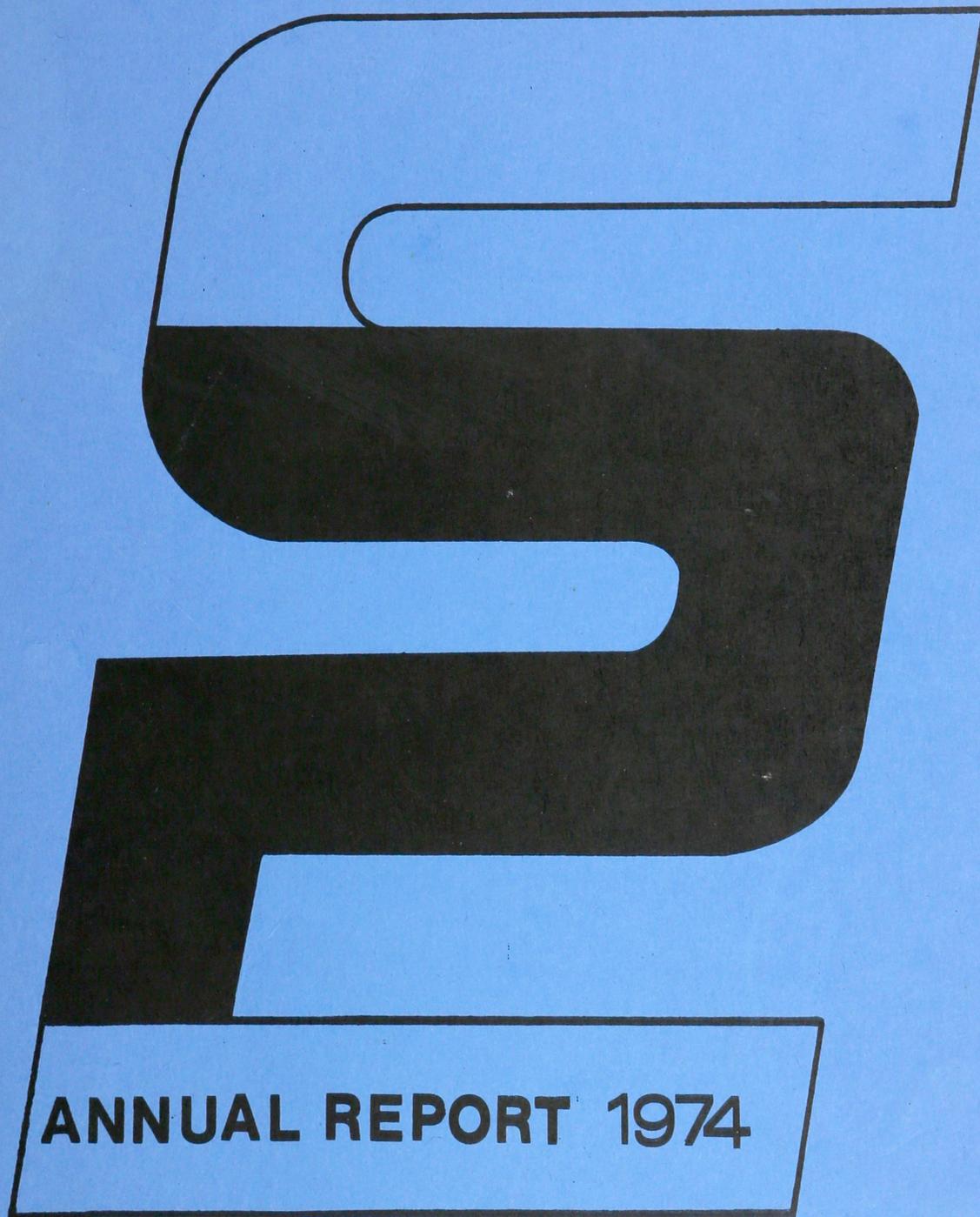


scarborough public library



ANNUAL REPORT 1974

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1974

A REVIEW OF THE YEAR

MEMBERS OF THE BOARD 1974

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Mrs. Diana Mason, Public Services Administrator

Mr. Joseph H. Ballett, Business Administrator

Mr. Allen White, Personnel Administrator

Mr. Stanley Algoo, Head of Technical Services

Mrs. Nancy Hall, District Head, Cedarbrae

Mrs. Carolyn Youssef, District Head, Albert Campbell

CHAIRMAN'S REMARKS1974

As we look over the activities of 1974 it becomes apparent that the Library Board is becoming more involved with the various government levels, provincial, regional and municipal. This situation has arisen due to the interaction between government levels whether in the decision making process or funding.

Here in Scarborough, the Malvern housing project would serve as an appropriate example to illustrate the overlapping jurisdictions. This project is the responsibility of the provincial authorities. Its terms of reference include the provision for social amenities in the area. Supported by the Scarborough Council, the Library Board submitted a brief to the Ontario Housing Corporation requesting them to build a district library facility. If approved, the capital funds will be provided by the province on condition that the Library Board assumes the financial responsibility for the operation of the library after its completion.

In another case, the Library Board is involved with the regional government, i.e. Metropolitan Toronto Council.

Due to the rapid increase in population, the Board is planning to establish a district library in the northwest area of the Borough. The initial steps for this were taken in 1974 by presenting a brief to the Council requesting a site on the Tam O'Shanter parkland. The Board has established its priorities as to the exact location of the site on this land. The Council endorsed our request for that site and the Board made a presentation in this matter before the Metropolitan Parks and Recreation Committee. The final decision of the Metropolitan Council is still pending.

The Board Members are aware of the magnitude of library operation in the Metropolitan Toronto region. In view of the large amount of monies spent in the seven Metro systems, the library boards should closely scrutinize the areas of common activities and processes and arrive at some agreements re sharing services under the supervision of the Metropolitan Toronto Library Board. The objective should be to provide the Metro residents with uniformly high quality library service by judiciously spending the available funds.

The Board feels strongly about the need for coordinated fiscal and operational planning for the Metro libraries and a closer rapport with the Metro Toronto Library Board. To this end, the Metro Board was invited to hold their June meeting in Scarborough at the Civic Centre. The Scarborough Board was present throughout the meeting and there was a good opportunity for both Boards to exchange information and discuss matters of common interest. The Metro Board was pleased with the results and plans to hold their meetings in other Metro jurisdictions from time to time. They will undoubtedly return to Scarborough in the coming year.

In 1974 only one meeting of the Metropolitan Toronto Regional Trustees was held and very little was accomplished. Unless both Bill 81 and the Public Libraries Act with respect to the composition and responsibilities of the Metro Library Board are changed, not much can be expected from the Trustees' deliberations.

The relations with the Borough Council have been most satisfactory. It has supported the library operation by approving its 1974 Current Budget in full. This enabled the Board to carry out all of its plans for the current year and also grant a 10.5% across-the-board salary increase for staff.

The Provincial Grant was increased in 1974 from \$1.35 to \$1.50 per capita and the additional money was used for capital improvements at the Administration Centre and increasing our stock of library materials.

The Council also approved the capital funds for the new branch in the Centennial/West Rouge area (the Port Union branch).

The various Borough Departments have assisted the Board in its deliberations. I would like to particularly mention the assistance we have received from the Treasurer's Office, the Planning Department, Commissioner of Development and Borough Solicitor.

Library Expansion 1974

In 1974 the Borough population of 365,831 was served by 11 libraries. The twelfth library opened in December 1974. According to the Board's standards for library services, the Borough should be served by 14 libraries, three of which should be district libraries.

As mentioned before, the Library Board is now actively seeking to acquire a proper site for the third district library. With the establishment of a district library and with one neighbourhood branch a year, we hope to "catch up" within the next two or three years.

Two new neighbourhood branches were opened in 1974: one in the Guildwood area in June; the other in the Port Union/West Rouge community in December. The Board's policy of involving community groups as much as possible was continued by inviting community residents to form an ad hoc Advisory Committee to assist the Administration in developing suitable branch collections and programmes. The results were very satisfying and have strengthened the Library Board's image as a

responsive community institution.

The Board has received many letters in the past year, more than ever before, letters of both criticism and appreciation, and some with suggestions for new and improved services; we feel that these letters indicate an increasing interest in and awareness of public library services.

The Board's Five Year Plan includes the third District Library, five branches and the relocation of one of the existing neighbourhood libraries. As with every responsible organization, the Board's plans for expansion are subject to the availability of funds at a reasonable cost to the community. Serving the community at a price it can afford is the prime purpose of the Scarborough Public Library Board.

Lois C. DeGroot,
Chairman of the Board.
February, 1975.

REPORT OF THE DIRECTOR

1974

Growth of Scarborough Public Library

In 1974 the Scarborough Public Library entered its twentieth year of operation. Witness the dramatic but orderly growth of the system from three tiny part-time libraries in 1955 to the present network of 12 libraries, 2 bookmobiles and the Administration Centre acting as a hub for the system-wide activities. Witness also the evolution from simple book-lending service extended to films, pictures, audio and video tapes, educational television, talking books and service to special groups.

The Borough has reached the halfway mark in population. The Library is almost there. According to the land use projections, the Borough population will double by 1991; the library service is expected to expand accordingly.

Trends

SPL, like any other library, is caught in the vortex of many cross currents in our society. Demand on its resources is increasing. This is the consequence of population growth, rapid advance in science and technology with resulting proliferation of printed matter and intense specialization of knowledge. These factors and the ever-changing technology force people into a life-long learning process which enables them to earn their living or simply to cope. In addition, more people turn to their libraries for their leisure time needs and maybe just for the purpose of re-affirming their individuality and uniqueness. The latter may become increasingly important to us all in our impersonal, mass media dominated and computer controlled bureaucracy.

Citizen participation in Library Planning

Institutional planning is necessary mainly to control future changes. It has to be flexible in goal setting and requires a direct input from people for whom the services are designed. According to Alvin Toffler, the prominent social scientist, "only by studying and measuring the invasion of newness we can control the influx of change into our social structures and personal lives".*

Polling citizens as to their perceptions and anticipations as related to library services is one way. Library user survey is another. Further still is an invitation to citizens to participate in planning the library in their community. Toffler uses the term 'anticipatory democracy' to describe this circumstance.

In the past year, the administration received many spontaneous letters and 'phone calls from citizens. These were mostly comments on our present services, suggestions to improve them and requests for new services.

In the case of the three newest libraries - Cliffcrest, Guildwood and Port Union - the local residents were invited to plan the services together with the library staff. The Advisory Committees were established in all cases before the libraries were opened to the public. The valuable input from the residents resulted in an excellent rapport with the users and helped the staff to develop a meaningful library programme for these communities. Long-lasting liaison with community agencies, face-to-face contact with individuals and a sense of belonging-ness were additional 'fringe benefits'.

It seems that SPL is a pioneer in this process. We have yet to find a report on such a development in any other library system.

*"The futurists", edited by Alvin Toffler, p. 99.

Planning for the Third District Library

Our new major library development will be in the northwest area of the Borough. The proposed district facility is to serve the planned population in that area which is in excess of 180,000.

Its location is based on the distribution of population densities in the area bounded by Ellesmere Road on the south, Steeles Avenue on the north, Victoria Park Avenue on the west and Bellamy Road in the east. Large parts of the area are yet to be developed. Public participation in the library planning will provide us with input for service models for the immediate future. For the long term programme, the Borough Secondary Plan and population projections have to be used as guidelines. We have to design what Toffler defines as 'transience indices', i.e. "the techniques for measuring the level of transience in different communities, different population groups and in individual experience".

