

scarborough public library



ANNUAL REPORT 1975

scarborough public library board

MEMBERS OF THE BOARD 1975

Mrs. Lois C. DeGroot, Chairman

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ADMINISTRATION

Mrs. Helen Peterson, Director and Secretary-Treasurer (to August 30, 1975)

Mr. Peter J. Bassnett, Director and Secretary-Treasurer (from October 1, 1975)

Mrs. Diana Mason, Public Services Administrator (to October 31, 1975)

Mr. Joseph H. Ballett, Business Administrator

Mr. Allen White, Personnel Administrator

DIVISION HEADS

Mr. Stanley Algo, Head of Technical Services

Mrs. Nancy Hall, District Head, Cedarbrae

Mrs. Carolyn Youssef, District Head, Albert Campbell

CHAIRMAN'S REPORT

The past year has seen many changes at Scarborough Public Library. Although these changes perhaps are not evident to the public at large, they have been significant in the general operation of the library. In February the Library Board received notice of an Application for Certification by the full-time librarians as a local of the Canadian Union of Public Employees. This was followed shortly afterwards by a request from the part-time librarians to join their colleagues in the C.U.P.E. local. Negotiations have continued since April but as yet no contract has been signed by C.U.P.E. Local 1877 and the Scarborough Public Library Board.

In May, Mrs. Helen Peterson announced her resignation as director of Scarborough Public Library, effective August 30th, 1975. This came as a complete surprise to the Board and, needless to say, the Board was very sorry to see Mrs. Peterson leave. In fact, we were able to persuade her to stay until the end of September rather than leaving as she had originally proposed at the end of August.

Helen Peterson has devoted over twenty years of her life to building Scarborough Public Library and no-one can deny that she has done a very fine job. The reputation of S.P.L. as an imaginative, innovative and exciting library system enabled the Library Board to select the new director from a group of exceptionally able and well-qualified applicants for the director's position. Mr. Peter Bassnett, formerly of the North York Public Library system, assumed his duties as Director at the first of October and the Board has been delighted

with his accomplishments to date.

In November, Mrs. Diana Mason, Administrator of Public Services and another much respected long-time employee of S.P.L., tendered her resignation. Her position has recently been filled by another long-term employee of the Board, Mrs. Nancy Hall. We wish Nancy every success in her new position and have every confidence that she will also do a splendid job. Although it would appear that we have lost some of our better people in the last year, we can only feel that these people have gone on to greater challenges and, in so doing, have made way for the advancement of other excellent people.

In our desire to continue to deliver the best possible library service to the people of Scarborough, we have made a very strong effort to acquire a piece of property on the Tam O'Shanter Lands upon which we could build our third District Library. Although there has been a great deal of support for our position, unfortunately there has been sufficient opposition to the location of a library on Tam Lands that justification of this project has consumed a great deal of our time in the past year. It would appear that it will also consume a good deal of our time in the coming year.

Although Scarborough citizens enjoy Metro-wide library service at the present time, a new dialogue which has been established between the Scarborough Library Board and the other Area Boards, including the Metropolitan Toronto Library Board, will, we are convinced, help to improve immeasurably the Metro-wide library service. With this in mind, we can only recommend to future board members that they continue this form of communication with the other area boards in Metro to ensure that in fact the Metro-wide service does

continue to improve at the rate which has been established in the last eighteen months.

No annual report would be complete without an expression of our thanks to those Borough officials and elected members of Council who help us to provide the library service to the citizens of Scarborough that they so richly deserve, and, whilst saying thank you, I must not forget those many employees of Scarborough Public Library who make it all possible.

Lois C. DeGroot,
Chairman,
Scarborough Public Library Board.
February, 1976.

DIRECTOR'S REPORT

In 1975 the use of the Scarborough Public Libraries increased by over 11%, if measured by the number of items borrowed by the public, that is 2,882,753 in 1975 as against 2,588,448 in 1974. While the population of the borough rose by over 2%, the items borrowed went from 7.1 per capita to 7.7 per capita, an increase in real usage of more than 8% during the year. One obvious reason for the increase in business is that during 1975 two neighbourhood branches, Port Union and Guildwood, operated for their first full year.

