclassifications | - | 5 | (500.0) |
| Terminations | 23 | 9 | 155.5 |
| Retirements | 3 | 8 | (62.5) |
| <u>Part-time Only</u> | | | |
| New employees | 16 | 24 | (33.3) |
| Transfers | 8 | 3 | 166.7 |
| Part-time to Full-time | 6 | - | 600.0 |
| Terminations | 6 | 7 | (14.3) |
| Retirements | 1 | 1 | (0.0) |
| <u>Absenteeism (Days) - Full-time staff</u> | | | |
| Maternity Leave | 691.00 | 620.00 | 11.4 |
| Jury Duty | 11.00 | 8.00 | 37.5 |
| Workers' Compensation | 50.50 | 18.75 | 169.3 |
| Leave of Absence (without pay) | 462.50 | 714.50 | (35.3) |
| Emergency Leave | 33.50 | 34.50 | (2.9) |
| Bereavement Leave | 76.50 | 66.75 | 14.6 |
| Illness | <u>2,371.50</u> | <u>1,964.50</u> | 20.7 |
| Total Absenteeism (days) | <u>3,696.50</u> | <u>3,427.00</u> | |
| Average days absent per person | 17.2 | 16.2 | |