Library Co-operation

As an institution, the SPL has to be a viable part of its community. In working closely with community organizations it has yet another access to people. This kind of a rapport is established slowly. It has to be accomplished by individual staff members, by attending meetings, bringing together agencies with common interests and acting as a catalyst for other groups.

This outside involvement includes the Metropolitan Toronto Public Libraries and Scarborough school libraries, social and welfare agencies, municipal-government departments. The achievements resulting from this kind of co-operation are outlined in the following departmental reports.

Personnel

We were all saddened by the death of Marius Post, Head of Technical Services from 1969 on, in March, 1974. He joined SPL in 1965 and was the first Head of Cedarbrae District Library.

Through to the fall of 1974, a relatively high staff turnover took place. Among the reasons were numerous maternity cases, where the new mother stayed home to take care of the infant; new life styles leading to early retirement or just quitting the job; lack of immediate promotional opportunities, and returning to school. This turnover, whatever the reasons, caused the administration a great deal of concern.

The human resources are the most valuable component in any organization. Management can accomplish results only through highly motivated staff. The pace of our library development depends on how quickly we can develop our own managerial and supervisory talent to meet our constant expansion needs. We need people who will stay with the library for an extended period and enjoy working at SPL.

The Board's approval to establish a new position, that of the Personnel Administrator, was therefore very timely. This addition to the administrative team has helped to strengthen the staff interaction within the system and initiate priority staff development programmes. The first of such was introduced at the Albert Campbell District Library. Its immediate objective was to create a strong team spirit to counteract troublesome external influences and help the staff to cope with social problems related to teenage library habitués.

Our other major - and on-going - concern is staff communication. It requires a planned and never-ending programme and is a constant challenge to the Administration.

Looking back to the several difficult situations in the past year, it is a great satisfaction for me to note that the high morale and integrity of our staff led to positive solutions to problems. The library accomplished a lot as the following reports testify. Credit for this goes to all members of the staff. Their efforts, interests and concerns have made SPL what it is. This spirit has to be maintained and nurtured so that the library may expand in size as well as depth.

The following reports record the achievements and happenings throughout 1974. My personal thanks to all the staff with whom I have had the pleasure of working. To the Administrators goes my appreciation for the share of the responsibility which they so readily assumed.

It has been a great pleasure for me to work for the Library Board. I wish to thank each individual member for his/her responsiveness and for the open manner in which all library issues were handled. The success of the library depends largely on its governing body. The SPL Board, consisting of civic minded, energetic and dedicated citizens, can take full credit for the high quality of SPL service.

Helen Peterson,
Director.
February, 1975.

PUBLIC SERVICES DIVISION

1974

1974 for the Public Services Administrator was the best year ever. The metamorphosis from a small system to a large had been very painful in previous years. The effort to place district responsibility on District libraries was bearing fruit. It is not easy to go from a centralized benevolent oligarchy to a decentralized organization. The unaccustomed pressures take their toll.

I SERVICES

1. Cedarbrae District

Cedarbrae District has been moving rapidly into its responsibility. Over the past year the senior staff has taken a good look at their service patterns in the main library, at the same time surveying new communities and opening two new branches in the south eastern part of the borough.

A committee of District Library staff (librarians and clerks) volunteered to examine user patterns and the services within the Branch with an eye to making the place more hospitable. This was a long, arduous and often stormy affair but it produced excellent results both as far as staff involvement was concerned and in an actual plan for change.

The varied services that Cedarbrae offers were maintained - in-depth research, provision of government documents on three levels (federal, provincial, municipal), children's services (story hours, crafts, films etc.), picture loan, magazines and newspapers both actual and microfilm, sheet music, recordings and cassettes - a wide variety of resources.

The two new small branches (Guildwood and Port Union) were opened with the minimum of fuss and maximum citizen involvement and, as one can see

from the statistics - simply took off! Both of them are in about 3,000 sq. ft. of plaza space, have a capacity of about 15,000 items of popular material in book, record, cassette and magazine form and are attached to Cedarbrae District Branch and thence to Administration Centre Interloan and thence to Metropolitan Central Library by teleprinter. Port Union has not been "officially" opened but will be in February, 1975.

1a.

Bendale Branch began a whole new series of programmes reflecting community needs. The circulation at this library has been dropping for a number of years; however, with the advent of the new activities, there is a revived interest in the branch.

Morningside is now surrounded by Senior Citizen's and ordinary citizen's apartments. The circulation continues to climb and the branch is hard pressed to satisfy all the demands on it. Fortunately, the film distribution for local programmes is going smoothly and the addition of "the small back room" has enabled the staff to have programmes for the children without disturbing other patrons.

Highland Creek, our last "village branch", is still in there punching in really trying quarters. However, it still has a very important role to play in eastern Scarborough and is held in great affection by its patrons.

2. Campbell District

Campbell District Library also had a good look at itself this year not only from a physical point of view but also a self evaluation of and by staff. The physical move was a horrendous one, not only involving switching shelving patterns but also gluing down the carpet and laying corlon in the much used areas.

Our concern (Campbell's staff's very own) was to move the collection into a pattern which would alleviate the adults vs. child situation and allow the former to have as much peace and quiet as one can have in a public place. Following this objective, we "de-integrated" the collection, putting the children's material on the mezzanine and moving all the adult to the main floor. Materials in languages other than English were given a prominent place and with the use of paperback racks etc. an effort was made to make the place less austere and more comfortable. In this connection there is lot to be done still.

Each of the Campbell satellites seems to have settled down to team work. A lot of time was spent (and a lot of heat generated) trying to put together a staff in each one which could work together to produce good service. By December, it looked as if this had indeed happened. Taylor is working with senior citizens and children, Eglinton Square is concerned with "plaza" service, i.e. circulation and therefore bookstock, McGregor Park is really getting into programming both for adults and children and Cliffcrest is a going concern with citizen groups. Each branch backs up its specialty with books, films etc.

3. Agincourt Branch

Agincourt Library continues to do a land office business. They are also preparing for "District 3". Mr. van Vugt and Mrs. Dhawan examined the community in detail early winter, 1974 and Mrs. Clarice Henschel is continuing their work attending community meetings and working on a survey of the area.

"District 3" cannot come too soon. The pressure on the present branch is great and we are not able to meet the demands in either material or programmes. It is a very exciting area and the future community involvement in planning the library should be a lot of fun!

4. Bookmobiles

The Bookmobile Department continued to perform smoothly in spite of a fairly large staff rearrangement due to promotions and retirements. The "shut-in" and institutional service is growing rapidly and will certainly need greater support in the near future. At the same time the home reading figures are climbing, due mainly to the generator which makes one vehicle independent of electrical outlets at "stops".

5. Staff

Mr. White has outlined in his report the main areas concerned with library personnel. From a services point of view the shock of the final defeat of the "work ethic" in our society caused no end of problems. Key people leaving, especially in the higher echelons, means the remaining staff have to be in many places at once. The difficulty of finding middle management replacements is well-known in all areas of industry and government. On the other side of the coin, it is great to be able to introduce new concepts through the new people who join the system.

II COLLECTION

The collection (particularly of books) took on a new look in 1974. The large amount of monies both current and capital enabled us to keep up a supply of new and exciting material to the old branches and also to stock two new branches. Here I must congratulate the Technical Services. The staff there co-operated to the fullest extent through very difficult times. On occasion you couldn't see anyone there; they were all obscured by piles of books, recordings, cassettes, pictures, microfilms, pamphlets - you name it.

Our selection committees really were great - their enthusiasm and

energy provided a new dimension to the collection. Only one area was slow off the mark - the children's selection suffered from a lack of personnel. With only one children's librarian at Campbell and one at Cedarbrae, we witnessed a definite slacking off in purchases.

A wary eye was kept on the Canadian publishing scene and just as well too with the current furore about Canadian content. We have a strong obligation to supply the demand with speed and dispatch in all areas but this one is particularly sensitive. (One Saturday I had a watch kept on the amount of Canadian material requested by patrons over the teletype network - 20% - a figure which surprised me greatly.)

The selection committees are conscious of Canadian material as is the Co-ordinator of Acquisitions and many branches have "Canadian" areas either on "A" frames or on the regular shelves. This is in direct response to public pressure.

The purchase of materials (books mainly) in languages other than English became the responsibility of two of our librarians and the Bookmobile Supervisor also took a great deal of interest in this area. Our own purchases and our co-operation with Metro means that we are bringing our services to new Canadians up to par.

1975 will see a greater concentration on audio-visual material as we intend to provide Cedarbrae with a proper AV area and also to bring Campbell's back up to scratch after the move.

We made a tentative start to publicize books and other materials in the newspaper columns. This involves staff input - usually the staff not involved in programmes - and they like it!

III BUILDINGS

The maintenance department staff worked wonders both in the speed with which they accomplish things and the cheerful way they responded to what to the amateur seemed to be impossible jobs. An attractive setting, from the colour scheme, to the gardens, to the temperature, has a lot to do with good public service. Keeping the Bookmobiles patched and painted pays off in mobile advertising as well.

IV ACTIVITIES

Most of my professional extra-curricular activities (if I may call them that) are concerned with committees on copyright, Public Lending Right and publishing on microfilm. I am on two Canadian Library Association committees and one Ontario Library Association. I also belong to the Canadian Micrographic Society. I am very interested in creative writing, film production etc., and my strongest wish is to see the Scarborough Public Library on top as far as recognising and purchasing new talent. In the welter of other material public libraries buy - much of it is utilitarian in nature - the individual creator tends to get lost.

I also belong to the Institute of Professional Librarians of Ontario - an organization which has some interesting workshops. Two I recall this year were on such widely divergent subjects as "Women in Libraries" and "Standards for Libraries". I was pleased to see that our own standards, found in the Scarborough Public Library Staff Manual, were very closely approximated by the ones produced by I.P.L.O.

V THE FUTURE?

Areas for concentration - planning

District 3

Malvern District

Town Centre

- services

- examine Bookmobile shut-in and institutional service with expansion in view
- plan a course in "how to use the library" for the public
- study feasibility of an in-depth information research
- examine closely the services as they exist to see if they parallel the overall objectives of Scarborough Public Library
- study possibility of creating special teams of experts to function system-wide - i.e. a puppet show team, information-programme team, a craft team, and so on
- to devise some method of ascertaining content in various subject areas. (This is difficult in a system where cataloguing is still handled manually.)

I wish all public services staff who worked hard and well, the best for 1975 -
may your public love you and also find out everything they want to know .

Diana Mason,
Public Services Administrator
January, 1975

REPORT OF CEDARBRAE DISTRICT

1974

Cedarbrae entered 1974 with little planned in the way of goals or a clearly stated sense of direction. Both the District Librarian and the Assistant District Librarian were new to their jobs and our progress as a District over the last twelve months has been a period of adjustment to a changing organization. However, as the year progressed, a certain commonality of purpose began to emerge. There was a mutual concern for openly discussing problems, working together, and, in general, a desire to experiment and to make our libraries more responsive to public need and expectation. It was a thread that ran through most of what we attempted in 1974.

Opening of New Branches

Last year saw the extension of library service in the District with the opening of two new Branches. In both cases, the initial step was an area survey. The second step was the formation of an "advisory group" composed of interested citizens. The latter is, in effect, a community in microcosm which assists us in developing relevant services and materials. It affirms our conviction that libraries are "public" and the character of each is determined by its location and the people it serves.