Making library service accessible by opening more branches not only enables more people to use the services of the library system, but alleviates the high work loads on other branches. Agincourt neighbourhood library, with a circulation of 436,084 for the year, probably created a record in public library circles given the size of the library, 3,500 square feet, and a materials collection of 40,000 items. There are many who would find this work load unbelievable. It is hoped that the planning of the neighbourhood branch library in the Bridlewood Mall, which will open in the Spring of 1976, will help lessen the work loads experienced by the staff of the Agincourt Branch.

Although the number of items borrowed by the public is the basic work measurement of a public library system, a great deal of work is represented by the number of questions answered and the number of special programmes organized. During 1975, 339,546 questions were asked by the public and the staff organized 4,357 programmes for the young, the old and the interested.

Basically 1975 represented a very satisfactory year for the public service element of the library system.

One development taking place within the Technical Services Division which will, in the long run, have a profound effect on the library system, is the computer-produced catalogue for the new Bridlewood Branch. The transformation of the records of books and other materials into machine-readable form will eventually affect almost every routine operation of the library system. Not only will each neighbourhood branch be able to have a catalogue of its holdings but there is the possibility that every public outlet will have access to a union catalogue in a microfilm form. Turning the bibliographic information into a machine-readable form is the first step toward automating the whole system of borrowing books, registration of borrowers and writing of overdue. The automation of these processes is very important if the library system is going to keep pace with an expanding population and development of the Borough, and still give an economic library service.

During the latter part of 1975, a different emphasis was proposed for the structure of the organization. The major reason for the needed change was the anticipated expansion that is predicted for the Borough over the next five to ten years. The new structure which will be put into effect during 1976 is designed to create a division of activities that provides the advantages of specialization, facilitates control, aids in co-ordination, ensures adequate attention to important activities, recognizes local conditions, develops people and keeps expenses as low as possible. The majority of the changes are represented by the staff specialist who has system or district responsibilities,

and are necessary to assist the line operation of the library system: a) drawing up policies, programmes, plans and procedures, b) gathering facts about managerial and technical problems, c) helping install, explain and interpret policies, programmes, plans and procedures, d) setting standards and establishing necessary controls to ensure that major policies and plans are carried out, e) follow-up and f) measuring the line organization's performance. It is hoped that with this basic structure the library system will be able to plan and develop logically to meet the anticipated activity that an extra 200,000 population will cause over the next five to ten years.

The Business Office is also making use of computer technology and during 1975 the payroll and the general ledger procedures were transferred into machine-readable form, making it possible to be more precise in both budget control and budget reporting. Having financial information in machine-readable form enables the whole managerial system of the organization to become involved and understand the financial situation. As 1975 was the busiest year so far for the public service outlets, so was 1975 also the busiest year for the Maintenance Department who handled not only the regular maintenance of the buildings but aided in many ways with more than 4,000 programmes held by the library system.

With all the programmes and activities during the year, the Public Relations and Publicity Assistant was kept extremely busy communicating with the media about the library system and its events. The daily full page in the Toronto Star for Scarborough news was a boon to the library and over 2,000 column inches of promotion appeared on that page alone during the year.

The Mirror, which gives an average of 40 column inches weekly to the library, helped the system keep a high profile before many of the Borough's population.

As the new director of Scarborough Public Libraries, I should like to thank the Board and the staff for the courtesy and co-operation shown during my first months and I look forward to a successful 1976.

Peter J. Bassnett,
Director,
February, 1976.

REPORT OF THE BUSINESS ADMINISTRATOR

1975

This year saw the finalization of our Payroll and General Ledger computerized accounting programme in the Business Office.

Accounting and Payroll

Having standardized our payroll and accounting procedures on the computer, we will now embark on a new method of budget control and budget reporting. The objective will be to provide a departmentalized breakdown of salaries and wages for each branch and department and, coupled with this, the distribution of expenditures will be in a similar manner providing management with a comprehensive departmentalized budget with the appropriate expenditures in order to identify budget and relevant expenditures more intimately with the departments concerned. This will give us an equal distribution of budget and will be controlled on a periodic basis to try and avoid the peaks and valleys with a view to a more even cash flow and workload throughout the year. We hope to effect a further savings on our computer payroll system in 1976. We have changed from processing our payroll on an alternate bi-weekly basis for permanent and casual staff to combining and merging both payrolls on a bi-weekly payroll basis. In 1975 the payroll processed in excess of 530 employees.