The Collection

Early in 1974 a new method was introduced for the selection of materials. The emphasis was on the responsibility of the District Library for the acquisition and maintenance of collections within the District. The base was broadened to include all librarians and to give each an area of specific responsibility. Inherent in the

system is the premise that a collection must connect with a myriad of community interests and this can better be realized if the number of librarians involved in the process is all inclusive.

Priorities for collection building were also established. The thrust was in the direction of a "popularization" of the collection based on patron demand. It involved a greater emphasis on leisure reading, practical self-help and Canadiana. Fiction titles and the number of copies increased. Our chauvinistic support of everything Canadian has probably given us one of the best collections of Canadian material in Metro. As a result of the budget allotment for materials in 1974, our collections in the District have probably never been in better shape.

We also established "second priority areas", one of which was Government publications. The recent municipal election made it clear that citizens experience extreme frustration in their attempts to gain access to municipal information. Plans for facilitating the flow of public documents from the Borough to Cedarbrae have been formulated. The task of speedily acquiring government material at all levels when it is required and of organizing it in a patron-oriented way has begun and will continue in 1975.

"The Move"

The User Survey of 1972 indicated that patron response to a District Library is often impaired by its size and impersonality. We provide what has been called "intermediate reference service" which falls somewhere between that performed at a neighbourhood branch and that which can be handled by the collections of the Metropolitan Toronto Central Library: we act as a referral centre for patrons whose requests are beyond the scope of our own resources; we are a back-up for our satellite branches; we are the neighbourhood branch for those who use Cedarbrae

for their everyday reading requirements. During the past year, the staff spent many months examining, discussing, compromising and eventually planning a rearrangement of material which they feel will better facilitate public access to our resources. It has symbolized a high degree of staff co-operation and a determination to adapt to changing public exigencies.

Programmes

Programming throughout the District has been extensive. The satellite branches have been notably successful in gearing their activities to the particular needs of their communities. Guildwood has worked with its "Advisory Group" in planning; Highland Creek, in spite of serious space limitations, has provided craft and children's programmes; Morningside continues to psyche-out and adapt to a changing neighbourhood; Bendale has acquired a "new look" and is now involved with discussion groups, the orientation of New Canadians and co-operative community efforts with Ontario Housing; Port Union is feeling its way in a new community to determine its programme requirements.

Cedarbrae continued to provide a forum for public information programmes. A notable example was the popular series "Being Yourself", organized by the Education Committee of the Mental Health Council for Scarborough. Special interest programmes on Computers, Caving, Hang-gliding, Archaeology, Soaring and Karting created strong audience participation and prove that they are an integral part of Cedarbrae's role in the dissemination of information.

Bilingual Project

The French experience was a mixed bag of success and failure. The classes in conversational French held at Bendale and Cedarbrae for mothers and pre-schoolers

indicated a demand for French instruction. However, the problems associated with registrations, fees, hiring of teachers and the utilization of library resources by the teachers proved troublesome. Later in the year, because of lack of planning by La Chasse Galerie, our arrangement to rent facilities to them for French instruction and weaving failed to materialize.

Among the successes must be listed the two-day French festival held at Cedarbrae in co-operation with La Chasse Galerie, which did much to increase public awareness of the spirit and heritage of French Canada. In addition, we made contact with French organizations and schools; we developed a liaison with people at the National Film Board and the Ontario Educational Communications Authority who are responsible for promoting French culture through film and video; we increased our French book collection and made new contacts with booksellers and publishers; the assigning of a librarian to the Metro Bilingual project resulted in book exhibits, a puppet show and Scarborough representation at meetings of Alliance Francaise.

Satellite branches and the District Library

The success or failure of the District Library must to some extent be measured by the degree to which it satisfactorily serves the Satellite Branch. During the past year, we have tried to be more effective in this area through increased consultation, the building up of Branch collections, responding to Branch requests and supplying auxiliary staff. This is the beginning of a continuing process to make the District Library a viable resource for services at the neighbourhood branch level. Branch Heads have been involved in the interviewing and selection of their own staff. This enlarges the decision making process, provides the District Library with feedback on the staff requirements of each branch and, finally, considers individual staff situations not in isolation, but in terms of the total situation within the District.

Conclusions

One could go on - there is Arts 100, the participation of branch staff in area groups of the Scarborough Agencies Federation, involvement in cable television, etc. etc. We are now a large District composed of 5 libraries and a full time staff of 50. It is imperative that together we set up realistic objectives for the future - objectives we feel we can achieve within the limits of our budgets and staff. If these are clearly defined and accepted, our individual roles should be more personally satisfying and our collective accomplishments in the field of public library service more impressive.

Nancy Hall,
District Head, Cedarbrae.

February, 1975

REPORT OF ALBERT CAMPBELL DISTRICT

1974

The third year has passed and Albert Campbell District Library is still trying to find itself. Looking back over 1974 I see two basic areas that warrant comment.

1. STAFF

Definite steps were taken to provide opportunities for staff to broaden their knowledge of library service by giving those staff whose experience had been mainly limited to certain areas, the chance to become involved in new areas of public service within the district. I hope this experience provided the staff with opportunities to develop and learn new areas of competence and to be able to participate in a library service that is responsive to community needs rather than for its own sake. I hope that we will become more aware of change and be able to work with it.

Promotions, transfers, resignations, maternity leaves, resulted in a large number of job openings and a great deal of time was spent interviewing candidates. The years have taught us that care must be exercised in hiring for D2 as the working environment is most unlike that one might find in a traditional library.

Let it be recorded that without our part-time staff (professional and non-professional) D2 could not have remained open. My thanks for their concerned response.

I must also mention that because of the commitment of another special group - volunteers - we are able to provide daycare for the children of those adults attending our daytime English Classes, Immigrant Women's Coffee Groups and Let's Discuss It programs. While the mothers were exposed to a growing learning experience, the volunteers were enabling their children to socialize with other children and to have

some learning and fun experiences also.

The year has been a very strenuous one for all staff. I look forward to a full staff complement and also to working with the staff and Bob Wiele to improve communications and develop problem solving methods for the present and future.

2. RESPONDING TO COMMUNITY NEEDS

A. Needs of D2 Children and Young People

Kids - Kids - and more Kids. Many of the young people presently using D2 are building users rather than library users. This creates a situation whereby staff who have been trained to deal with library users find themselves amidst groups of vociferous young people who are looking to D2 as an answer to a number of their personal, non-library problems and who have problems that few of us have had training to deal with.

Thus early this year, a youth activity centre operated at D2 until the summer. This provided an opportunity for the young people to vent some of their excess physical energy in positive ways. We also hired a part-time Crowd Control Supervisor who became a full-time Youth Services Worker.

In light of the major force played by this age group in the day to day work at D2 and following that because there was no separate area for this group (the collection was integrated) much thought went into a reorganization of the layout which would provide separate space and indeed some "noise" areas for this group. "The Move" took place in July 1974. Indeed the needs of this age group were a priority. However, we also did try to respond to the needs of other sectors of the community.

We did not expect miracles with "The Move" and indeed miracles did not happen. The lack of a senior department head - a new position - for Children's

and Young People's Services meant lack of leadership in a department that needs stability, program input and strong leadership.

For several years we felt like a voice of one crying in the wilderness as it seemed it was a library problem. An apathetic community that seems to be unaware of D2 area as a problem area, agencies, individuals, and groups with the power to do something about it, seemed to agree it was a library problem as little help from them was forthcoming. However, by the end of 1974, we reached the point where some social agencies through the Scarborough Agencies Federation agree that the youth problem at D2 is not a library problem but indeed part of a community problem. Agencies are beginning to make a commitment to help the community through the library. It is interesting to note that in conversation with many agencies, e.g. YMCA, School Board, Youth Services Network, throughout the year, there were very few suggestions they made that we had not already tried over the years. It made me feel there was a certain uniqueness to the situation in the D2 area.

B. Working with New Canadians

Indications prove that New Canadians make up a major sector of the public in D2 community. This was a significant factor considered in rearranging D2 layout. In the past, materials of interest to this group were scattered throughout the library but are presently all together near the front of the library. As many new Canadians may not be traditional library users, we hoped the new arrangement would be more inviting and less confusing.

I should mention that working with this community sector is a long involved process. It may take many months or years before one's efforts bear fruit. Feedback concerning many new Canadians in the immediate area seem to indicate

- both parents work long hours
- many adults come from rural areas and the average level of education may be grade 6 and thus they are illiterate in their own language and may not even have learned English.
- libraries and reading are not a basic fact of life to them.

These few generalities present an interesting challenge to those library staff who are trying to respond to the needs of this group.

After attending an intercultural seminar, sponsored by the Citizenship Department on the needs of the Greek speaking population in Toronto, I contacted the Department to co-sponsor with the library a similar seminar in Scarborough. That initial contact has been instrumental in the development of the Scarborough Immigrant Services Committee. Plans are being made to hold a conference concerning the needs of New Canadians in Scarborough in 1975.

C. Responding to Adults

It has been a trying year for a number of adult patrons who use D2 and expect a quiet, research type environment. On the other hand, many adults have responded most positively to "Let's Discuss It", "Parent Education Classes" and to programs on such topics as acupuncture, model railroading, fossils (ROM museumobile), aquariums, photography, cross-country skiing and to exhibits by W. Kuczer (Acrylics) and W. Sunahara (Batik). Staff made special orientation programs for girl guides, boy scouts, and their leaders to help improve our service to the public. Much planning went into setting up an "Information Survey".

I feel that even though we presently do not attract as many adult patrons as we could assist, many receive our services and indeed use our book collection via teletype, interloan, and phone calls.

Some of my concerns (in random order)

- 1) There has been a sudden notable increase in Audio Visual circulation and also a responsive commitment to system programming by the Audio Visual Department staff. I am concerned how long they can continue with present staff organization and numbers.
- 2) This is a period of adjustment for many adult users and indeed non-users who are unaware or fail to see the community situation and unique position of Albert Campbell District Library.
- 3) As flexible and responsive as we try to be, it is really very difficult to plan physical activities for a large number of different age groups in the Multi-purpose Room. This can only be a finger in the dam and I am concerned that there appear to be no plans to really deal with the needs of this age group by the community.
- 4) It is becoming increasingly difficult to react to community needs and follow through with services as space and layout limitations are becoming all too evident. I sense the need ... I can see how we could respond ... I feel positive reactions from people or agencies who are willing to cooperate with us to help us respond ... yet I just cannot find the space. (Even now our Let's Discuss It Group sometimes meet in the storage room as all other areas are occupied.)
- 5) I am concerned that both public and some staff have difficulty seeing that staff training in different branches, in different departments can be a way of developing staff potentialities and indeed prepare the staff for promotion. D3 will soon be with us and we should be training our present staff for advancement.
- 6) I am concerned that in responding to the needs of the community, individuals and agencies tend to apply middle class standards and presuppositions. Some agencies or groups appear to have a set number of these responses and attach one

or more to a community rather than put the need first and build a response to it.