Purchasing

The volume of business in the Purchasing Department increased by 17% over 1974. This was an overall increase in the number of orders placed. Some major purchases were the addition of a bookmobile towing unit and the

installation of an electrical generator making the bookmobile self-sufficient for electrical power, also, a film inspection unit for the Albert Campbell Library Audio Visual Department. Other large items included the purchasing of furniture and equipment for the new Bridlewood Branch Library. Considerable research was involved in the preparation of tenders and specifications for the Cedarbrae T.V. cable installation which was delayed because of the cost exceeding our budget requirements.

Another reason that contributed to the increase in the number of purchases during 1975 was inadequate storage space. There are a number of occasions when it is no longer practical to buy in large quantities because of inadequate storage space in our Stationery-Stores Department. It has been necessary over the years to store other materials in this department such as paintings, murals, furniture items, publicity materials, etc. We had hoped that rental of extra space or the purchase of a school portable would relieve this problem in 1975. However, portable school units were not available for this purpose.

Printing

The 1974 annual report indicated that we had reached the crossroads in this department as to the services performed for our Technical Services Department. We have not moved from this position other than the fact that we have a reduced demand from the Technical Services Department due to the installation of a Vucon Terminal to the cataloguing services at the University of Toronto. This service at the present time is for the Bridlewood Branch. When this is expanded to accommodate the remainder of our system, it will further reduce the demands on

our Printing Department. It is for this reason that a re-alignment of duties, workload and responsibilities has not been completed and the badly needed offset printing equipment has not been replaced. The installation of a second Xerox copying machine seems to have worked favourably, especially where the Technical Services Department is concerned. Copying can now be confined to the 720 model and all other reproduction can be done on the 4000 model.

Stationery Stores and Receiving

The storage problem in this area is acute at the present time. Materials held in Stores are somewhat cramped making it difficult for inventory control on a perpetual basis. The problem is twofold inasmuch as we cannot carry large quantities of bulk supplies and, in turn, this prohibits the printing of in-house forms, etc., necessitating the frequent re-acquisitioning of supplies.

The receipt of library materials was heavy during the early part of the year but because of the rapid depletion of our library materials budget, the last quarter of the year was quiet.

Maintenance Department

It is incumbent on this department to perform many duties in addition to the regular maintenance of our buildings and equipment. It has been extremely difficult in the past year to maintain equitable distribution of our services as demanded by the branches and our administrative departments. However, we have been successful without addition to the maintenance staff establishment. It will be difficult to maintain this level of service in future without re-alignment of the responsibilities of this department as related to the priorities

in public service. As an illustration, the Maintenance Department is responsible for pick-up and delivery of all exhibits and programme materials. In addition, maintenance assistance is required in the a) handling and display of exhibits; b) preparation for programmes and c) supervision and closing up of programmes after 8:30 p.m. In 1975 the number of programmes and exhibits handled by the Maintenance Department increased by 10%. This does not include general pick-up and deliveries which involved approximately 1,000 hours.

In 1975 we experimented in two areas; namely, janitorial services and branch deliveries. After many years of constant frustration with janitorial contracts, the past year was more satisfactory with the engagement of four janitorial contractors in lieu of the usual one or two. The branch deliveries contract is more satisfactory from a service standpoint and would appear to be more economical from an administrative point of view, inasmuch as we are able to confine library materials' deliveries within a contract. This would be difficult to administer as a department because the demands on maintenance staff would be greater if accessible to the public services personnel.

Major jobs completed were renovations to the Administration Building for a new shipping room, renovations at the Albert Campbell Library for staff washrooms and the construction of furniture items for the new Bridlewood Branch.

Our bookmobiles required some extensive maintenance such as the replacement of floors and exterior body work.

A major accomplishment in the area of vehicle maintenance was the transfer of ownership of all our library vehicles to the Borough Works Department

who will now perform all maintenance services on an equalized billing basis. This will enhance our budget control estimates and provide us with a definite programme of vehicle maintenance and replacement.

The number of thefts in our branches was less than the previous year but other vandalism, i.e. claims for glass breakage, would appear to be normal.

We have set-up a standby emergency schedule for implementation in 1976 on an experimental basis. This is to provide a public service contact for any emergency, especially in our Branch Services Department. The emergency calls are monitored by the Scarborough Works Department Dispatch Office and relayed to our own maintenance personnel.

The problem of preventive maintenance has now become acute in our Maintenance Department. We find ourselves in the position where other public services are in great demand and because of their expediency take preference and priority over our buildings and equipment. This is now happening at a time when public services are expanding and our buildings have become of an age where construction deterioration is evident. Therefore, the administrative decisions are forever in a state of crisis when a choice has to be made between preventive maintenance and public service request.

Conclusion

The Business Office was successful in its re-training programme for positions left vacant a year earlier. We have once again consolidated these positions and have been able to absorb the expansion within the system without additional staff.

Re-alignment of duties and responsibilities was effected in the Maintenance Department by staff discussions mutually beneficial to the organization and the employees.

However, it is becoming evident that, while we endeavour to restrain our supportive services such as business and maintenance in order to give the preference to public services regarding budget demands, we shall have to take a serious look at the overall view as we can no longer continue to accommodate the Public Services Department demands plus the increasing load in business administration without an expansion of our establishment, resources, equipment and space.

I should like to congratulate the Business Office and Maintenance Staff for the high level of performance achieved throughout the year, often under difficult circumstances. They have contributed far beyond their regular duties and assignments on many occasions. We look forward to the coming year with great interest and enthusiasm.

J. H. Ballett,
Business Administrator
January, 1976

REPORT OF PERSONNEL ADMINISTRATOR

1975

The major accomplishments during 1975 were in fully effecting the district management concept and the supervisory and administrative responsibilities of all units throughout the system; implementing major organizational changes and approaches; maximizing team efforts by initiating the Management by Objectives approach to obtaining a consensus on priorities and developments of goals for both Scarborough Public Library and for all major units within the organization; instituting an Employee Council and Policy & Procedures Committee to increase effective two-way communication and employee relations; negotiating with the Canadian Union of Public Employees' newly-formed bargaining unit representing full time, part time and student librarians; assessing staff development needs; and developing a greater awareness and an outward approach to the community and its needs.

Participatory Management

1975 saw the finalization of the district management approach which is now an on-going programme. In turn, the district librarians have increased the authority and responsibility of the neighbourhood branch supervisor's role in the hiring and training of employees and the budget control aspects of each location. This carefully delegated approach to all levels must now depend on uniformity and consistency on a system-wide basis to enjoy successful results. To assure effective staff involvement, the Management

by Objectives approach has been adopted as an effective management tool to tap employees' ideas, talents and cooperative efforts.

Organizational Development

The major organizational changes that occurred during the year were the opening of the Port Union Branch in February and the re-organization of the Cedarbrae District Library during the first quarter of 1975.

At Albert Campbell District Library, the Audio/Visual department was re-organized and the Audio Control responsibilities are now the function of each district library, rather than on a system-wide basis. A new senior librarian was added to the Albert Campbell District Library to be responsible for orienting the business community to our business and science collections and services.

In Technical Services, the position of the Assistant Head of Technical Services was established to provide additional emphasis on training needs and to provide management support and to assist in the institution of the forthcoming computerized programme. This position became vacant due to the untimely death of Mrs. A. Stamboulie on October 16, and was subsequently filled by Mrs. J. Brady, who received the appointment on November 17, 1975. Three lead positions were established in the Interloan, Cataloguing and Order Departments for effective training and supervision.

All department heads and supervisors for each location are now fully apprised and participate in budget control activities and are responsible for interviewing and merit reviewing the personnel for their assigned areas.