Whatever problems, difficult situations come out of Campbell, I find it very interesting that many people depend on us for help and hard facts on community information. Isolated examples include:

- when the Boy Scouts wanted help on setting up boy scouting with local Italian parents, they came to us for information on the community
- when a community information centre began operation, they came to us for information about the community
- when a local school wants suggestions for community speakers for their parent night, they call us
- when a Special Projects person was hired by Canada Manpower, she was sent to us for information on the local community and Scarborough
- librarians from Kitchener, Kingston, St. Catherines, Australia, Copenhagen
- architects from Laval University and Conestoga College
- reporters from the Star, Globe, Sun for "newsy" copy

It is also a strong motivating force to feel the Library Board, through Mrs. Peterson and Mrs. Mason, is concerned about the D2 situation and are truly responding to this community problem.

Carolyn Youssef,
District Head, Albert Campbell.
February, 1975.

REPORT OF SUPERVISOR OF BOOKMOBILES

1974

The year 1974 was a year of bustling activity for the department. The circulation increased to 279,966 from 240,056, an increase of approximately 17% over 1973. Bookmobile outlets increased to 30 from 26 of the previous year.

Three new book deposits were initiated and one cancelled bringing the total to 14. Talking book service was initiated toward the end of the year. It is proving to be a very worthwhile service. Many factors are responsible for this very successful year. Some of them are:

- 1) More involvement in book selection.
- 2) More involvement in community affairs.
- 3) Warehouse buying for the department.
- 4) Larger book budget.
- 5) Well-informed and dedicated staff.
- 6) Better publicity.
- 7) Increased mobility.
- 8) Increased awareness of the library needs of readers of languages other than English.
- 9) Increased demand for library materials by the shut-ins.

During the year I attended 35 book selection meetings and visited 4 warehouses for the purpose of buying books for the department. I also attended 11 Inter-Agency personnel meetings and 2 meetings at Metro AVS for the purpose of setting up the Talking Book Service.

The department received good publicity from our own publicity

department. One of our bookmobiles took part in the Borough's Canada Day parade. Mrs. Kathleen Pospisil and Mrs. Verda Coupland were interviewed on the Scarborough Community Cable TV about the shut-in service. I spoke to members of 5 Senior Citizens' Clubs, throughout the Borough, informing them of the availability of the special library service to the shut-in and handicapped people. I attended a two day Community Conference in April and a two day Leadership Training Workshop in October. Six film shows were held for Senior Citizens and five for school children. Total attendance at these shows was 422. In addition we arranged 3 clown programmes - Let's go to the circus - at a summer playground. These programmes were enjoyed by 88 children.

Bookmobile generator was received towards the end of 1973. In the beginning it presented some problems to the drivers - mainly due to unfamiliarity. These problems have now been overcome and we have nothing but praise for it. It has allowed us the type of mobility that we had never experienced before. We were able to cancel 5 dead or dying bookmobile stops during 1974 and initiated 8 new ones, mainly in the newly developed housing sub-divisions.

Five old time staff members left us during the year and were replaced by equal numbers of inexperienced newcomers. Most of the remaining staff members had to take on additional work so as not to let down any shut-in or institutionalized patrons as well as regular bookmobile patrons. Each one of us has exerted maximum effort to supply non-English readers with books in the language of their choice, whether they are bookmobile or shut-in patrons.

There has been no net increase in the number of shut-in patrons from 1973 to 1974 but there has been a great deal of turnover. Approximately 60

new patrons joined the service and an equal number cancelled.

Complete cooperation was received from the supporting departments - Interloan, Maintenance, Borough garage, Personnel, Business and also from both district and branch libraries as well as from the Administrator of Public Services. Without the help of these people we could not have had as successful a year as we have had.

A heartfelt thank you to all of them from all of us in the bookmobile department.

S. Dhawan,
Supervisor of Bookmobiles
January, 1975

OFFICE OF COMMUNITY DEVELOPMENT AND PROGRAM COORDINATOR

REPORT FOR 1974

The dynamic underlying 1974 was a gradual formalization of trends in the library's relationship with two areas - the community and social agencies.

In the work with social agencies this year, the library has emerged in a leadership role. The formal recognition of this is evident in positions held by library staff - e.g. as Chairman of the Scarborough Immigrant Services Committee or Chairman-Elect of the Scarborough Agencies Federation.

In the community area, the Guildwood and Port Union community advisory committees are a formal representation of the trend to create ways for individuals, interest groups and organizations to connect effectively with the library.

The two sides of the coin of community participation - community dominance versus a solid basis for community service - were well-examined this year with the creation of SPL's community advisory committee for the Guildwood Library. Apprehension of the first disappeared as a two-way learning experience developed and the library became an integral part of that community. This integration and communication parallels the less formalized experiences with various interest groups, organizations and social agencies.

It is impossible to separate the two areas - the community and social agencies, for indeed, the role of the library has fundamentally been to bring the two together. The role of leadership with the agencies has focused on our interpreting and expressing the needs of the community. Examples of this process are the Scarborough Immigrant Services Committee and the commitment of agencies to the Campbell Library area. The role of the library with the community is perhaps

best exemplified, other than the community advisory groups, in the work with the Mental Health Council. The Council, a citizen organization, in its concern for the needs of the community has in the last year focused on information needs and has turned to the library as the way to muster the resources of the social agencies in meeting the needs.

The processes involved in working with the two areas are slightly different in that, as much as can be generalized, in the case of the agencies, the library plays the role of instigator whereas with the community, the library may establish the communication line but the community expresses the need. However, it is the process itself which is often as important as the results in developing the library's image and role.

'Being Yourself', a series of seven talks, presented this fall at Cedarbrae Library and a two-day Leadership Training Workshop in October were the two major projects undertaken by the Mental Health Council and SPL. For both of these highly successful projects, the work beforehand was intensive and unique. The lecture series was a result of the work of the Education Committee of the Mental Health Council. Headed by a citizen, the committee was composed of representatives of seven agencies including SPL. An example of synergy, the result was an information series that received high praise from professionals in the field and enthusiastic and high (average, 175) attendance by the public. Not only was agency input gained in the formulation of the content but members of the committee then sought out most appropriate resources within local agencies for delivery of information.

The two-day Leadership Training Workshop is an example of a pattern just now emerging. Initiated again by the Mental Health Council over concern for the need for information in the area of leadership, the library responded by pulling

together the appropriate resource organizations for the creation of a package of information. The result was the first training program of its kind in Scarborough - planned for and by people working in the community.

The process was an intensive one which not only involved analysing needs but participation in the planning of the two-day workshop and a leadership role in its execution. Not only was it the first workshop of its kind for citizens but unique in its configuration of resource personnel. Organizations which became heavily involved included: Scarborough General Hospital - contributing six staff members for 2 days plus preliminary worktime, Centennial College, O.E.C.A, Sports and Recreation Dept., Ontario Government Metro Toronto Volunteer Centre and the YWCA. The library functioned as the pivotal organization.

The library's status as catalyst and pivot in these cases has been an informal one. The success in this role has led to the formalization of the status. Three examples illustrate this:

- the commitment of agencies to serve the area surrounding Campbell library
- the Scarborough Immigrant Services Committee, Chairman, C. Youssef, District Head, SPL
- the Scarborough Agencies Federation, position of Chairman-Elect held by W. Wright, Community Development and Program Coordinator.

The increasing involvement of agencies with the community around Birchmount-Danforth is the result of the work of the library to interpret and express needs of the people in the appropriate agencies.

Three years ago when Campbell Library opened, the first informal program for immigrants in Scarborough began - a cooperative program between the Library and YWCA working with women in the community. Since then, Scarborough has

become much more of a multi-cultural community. The Scarborough Immigrant Services Committee was begun in early 1974 as a format for concerned agencies and organizations to share information about related services and programs. Since then, the committee has identified a major need - information and an action group is working on an Ethnic Conference for Scarborough.

At the base of these developments, is communication and information. This is a time when many people in Scarborough are moving in innovative and significant configurations. There is a growing strength as different individuals, groups and organizations recognize and begin to adapt to change. The first step is to recognize that current responses and patterns are not sufficient to cope with the present, let alone the future. Information, resources, communication are elements of the next step. It is an exciting time with a great potential contribution the library can make to the healthy development of growth and change.

HIGHLIGHTS - 1974

Cable t.v.

'LIBRARIES ARE ... ' organized and produced by SPL and taped at Scarboro Cable Studios was started in January, 1974 and completed a successful year. Information about library services and upcoming programs was the focus of 'Libraries Are ... ', produced every other week Jan. - Dec. with the exception of July and August. From January to November 1974, 2 cable stations carried the program - Scarboro and Wired City. In December, York Cable began also.

In addition, taping of public information programs at various library locations was done by Wired City Co.'s mobile crew for playback.

The Metro Toronto Library ads have been deposited with all Scarborough

cable companies for use as public service spots. The specially designed graphic lead will now preface all 'Libraries Are ... ' programs. Two staff members are responsible for 'Libraries Are ... '; Mrs. Gwen Gray, Extension Assistant at Cedarbrae handles the organizing, directing and production, and Mrs. Carol Fisher the interviewing.

Adult programs - special events

Among the many special information programs arranged throughout the year, the following stand out in terms of response from the public and/or uniqueness of topic.

WINTER-SPRING, 1974

'CAVES OF NORTH & CENTRAL AMERICA', had a family appeal and drew 150 people to Cedarbrae, Jan. 17 to hear speaker George Tracey, discoverer of deepest cave in North America.

'COMET KOHOUTEK' appealed to families also on Jan. 23 and 30 at Cedarbrae with everything from slides to telescopes except the comet itself.

'CROSS-COUNTRY SKIING' at Campbell Jan. 15 was so popular, 350 attending, that the 4 panelists repeated their talk in February.

'CONVERSATIONAL FRENCH FOR PRESCHOOLERS AND PARENTS' - an experiment in a paid course for this group - was so popular at Cedarbrae that another 10 week course was begun at Bendale. Both started in February.

THE FITNESS VAN sponsored by the YMCA and General Foods, found Campbell Library one of the healthiest locations in terms of attracting the general public.

A Saturday and Sunday special at Campbell, the 'MODEL RAILROADING SHOW' attracted 500 people, mostly families from all over Scarborough, March 16

and 17.

FRENCH FESTIVAL - an experiment at Cedarbrae with the French-Canadian cultural organization, La Chasse Galerie, to determine the interest in French-Canadian cultural happenings included:

French Films, a six week series cosponsored with the NFB.

Les Marionnettes Merinat - Performance for children of giant-size marionettes April 20. Sponsored by Metro Toronto Library Bilingual Project.

Festival of French-Canadian Cultural Activities. Folk-dancing, puppetmaking, crafts and films. Cosponsored with La Chasse Galerie May 24 and 25.

Tapestries on Exhibit May 22 - June 22

A series of 3 talks on Mental Health topics was presented at Cedarbrae, March 26, April 3 and 10. Close to 300 attended the first - Psychiatrist Jack Birnbaum of York University discussing his recent book - CRY ANGER.

PSYCHIATRY IN SCARBOROUGH and PARENT EFFECTIVENESS TRAINING drew about 100 people.

SAILORS OF THE SKY, presented by the Pioneer Soaring Association, attracted about 150 people. Cedarbrae April 11.

FAMOUS FEATURE FILMS were very popular at many branches - Morningside, Bendale and McGregor with audiences consistently around 150.

DEMYSTIFYING COMPUTERS, presented by a panel of members of the Toronto section, Canadian Information Processing Society. Cedarbrae, April 25.

FALL, 1974

'BEING YOURSELF', a seven week series cosponsored with the Mental Health Council for Scarborough ran at Cedarbrae Wednesdays, Oct. 2 - Nov. 6.