Implementation of Management by Objectives Programme

An M.B.O. programme was formally presented to all members of the management group which includes all positions down to the heads of departments. The initial emphasis was to establish three major objectives for 1975 for S.P.L. on a system-wide basis. They were:-

1. To improve staff development/morale for more effective service to the public.
2. To improve the collection - development and availability.
3. To improve the services to the public (development and availability).

Each district and department then developed major objectives for 1975 in meetings with staff members. The essence of the programme for this year was mainly to determine priorities and consensus on items requiring attention before more ambitious objectives could be set. The programme was also especially geared to our professional and administrative personnel to set individual objectives to conform with the overall direction of the district library or unit concerned. For the most part, this had a most positive affect on merit reviews which shifted the focus from appraisal of past performance only to the setting of objectives and direction for the next twelve month period. It also led to more active participation and positive attitudes in the merit review interviews. As many of the objectives set for the departments and districts were "housekeeping" in nature, it is

expected that the objectives for the forthcoming year will be more broadly defined and center on more dynamic areas.

Employee Relations

The two following committees were formed during the first quarter of 1975:-

The Employee Council and the Policy & Procedures Committees, as outlined in last year's report, have been established and are working effectively in the areas.

The Employee Council has effectively and efficiently handled employees' suggestions and items of frustration.

The Policy & Procedures Committee has developed the staff manual and has presented suggestions for considering changes in our existing policies and procedures.

Both committees were effective in surveying attitudes and feelings at the clerical and technical levels throughout the system. The representatives clarified issues on areas of concern for our employees.

The subject of merit reviews has been discussed previously in this report and the emphasis overall is to outline the merit review interviews as a positive face-to-face relationship between the employee and his supervisor by the stressing of objectives rather than dwelling on negatives. There has been much improvement in this area but continued effort is needed to make valued use of this procedure. It is important that problems be faced squarely, quantitatively and with emphasis toward positive results.

Job postings have in the past been a sensitive area and particular

attention has been paid to the employee receiving feed-back on the outcome of the interview for higher level positions or transfer. Employees are encouraged to review their files and discuss future possibilities within S.P.L. with their supervisors and the Personnel Administrator. A number of hours were spent in 1975 in counselling employees.

Consistent with the new legislation, female employees' life insurance coverage was increased to two times their annual salary to the nearest thousand consistent with coverage previously enjoyed by male employees and heads of households.

Labour Relations

The climate of the negotiating sessions improved during the latter part of 1975. Mr. Gerald McPhee's appointment as the new representative was welcomed. The cooperation of the librarians during this long period of negotiating is commended. It is hoped that an amicable contract will be consummated early in 1976.

Staff Development

An In-service Staff Training committee was established to assess future direction and emphasis that should be conducted on a system-wide basis.

Staff development took a special direction at the Albert Campbell District Library during the first quarter of 1975, at which time Mr. Bob Wiele was asked to serve as consultant. His approach was basically to get the group communicating and to obtain a consensus on the priorities and direction of this particular library and its responses to the needs of the

community. The staff has grown collectively as a result of this initial assessment and has progressed to the point that there now is a common direction and team spirit. The results of this in-service programme developed into the objectives established for the M.B.O. programme. Also, Rules of Conduct were developed initially for this particular library and were subsequently reviewed, amended and approved by the Library Board for the entire system. The direction of future in-service training will be on a system-wide basis as much as possible, but is not to supplant individual or group training needs of staff members at any location.

As the C.L.A. Convention was held in Toronto in May 1975, many S.P.L. staff members were able to attend and were actively involved. The Scarborough Public Library was well represented and its staff hosted a Wine & Cheese party for student librarians who attended the convention.

A St. John Ambulance First Aid course for emergency treatment was conducted in November and is to be continued on a regular basis. The response to this initial course was most affirmative and its value has led to a high competence level in dealing with emergencies that occur both to patrons and to fellow staff members. The participants of this course have expressed a desire for continued instruction in the advanced areas.

Vital Statistics

Although our authorized full time staff has increased by three and our part time positions by ten, all other areas have dropped significantly

(e.g. new employees, promotions, transfers and re-classifications, terminations, retirements, total days absent, jury duty and pay deducted).

Workman's Compensation is the only other area of significant increase and bears watching. Although absenteeism was down from 1974 figures, some departments should make further efforts to improve.

Our work force has stabilized considerably due in part to the economy, but also can be attributed to increasingly effective supervision and to the future opportunities that our library system presents. The overall trend in reduced turnover and absenteeism with significantly higher circulation figures and public service functions manifests the dedication, interest and efforts of our Scarborough Public Library staff members.

Allen H. White,
Personnel Administrator.
January, 1976.

REPORT OF THE ALBERT CAMPBELL DISTRICT

1975

One of the first reports from Albert Campbell District Library establishes three major emphases:

1. Integrated collection
2. Emphasis on audio-visual materials
3. Site of a major Business & Science collection
for Scarborough system.

Four years later, the situation has changed dramatically.

1. The adult collection is housed on the main floor.
The children's collection is housed on the mezzanine.
2. Audio-visual facilities on the main floor are almost
non-existent.
3. The Business and Science services, without a
librarian in-charge for a year, came to near
stand-still.

What has happened? Why have these changes taken place? Where are we going?

To help us answer these questions and provide a plan for future development, the Library Board agreed to hire Bob Wiele. After talking with individual staff members and assessing the situation, Mr. Wiele led a staff development workshop. Staff looked at the issues and their major recommendation was increased use of Albert Campbell District Library. Many suggestions were made

by the staff to meet this objective.

a) Improving the environment of the library by:-

- painting the entrance and multi-purpose room
 - posting clear directional signs in the building
 - establishing controls over the use of the building
- by the young people so that patrons, young and old, will be motivated to use it and the staff will be motivated to want to work in it thus a list of basic rules of conduct.

b) Increasing the efficiency of the staff and public service:-

- by improving scheduling and layout
- by improving motivation, communication and problem solving methods

c) Establishing a publicity campaign to heighten the visibility of Albert Campbell District Library and bring the people in.

We spent many hours developing these recommendations and many were carried through. There has been a noticeable change in the use of the library by the building users. However, I am concerned about the completion of staff recommendations made re publicity, especially in financing some of the suggestions made by Bauke Kiestra in his report "PR and Publicity for Albert Campbell District Library". I suggest a staff committee be appointed to look into the report and forward the more useful and effective suggestions and that money be allocated to carry them through.

In the first months of 1975, the staff (especially our Youth Services

Worker and Senior Pages) tried to deal with a building misuse problem. We even called upon off-duty policemen to help. However, it was not until basic rules of conduct were established and enforced by the staff, that the situation changed quite dramatically. During the summer many programmes (e.g. clubs, VTR workshops, films) were made available in the Children's Area through many staff who wished to share their expertise with the young people.

Two senior staff positions have been vacant for most of the year, the Business and Science Librarian and the Children's Librarian, which has meant an increase in workload for all staff and resultant decrease of activities, not only in those special areas but in the library in general. Steps were taken to develop in-service training at the district level for all staff. Senior pages were hired to assist the Youth Service Worker in working with the young people.

To help satisfy professional needs, all librarians (full-time and part-time) were involved in materials selection. Constraints imposed by budget and senior staff vacancies were reflected in collection weaknesses in the district and satellite collection. However, we were able to establish a comic book collection, and survey the satellites to recommend a basic reference collection. Policies were established for government documents. Because of the growing multi-ethnic composition of the areas around Campbell and Scarborough in general, special effort was spent on developing the languages collection.

Notable exhibits included paintings, wall hangings and photographs.

Notable programmes were held on such topics as U.F.O. , Model Railroads, Ethnic Dancing and Rape. Regular programmes that were very well attended included Parent Effectiveness Training (with Department of Health) and the Adult Crafts.

Four special events that occurred in 1975 include:

(1) Adult Upgrading School

In February, I visited the Dundas St. West location and was "turned on" by Fred Ryan's work with his students, many of whom came from Scarborough. In my work at Campbell, I felt the need for a similar programme and suggested Mr. Ryan consider the library as a Scarborough location. The project, co-sponsored by Metro Separate School Board and Metro Social Services and Scarborough Public Library, began at Campbell but space limitations and high student response made it necessary for the project to re-locate.