HERITAGE FESTIVAL, Oct. 24-26, at Bendale gathered a wide variety

of talents for exhibits of caning, quilting, antique furniture, etc.

The two-day LEADERSHIP TRAINING WORKSHOP was cosponsored by the library with the Volunteer Centre of Metro Toronto, YWCA, and Mental Health Council, Oct. 23 and 24.

REGULAR PROGRAMS

are among the most popular of all programs. The range includes:

Preschool	English as a Second Language
Book-in discussion	Let's Discuss it
Music for Pleasure	Teenage Discussion groups
Video Club	Parent Education
Senior Cinema	Arts 100 Seminars

University of Toronto, Faculty of Library Science involvement:

3 month project, Jan.-March, Practicum in Community Services, 1 student

3 week Practicum, April-May, Library in the Community course, 2 students.

Participation in Professional and Community Activities

Chairman-elect, Scarborough Agencies Federation

Mental Health Council board member

Chairman, Local Arrangements Committee, N.Y.-O.L.A. 1977 Conference

Resource person, University of Toronto, Faculty of Library Science, Public Library in the Community course.

Wendy Wright,
Community Development and Programme Coordinator
February, 1975.

REPORT OF PERSONNEL ADMINISTRATOR1974

The overall comparison with the previous year's figures indicates a healthy direction for Scarborough Public Library employees in all areas of an institution that is increasing in importance, scope and size. It indicates to the writer that in addition to our Canadian economy and the inflationary trend, the vital growth within our system has significantly reduced both the turnover and absenteeism despite the larger employee base. The figures also point to the need for increasingly effective organization, communication, supervision and training. Over one-third (89) of our employees have been recently appointed to their present positions.

During 1974 the jobs previously labeled "clerical" or "technical" have been reviewed, revised and are now classified in one structure from Code 1 to Code 8 to provide mobility based on competence and to avoid artificial barriers or castes.

The need for more formal training and cross-training has been instituted with particular emphasis in the Technical Services Division. Cross-training and job enrichment not only provide a bridge for possible absenteeism and turnover, but positively motivate our employees and lower the percentages in both of these important areas. Increasing emphasis to more formalized training will be conducted in 1975.

During 1974 there were significant changes in the Technical Services administrative organization. Upon Marius Post's untimely death on March 26, 1974, Amira Stamboulie became the Acting Head. Stanley Algoo was permanently

appointed as Head of Technical Services in October. To provide for the needed additional supervisory emphasis in training, coordination and back-up support so that computerization studies could be conducted, the Library Board approved the newly-created position, Assistant Head, Technical Services. Amira Stamboulie received the appointment in December.

Two new satellites were added to the Cedarbrae District Establishment. The opening of Guildwood was in June and Port Union in December. Both were smoothly and efficiently opened to the public and the positions were filled from within.

The Job Posting program aided in promoting 52 employees this year for an increase of 24.8% over the 21 employees promoted in 1973. As SPL continues to grow in size, it becomes even more important to ensure that each employee is objectively and effectively evaluated in terms of his performance, abilities and potential and to prepare a development plan tailored to his needs. This program will assist each employee to effectively perform in his present job and to anticipate and prepare for future requirements and openings. A great deal of emphasis has been expended in this area to ensure that future positions can be filled from within. Merit review dates are now being changed to coincide with all promotions to ensure that future merit reviews reflect the full time covered in the new position.

To encourage greater and more effective communication between employees and all levels of management, a plan of action was developed with the Communications Committee to establish two new groups:

- 1) An Employee Council to have elected representatives from all major areas of SPL to attend monthly meetings, to present suggestions and items of frustration and to air differences so that

effective work performance and high morale can be maintained.

2) A Policy and Procedures Committee which is to be comprised of volunteer members representing a major cross-section of SPL to meet regularly to study and perform research analyses on major topics that would assist in the development of future policies and procedures and/or the direction of the Scarborough Public Library.

The Communications Committee felt that the formation of the above committees would be extremely beneficial to all employees and would be a more positive course of action than considering the formation of a staff association at this time. They are currently holding meetings concerning this proposal with all employees at the District Libraries and the Administration Centre to obtain consensus and commitment.

Although not officially launched, the Management by Objectives program has been communicated to all levels of supervision specifically in the merit rating of their employees. Instead of just reviewing and measuring past performance, objectives are being developed for all employees so that future performance can be objectively and quantitatively measured in terms of results. This has already precipitated requests for additional supervisory training by some of our Branch Heads.

The most exciting aspects of working in the Scarborough Public Library system are the dynamics and interactions of the staff at all levels in relating to each other and, more importantly, in servicing the public. The daring to try the untried, going beyond the more traditional concepts, and the eagerness to attain positive results with new methodologies is perhaps the highest compliment which can honestly be bestowed. Societal demands and needs are rapidly changing and although we see

these pressures magnified and accentuated at Albert Campbell District Library, the same actions and reactions are growing and gnawing at all institutions. By drawing together as a team, facing problems squarely, reacting and planning for future changes, "crisis management" is effectively reduced or eliminated. The overall job descriptions for our professional Librarians 1-3 and for the Specialist Librarian at Albert Campbell which have been recently revised, reflect the need of flexibility of approach, human relations skills and qualities (short of karate) which were not considered important a few years ago. The appointment of Peter Farncombe to the newly created full-time position, Youth Services Worker, and the hiring of three Senior Pages to assist him in dealing with the youth at Albert Campbell would have been labeled as "Social Case Workers" and definitely out of place in a library previously. The three Senior Pages have been unofficially coined as "Bouncers", but bouncers with a different kind of punch. "Pizzazz" might be a better word, for they are expected to practice a high level of human relations. The affectionate coining of "Bouncer" denotes that they mean business and that there is indeed muscle behind their artful methods.

In 1975 the main thrust of the Personnel Department is to continue to assist all major areas in the process of building a strong team and developing back-up strength to draw on for the future, encouraging effective two-way communications for all employees, and building an environment in which our employees will attain their fullest potential.

Allen H. White,
Personnel Administrator
January, 1975.

REPORT OF TECHNICAL SERVICES1974

This has been a landmark year in terms of volume acquired and despatched to our branches, but it also indicated the limit of our present system's capacity. Two new branches were opened, Guildwood and Port Union, and the number of items processed and leaving the building was in excess of 150,000; an increase of 63.11% over 1973 and the highest for any year. Volume of this size necessarily exerts pressures at every point in the system requiring redoubled efforts on the part of all staff who responded with commendable dedication. However, because the major volume of work arrived in the second part of the year, the pressure for productivity was greatest then. It would be advantageous to control the flow of acquisitions so they arrive more evenly throughout the year in order that the same volume could be processed at a less frenetic pace. Ideally more staff was needed in cataloguing; instead, the same staff had to be deployed to clear bottlenecks as they developed at various stages of the workflow. In processing, regular staff was bolstered to some extent by part time staff during July and August. Order department also required assistance to cope with the unprecedented volume. To complicate the situation, vacations, a number of terminations, promotions and new staff appointments created need for training at a time when we could have used all the trained hands we could get. Interloan continued to defy optimum predictions by showing an increase for yet another year. This vital area has to be recognized for its potential positive or negative impact on the public and its staff needs assigned priority. Circulation control continued to cope with annual increases brought about through new branch outlets and increased usage, mainly through its own ingenuity and minimum part time help.

Order Department

The department processed over \$585,000 worth of library materials received. About 39 order tapes representing 23,400 titles were placed with our principal supplier B.P.A.L. Material received from this source was worth \$347,086. It became evident during the year that industry changes required prompt ordering procedures to acquire available copies. This pattern seems destined to continue through next year. A significant responsibility therefore devolves upon our selection committees.

Some of the basic collection at the most recently opened branch Guildwood, was retrieved from a special shelf list which assisted selection of the Port Union collection. In a period of shortages, rumors of shortages and rampant price increases for short supplies, it has become imperative to exercise budgetary control at a stage closer to the arrival of receipts than at the business office stage and to call a halt to orders quickly if one is to remain within materials expenditure limits. If not, one's projected costs soon fall behind actual cost. With this in mind, proposals have been made for Technical Services to exercise full control over expenditure based on its own figures for receipted and on order items.

Staff changes here included the resignations of Department Head Lynda Lambert, her replacement by Yvonne Therrien; Joan LeAvey (Code II) by Janet Leighton and Cathy Moulard (Code II) by Marie Wenman. In the face of these changes continuity was admirably maintained by the rest of the staff.

Cataloguing Department

The total number of titles catalogued (19,895) was 14.6% higher than 1973, although the head of cataloguing was also occupied acting as Head of Technical Services from January through September, after which another cataloguing

staff member was appointed Head, which brought the attendant problem of training when the vacancy was filled. In addition, total multiple copies catalogued were the highest handled to date 77,381, representing a 33% increase over 1973. The total items catalogued and uncatalogued and eventually passing through our processing department was 150,578 a 63% increase over 1973 and again the highest volume handled to date. This statistical output required constant versatility on the part of staff to move items through phases of work that were not always normal duties. Crash training programs, frequent reassessment of priorities, i.e. between multiple copy items, Port Union items, record and cassette materials, and redeployment of staff, constantly challenged the judgement of supervisors, stretched the capability of all staff and placed a premium on floor and storage space. A backlog of books and catalogue cards to be filed will be carried into the new year. Decidedly if we are ever to cope with this volume again, more staff and facilities will be mandatory or alternative methods investigated and implemented.

Towards the end of the year, we began to take a look at the University of Toronto library Automation Systems, and one of its earliest clients, Mississauga Public Library. The system offers cataloguing services derived from Library of Congress, B.N.B. and National Library MARC tapes, in a variety of outputs; book catalogues, cards, microform and magnetic tape. A sample of 50 titles forwarded for testing revealed an element of tardiness however, and this will have to be carefully weighed against features which make it attractive.

In September S. Algoo was appointed Head of Technical Services and later Amira Stamboulie as Assistant Head. Staff changes included the resignation of Denise Watson (Technician I), the promotion of Sheilah Bauman (Code II) to this position and Norma Baxter to fill Sheilah's position. Christine MacKeracher retired

in October after years of appreciated effort in Cataloguing Department. Daphne Cheng (Librarian I) and Jill Brady (Librarian II) joined the professional staff and Hazel Brisco (Code III) was transferred from Cedarbrae. Linda Norrie was away for four months on maternity leave and her position temporarily filled by Marilyn McKay, whose part time position in turn was filled by Wynne Vandezande. The resultant training and cross training burden during this critical time was, therefore, quite heavy. As the volume hit the branches, some quantity of discarding had to take place to make room for the new material. This resulted in refurbished shelves and better circulation at the branches but threw the consequences back into Technical Services with more work for our discard clerk. After last year's "shelf-cleaning" operation, a lower figure might have been expected. It was, but 26,158 still represents a considerable undertaking in catalogue maintenance and adjustment.

Processing Department

Not all material acquired by the library needs to be catalogued but all material must be processed and therefore pass through this department. As the volume of work increased, the monthly figures from this department kept on climbing. Short cuts devised to bypass cataloguing directed that much more material through processing. The figure 150,578 at the end of the year speaks for itself. Part time and office overload help was a constant necessity and a tribute to the regular staff who had to train them. They coped marvellously with split shipments, statistical counting, packaging and storing and tracking down vagrant items that got separated when multiple volumes had to be stored in every available cranny and out of alphabetical sequence.

Staff: Two retirements, Stella Ginder and Edith Thompson were competently

filled by Kim Kumar and Roberta Archibald. The part-time use of Maisie Bass by Business Office enabled us to add two part-time positions, Cynthia Logan and Bev White to the establishment, and later on the temporary transfer of Mary Letros from Public Services. An additional pocketing machine enabled fuller utilization of the increased staff.

Interloan Department

Two branch outlets (Guildwood and Port Union) and one High School (Winston Churchill Collegiate) were added to the teletype network increasing thereby the potential demand made on this overburdened system. A swift and efficient interloan service makes a positive impression on users, whereas a slow and inefficient service discourages the use of library materials for "really serious purposes". Other alternatives including personal contacts become substituted for interlibrary loans where critical material is required. This can only diminish the overall image of the library and its use. More resources allocated to this area can only have a multiplier effect on our usage.

At the same time that actual and potential demand has been increased, additional work in terms of verification of loan requests has been required of our staff by Metro because their own overloaded system cannot cope with the volume increase. This means a reduced request capacity at S.P.L.'s end since more time will be spent on verification of ILLO requests before forwarding to Metro. Only three permanent members of staff in this sensitive area is disadvantageous to service. Discussions have also started with all Metro libraries with respect to uniform request cards, standardization of loan procedures and reader education of ILLO services. These will continue into the new year. Staff turnover during the year was of critical importance here too.

Towards the end of the year, we went to contracting out our delivery requirements and teething problems seemed to have been a lengthy condition. However, despite these setbacks, there was yet another increase in requests filled, exceeding 5,000.

In our 1974 interloan relationship with the five High Schools, there was an increase in the number of books supplied to us by them (228) and among themselves (322) over 1973. However, overall, we still continued to supply more to them (340) than they do to us. Centennial College, however, supplied (522) more books to us than we did to them. Hopefully, each system benefits by the availability of each other's resources.

Circulation Control

Statistics for the year indicate increases in notices (3,094) and invoices (3,465) mailed, as well as delinquency file compiled (124) over 1973. Our collector recovered 2,080 books with an estimated value of \$13,520 and overdue fines of \$881. Proposals have been submitted for the use of a collection agency in next year's budget. This is an imperative at today's prices which require maximum circulation of acquired materials. Two new microfilm readers have contributed to the increases, since they are easier on the eye and are less fatiguing to work with.

The year past was one of ferment and constant pressures. In the midst of it all we lost our Head of Technical Services, Marius Post, after prolonged illness. His decease saddened the entire S.P.L. community and deprived Technical Services of his momentum and drive. We extend sincere sympathy to his wife and family in their bereavement. At the end of the year a memorial painting was purchased out of staff contributions in lieu of flowers, and unveiled at Sunnyview School for the

REPORT OF BUSINESS ADMINISTRATOR
1974

In 1974 our organization made history. This was the implementation of the first phase of a computerized business operation. The initial progress was slow and tedious as this was a learning process. However, the operation as a whole was reasonably successful and we hope to continue with the final completion in 1975.

Accounting and Payroll

The payroll function was performed on computer from the beginning of the year and the financial listing of accounts and the preparation of cheques was prepared on the computer from July 1st. This created additional workload or volume of work as it was necessary to retain a parallel system with the computer for the purpose of accuracy. The workload was also heavier than 1973, - there would appear to be a greater volume of invoices involving more checking and preparation. It is hoped in 1975 that, after the initial implementation of our total accounts payable on the computer, we can institute a system of encumbrance accounting as related to budget control as a safeguard to over expenditures especially in the area of library materials. This will create some additional responsibility but it is a very necessary control.

Purchasing

Our purchasing methods and routines are very well established. There is a constant need for research in order to combat price increases and the interchangeability of materials to improve deliveries. We are hoping also that our new budget control procedures should enhance our purchasing procedures in that it will permit us to make earlier decisions re purchases as related to our budget, in particular, with items and building programmes as required by our Maintenance Department.

We have completed the undertaking of our furniture and equipment inventory and all library properties have been identified as such. We are trying to keep this inventory up-dated as to write-off items, i.e. items that are not in repairable condition or those that will not be replaced.

Printing and Stationery

The Printing Department workload is somewhat contingent on the requirements of our Technical Services Department. During 1974 this was a pretty heavy workload and we were under constant pressure because of our outdated equipment. We have, I think, reached the crossroads in this Department whereby we should evaluate the demands placed on this Department and the facilities that we should provide in future.

It was necessary in the latter part of the year to install a second Xerox machine. This machine was welcomed in many respects. However, it did increase our volume of copying considerably. It will be necessary in 1975 to re-establish whether two machines are necessary and if this increase in volume of production is really warranted.

We did encounter some difficulties for a short time in the Stationery-Stores and Receiving Department because of a change in personnel. Re-training is now effected and this is no longer a problem.

Maintenance Department

The decision to have the Maintenance Department act as sub-contractor for the installation of our airconditioning in the Administration Building was a unique experience for this Department. We were quite pleased with the Department's performance. It was a job well done on the complimentary side.

However, I think it must be appreciated that in order to demonstrate their capabilities and genuine sincerity to do a good job, we may have neglected other maintenance requirements on our existing buildings. This will place greater emphasis in 1975 to catch up on many of these maintenance programmes.

We are ever alert to purchases and outside contract arrangements rather than overload our own Maintenance Department but the availability of materials and deliveries for these requirements are not competitive with our own services. We have been somewhat spoiled by the willingness of our Maintenance Department to turn out these requests in good time. This places a reluctance on our efforts to do any outside jobbing.

We experienced the same bad luck with our cleaning requirements in 1974 as previously. However, we can only look forward to an improvement in 1975 with a complete change in contractors and, at this point, we have increased the contractors from two to six. Our reasoning for this is, of course, that we can have a more direct approach to the contractor and that the contractors themselves, with the lesser number of buildings can probably give us a little more intimate service than experienced in the past.

There would not appear to be any significant increase in vandalism to our buildings and property than in previous years. We have had to employ security services on occasion. This may or may not have prevented any increase in the amount of mischief.

We have been able to continue to provide supervision and maintenance of our buildings when used after hours by the public. We have also been able to accommodate most of the exhibits and public programmes.

Two renovating programmes requiring the re-arrangement of shelving and furniture at the two district libraries were completed in the past year as requested by our Public Services Department. These moves required a fair amount of co-ordination because the re-arrangements have to be carried out without any disruption to public service and usually requires the volunteer co-operation of maintenance personnel.

Conclusion

We are pleased to be able to say that we have accommodated the opening of two new branches, Guildwood and Port Union, without any direct effect on the Business Office establishment. This is particularly complimentary to our maintenance personnel because each new location usually presents its own peculiar problems.

We were successful in the implementation of an inter-branch delivery service for library materials with an outside carrier. There were initial problems but they were due to the staff not being familiar with branch habits. Most problems were quite readily corrected. From all appearances we can be optimistic about this new venture. The only foreseeable problem is the addition of more branches. This will increase the load and will probably interfere with our schedule at some future date.

Our most difficult problem encountered in 1974 was the turnover in staff in vital accounting areas. It was necessary to replace and retrain four positions in the Business Office. We are still suffering from the effects of this chronic situation which will probably continue into the first half of 1975.

J. H. Ballett,
Business Administrator.
February, 1975.

SCARBOROUGH PUBLIC LIBRARY

FINANCIAL STATEMENT DECEMBER 31, 1974

BUDGET COMPARISON ON A PERCENTAGE
BASIS COMPARED WITH REVENUE AND EXPENDITURES

<u>EXPENDITURES</u>	<u>1974 BUDGET</u>	<u>PERCENTAGE OF BUDGET</u>	<u>1974 ACTUAL EXPENDITURES</u>	<u>PERCENTAGE OF EXPENDITURES</u>
	\$	%	\$	%
Salaries & benefits	2,321,705.00	69	2,259,664.67	65.2
Library materials	353,000.00	10.5	483,179.33	13.9
Debt charges	333,283.00	10	325,168.27	9.4
Library supplies	51,449.00	1.5	58,946.43	1.7
Rent & Utilities	129,575.00	4	120,878.16	3.5
* Building maintenance	77,532.00	2	117,681.50	3.4
Other charges	103,735.00	3	102,042.83	2.9
	<u>3,370,279.00</u>		<u>3,467,561.19</u>	
<u>REVENUE</u>				
Borough Grant	2,820,617.00	83.7	2,820,617.00	81.3
Provincial Grant	464,412.00	14	522,399.00	15.1
Levied Charges	80,000.00	2.3	76,831.02	2.2
Other charges	5,250.00	-	13,725.28	.4
Deficit	-	-	33,988.89	1
	<u>3,370,279.00</u>		<u>3,467,561.19</u>	
Over Expenditure on Budget		2.88%		
Increase Revenue Over Budget		1.87%		
Net Deficit on Total Revenue		1 %		

* This includes a capital expenditure of approximately \$35,000.00

COLLECTIONS
1974

	<u>1974</u>	<u>1973</u>
Books	553,768	473,271
Films, filmstrips and videotapes	1,718	1,758
Records, audiotapes and cassettes	24,147	18,252
Framed pictures	995	856
Microfilms	880	791
	<u>581,508</u>	<u>494,928</u>

PUBLIC SERVICES STATISTICS 1974

<u>TOTAL CIRCULATION OF ALL ITEMS</u>	1974	1973
BOOKMOBILE	279,966	240,056
AGINCOURT	370,803	367,468
CEDARBRAE	516,919	536,393
BENDALE	162,115	171,134
GUILDWOOD*	76,513	-
HIGHLAND CREEK	82,760	83,506
MORNINGSIDE	240,149	238,878
PORT UNION**	4,078	-
ALBERT CAMPBELL	285,455	301,865
CLIFFCREST	133,431	125,605
EGLINTON SQUARE	200,567	203,056
MCGREGOR PARK	149,574	151,846
TAYLOR	86,118	85,589
<u>TOTAL FOR YEAR</u>	2,588,448	2,505,396
<u>TOTAL INFORMATION QUESTIONS FOR YEAR</u>	224,582	203,204
<u>AUDIO-VISUAL MATERIALS</u>	1974	1973
Projectors and screens***	3,183	2,406
Films and filmstrips***	24,599	20,135
Viewing audiences	235,248	259,598

*Opened June 1974

** Opened December 1974

***Included in total circulation figure

<u>PROGRAMMES IN BRANCHES 1974</u>	<u>NO.</u>	<u>ATTENDANCE</u>
Adult	683	20,033
Juvenile	3,049	53,714
Films - Adult	558	10,709
Films - Juvenile	185	6,400
TOTAL (excluding exhibits)	4,475	90,856

<u>SERVICES IN BRANCHES 1974</u>	<u>NO.</u>
Audio carrels	11,255
Projector training	999
Portapac training	8
Viewing carrels	5,565
Use of earphones, Cedarbrae Childrens' Dept.	3,839

BOOKMOBILE DEPARTMENT - STATISTICS

<u>CIRCULATION</u>	<u>1974</u>	<u>1973</u>	<u>1972</u>
Bookmobiles	209,201	197,524	233,535
Institutions	46,803	26,440	27,692
Home Readers	23,962	16,092	10,932
Total	<u>279,966</u>	<u>240,056</u>	<u>272,159</u>

DURING 1974

Number of Bookmobile Stops	30	26
Number of Bookmobiles	2	2
Number of Deposits in Institutions	14	12
Number of shut-ins	234	234

LIST OF INSTITUTIONS THAT RECEIVED LIBRARY SERVICE DURING 1974

Altamont Nursing Home	McClain Park Apts.
Bendale Acres	Providence Villa
Brimley Acres	Rockcliff Nursing Home
Craiglee Nursing Home	Shepherd Lodge
Extendicare Nursing Home	Teesdale Apts.
Gordonridge Place	Tuxedo Court
Guildwood Villa	Woodland Acres

PERSONNEL DEPARTMENT

The following is a breakdown of the staff establishment for the year -

TOTAL STAFF 180

Full Time:

Administrators	4	
Division Heads	3	
Librarians	29	
Code VIII	1	
Code VII	6	
Code VI	17	
Code V	27	
Code IV	13	
Code III	49	
Code II	9	
Code I	<u>22</u>	<u>180</u>

Part Time:

Librarians	16	
Code V	3	
Code IV	8	
Code III	1	
Code I	<u>30</u>	58

New employees, promotions, transfers, re-classifications, terminations and retirements were as follows:

New employees:

Personnel Administrator	1	
Librarians	4	
Code V	2	
Code IV	3	
Code III	9	
Code II	5	
Code I	13	

Promotions, transfers and re-classifications:

Promotions	22	
Transfers	16	
Re-classifications	4	

Terminations:

Librarians	5
Code VII	1
Code VI	2
Code V	5
Code IV	3
Code III	6
Code II	3
Code I	5

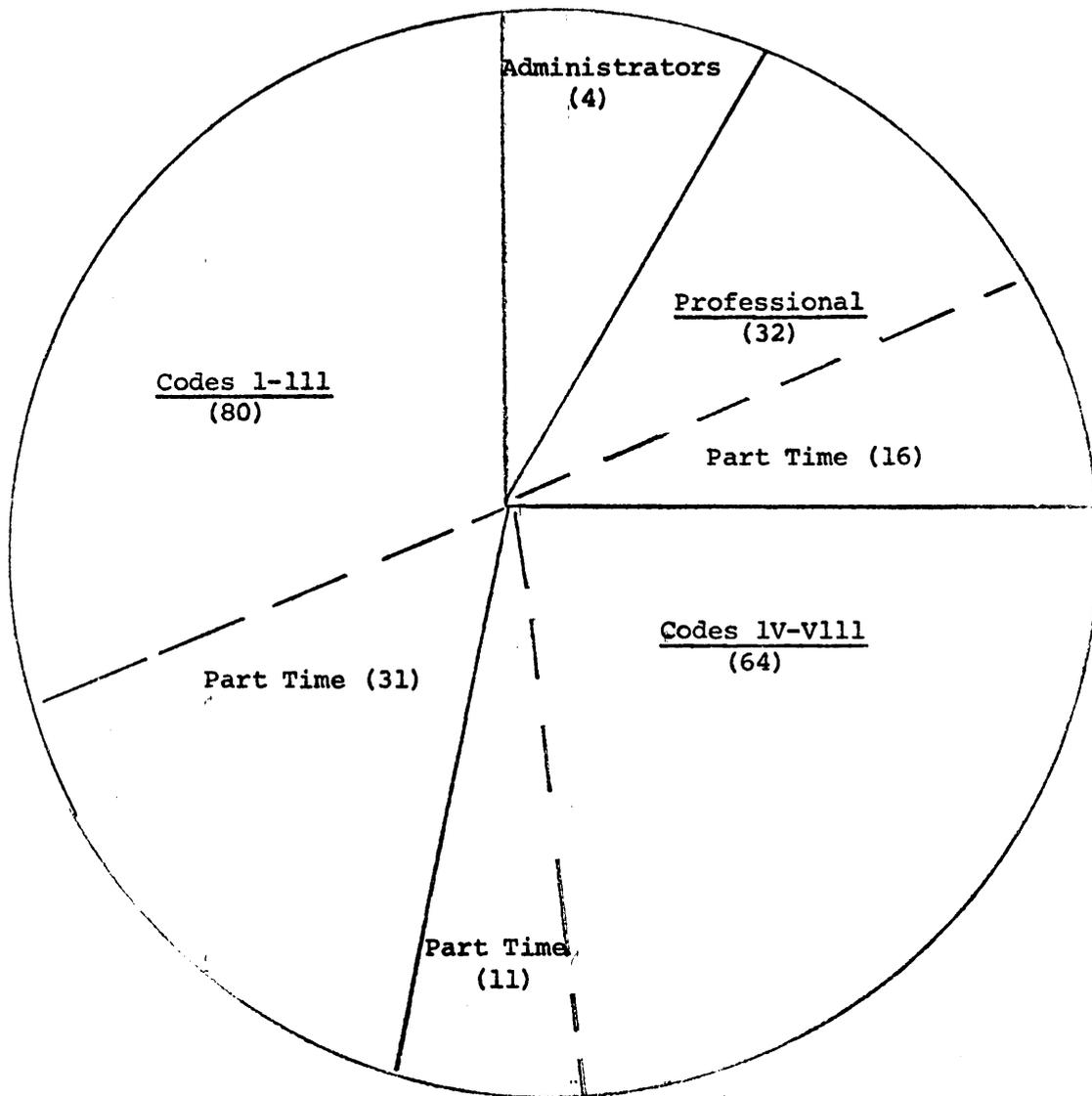
Retirements:

Librarians	2
Code VI	2
Code III	1
Code II	1

OVERALL SUMMARY COMPARISON 1974 vs 1973

	<u>1974</u>	<u>1973</u>	<u>% Change</u>
Establishment	180	174	+10.3%
Part Time	<u>58</u>	<u>43</u>	+13.5%
Total	<u>238</u>	<u>217</u>	+10.9%
New Employees	37	21	+17.6%
Promotions, transfers and re-classifications	52	21	+24.8%
Terminations	30	35	-14.2%
Retirements	6	1	+600%
Workman's compensation	19½	51½	-62.1%
Jury Duty	3	13½	-77.8%

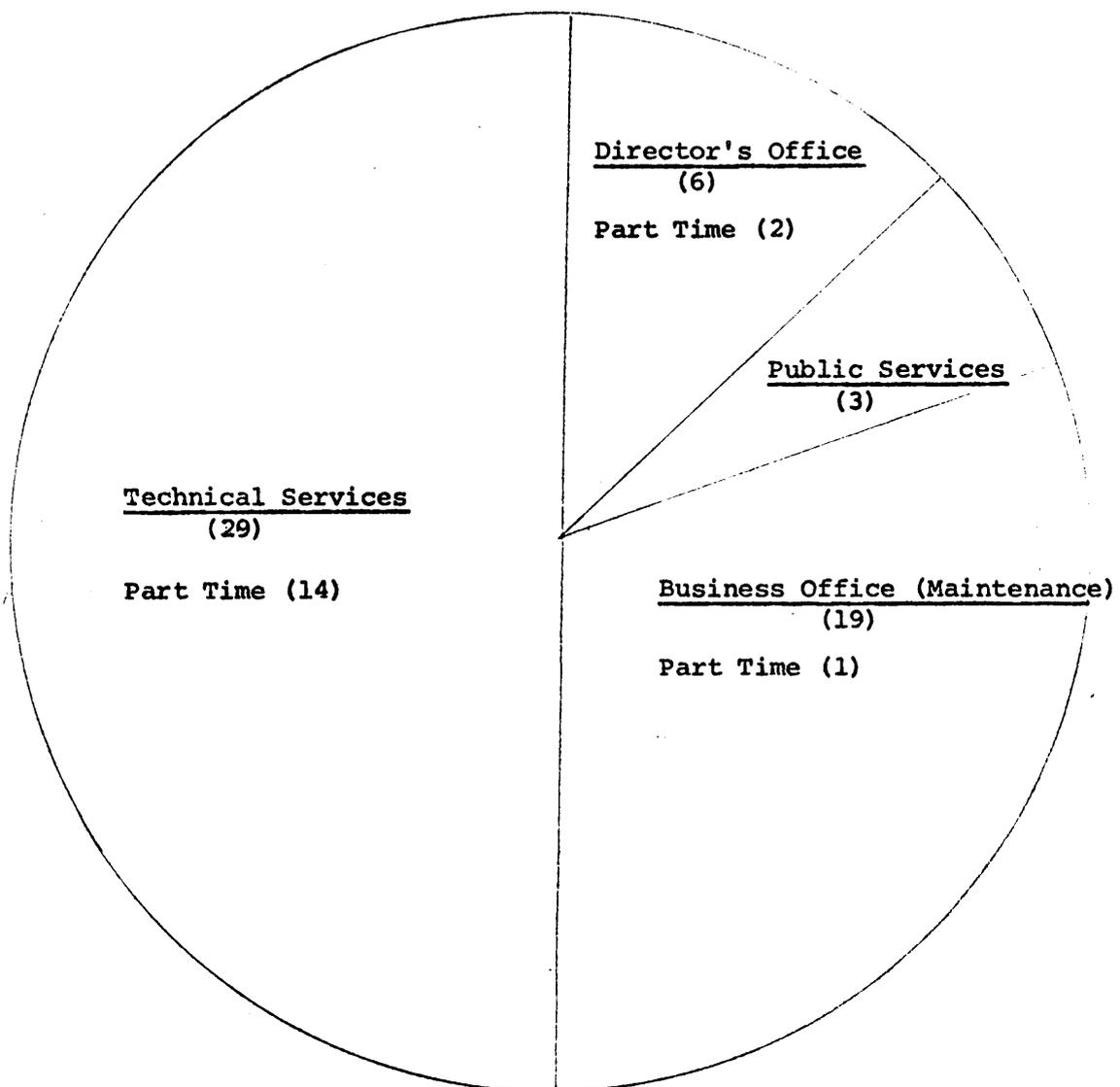
1975 ESTABLISHMENT



Full Time: 180

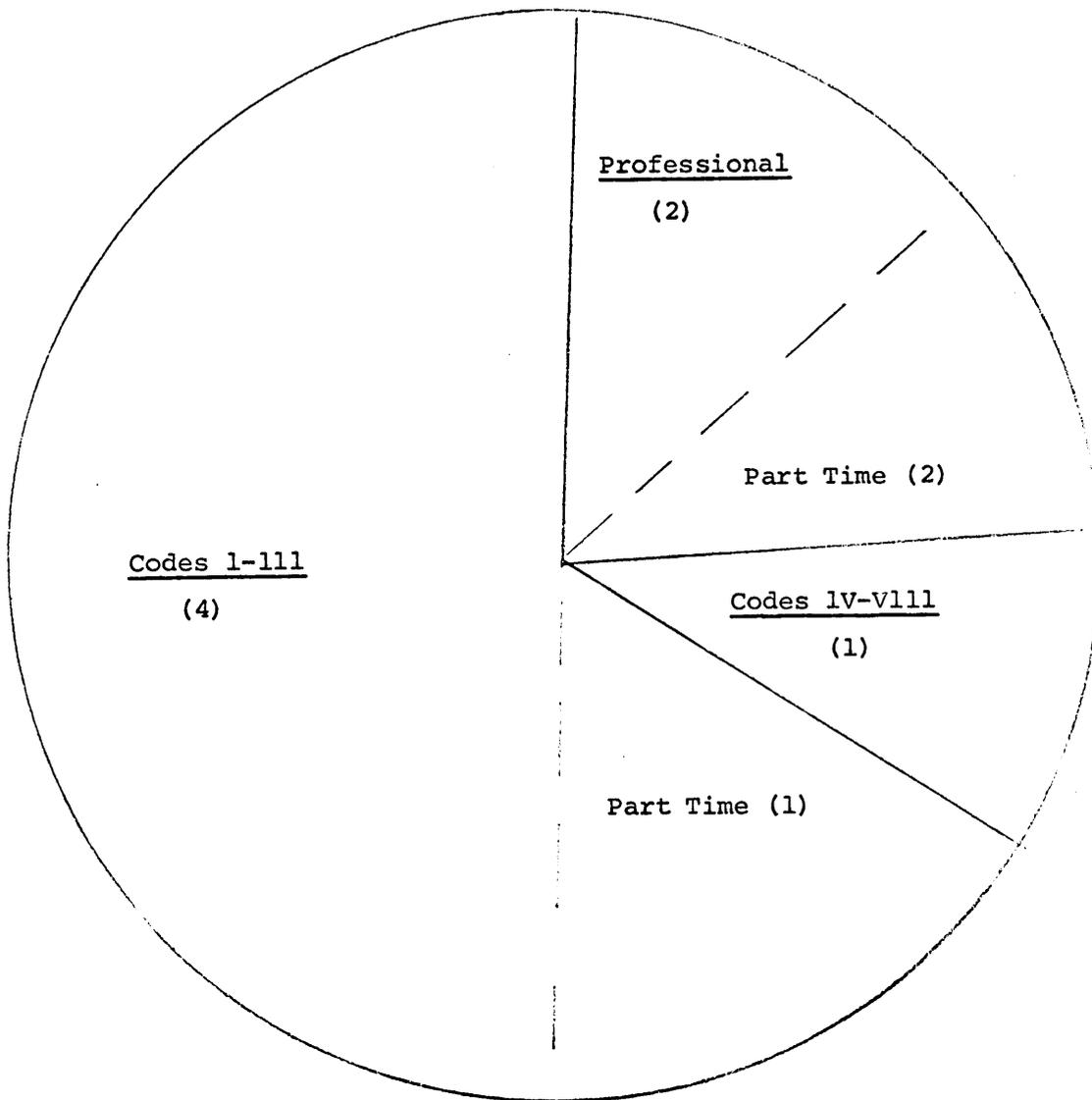
Part Time: 58

Administration Centre
1975 Establishment



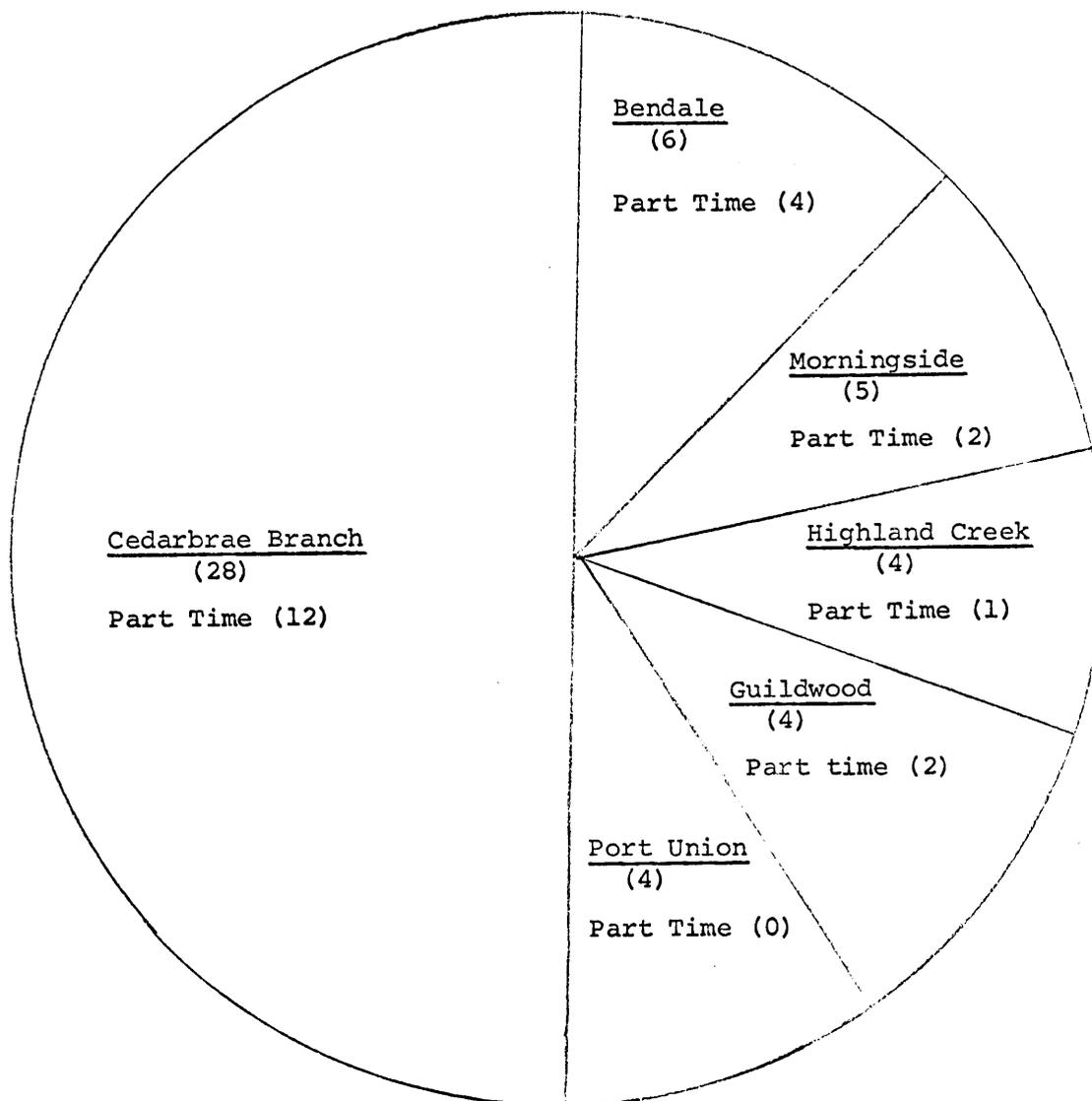
Full Time: 57
Part Time: 17

Agincourt Branch
1975 Establishment



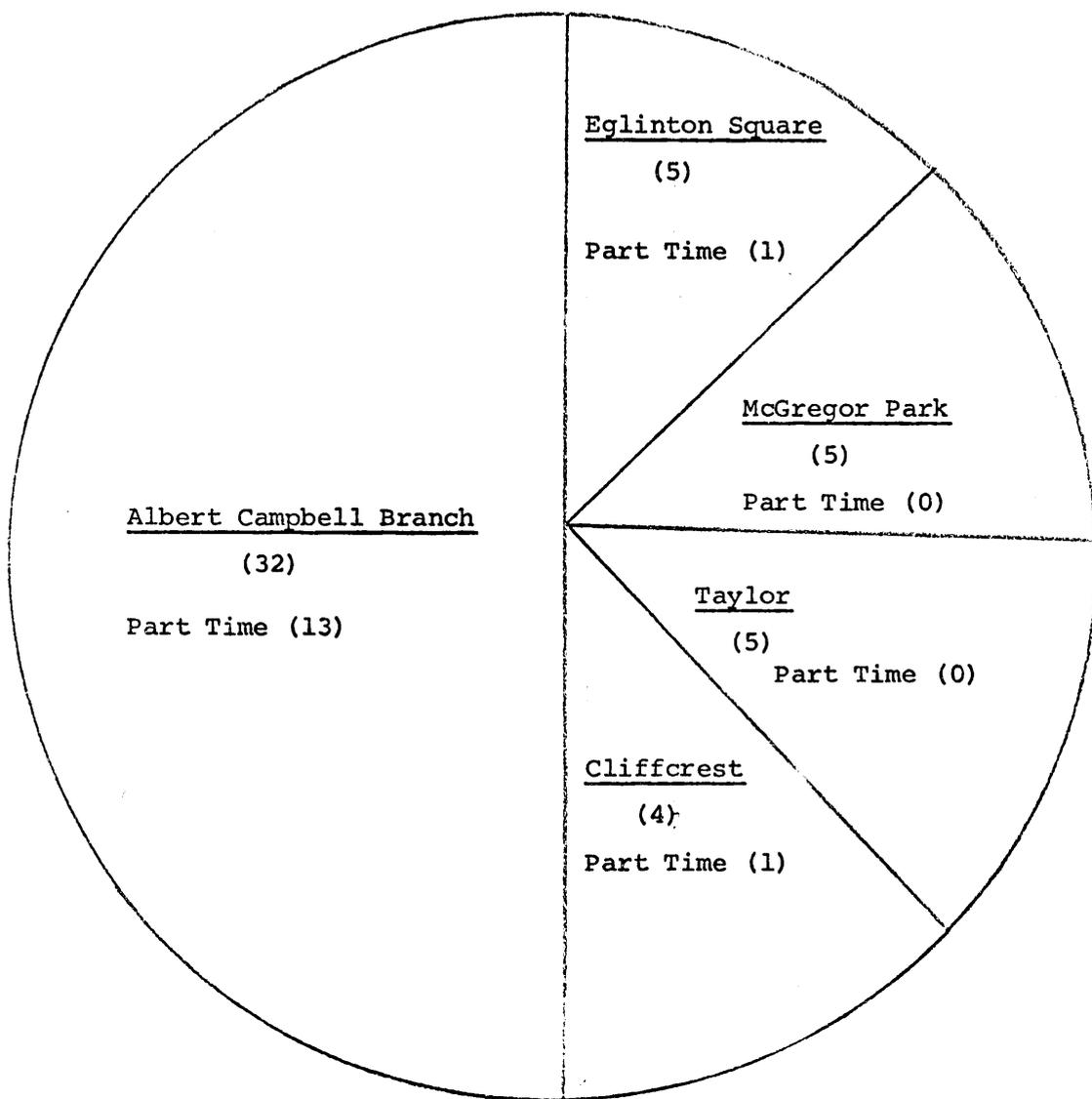
Full Time: 7
Part Time: 3

CEDARBRAE DISTRICT
1975 Establishment



Full Time: 51
Part Time: 21

ALBERT CAMPBELL DISTRICT
1975 Establishment



Full Time: 51
Part Time: 15

CATALOGUE STATISTICS FOR THE YEAR 1974

<u>TITLES CATALOGUED</u>	<u>1974</u>	<u>1973</u>
Books adult	16,465	13,275
Books juvenile	2,923	2,957
A. V. materials	507	1,127
<hr/>		
Total titles catalogued	19,895	17,359

<u>MATERIAL PROCESSED</u>	<u>1974</u>	<u>1973</u>
Books adult	63,818	42,774
Books juvenile	12,235	13,511
A. V. materials	7,656	4,053
Paperbacks and pamphlets	66,869	31,978
<hr/>		
Total material processed	150,578	92,316

INTERLOAN STATISTICS

	<u>1974</u>	<u>1973</u>
TOTAL REQUESTS FILLED	<u>68,427</u>	<u>63,106</u>
Interlibrary loan requests filled, located via the Metro Toronto network	3,818	3,402
Branch to branch spontaneous requests filled, located via "SIN" or the "District" network, material forwarded direct to the requesting branch bypassing Interloan Department	27,458	25,334
Requests filled in response to daily block transmission, Interloan Dept. sending post card to inform patron material is now available	37,151	34,370