(2) Multi-Cultural Conference

I attended a conference on the Greek Immigrant in Toronto in 1974, sponsored by the Ontario Citizen Bureau. As the multi-ethnic composition of the borough was beginning to evolve, I felt the information shared at this conference would be very useful to Scarborough. As chairperson of the Scarborough Immigrant Services Committee, I contacted the Ontario Citizens Bureau and asked them to help us respond to the various New Canadians living in Scarborough. After many months of planning, the result was a conference in May 1975 "Scarborough as a Multi-Cultural Community".

This is one step in a series designed to meet the library needs of a growing number of Scarborough citizens.

(3) Drop-In Activity Programme

During 1974-75, the misuse of the library facilities by building users came to a head and steps were taken through many meetings with the Warden Woods Area Committee, a subcommittee of Scarborough Agencies Federation whereby I asked the agencies to respond to this community problem. The committee suggested the issue pertaining to the young people be discussed with Recreation & Parks. Further meetings resulted in the establishment of a Drop-In Activity Project co-sponsored by Recreation & Parks and Scarborough Public Library during the first half of 1975.

(4) English as a Second Language Classes

Clarification of the programme led to a development and expansion of classes in Scarborough at Albert Campbell District Library.

The population in the immediate vicinity of Albert Campbell Library are not traditionally print orientated, therefore the circulation per capita is lower than in other parts of the borough. Circulation of library materials is a satisfactory measurement for a service that caters to highly educated students and motivated users. But these conditions are not met in the Campbell area. Should there not be another method of measuring service to demonstrate a clearly defined and measurable degree of social utility?

Library research indicates that where book circulation is low, all of the following basic factors are critical to the success of the delivery of

library service...

- a competent and effective staff who can identify and work with the community
- non-print materials emphasis
- publicity or project visibility
- library co-operation with other agencies

Under Bob Wiele's direction and through the staff development process, the Campbell staff came to the same conclusions in setting the District Branch objectives.

THE SATELLITES

Circulation

Cliffcrest	up 7.8%
Taylor	up 9.6%
Eglinton Square	up 8.2%
McGregor	2.5% decrease

Programmes

All branches but Eglinton Square are involved with programming. Taylor held over 300 programmes including their very popular adult crafts, book club and senior citizens group. Their new summer film series "Taylor Twiliters" was also successful. McGregor's summer programmes attracted twice the attendance of the 1974 summer series. Several branches programmed children's events for professional development days.

Building Maintenance

Several branches were painted and Taylor and Eglinton received many

needed improvements. Taylor would like to see their carpeting replaced. Improvements in cleaning contracts were noted by all satellites. McGregor has had a difficult year with vandalism and building mis-users. Several branches need functional and directional signs.

Community Involvement

Cliffcrest worked closely with many agencies as the Branch Head, Joan Hinds, was named chairperson of the Thomson Area Committee. She was able to link library resources with agency workers and ultimately the public.

Eglinton Square contacted the Mall management and several co-operative ventures resulted, and Taylor continued its link with the local community centre.

McGregor in its discovery of the ethnic element in its community, reached out to the Italian sector through St. Lawrence School and Church where Italian classes take place. Contacts were also made with local schools, the McGregor Arena, and Ontario Housing Corporation development.

Other general comments:

- donation of "Earth Mother" sculpture by Mrs. Albert Campbell.
- stronger relationships developing with local D2 neighbourhood schools.
- beginning of a survey of Oakridge Community that could lead to a survey of each community in the Campbell District.
- support from other parts of the system to D2 district
(Maintenance, Business, Technical Services including

Interloan and Circulation Control) .

- first steps in training non Audio-Visual staff to become acquainted with AV department (Code III level) .
- concern about more outlets being added to already overworked SIN network .
- transfer of two programmes formerly at Campbell to other Scarborough Public Library locations - Color Photographic Association of Canada and Immigrant Women's Coffee Group .
- budget allocations needed for audio-visual facilities within Campbell branch .
- recent School Board information indicates a minimum of 10% of the borough's school population (8,000 families) comes from homes where English is not the first language...

What library services are we making available to this portion of the population?

- concern about measuring our competence in dealing with resources beyond the usual print materials.
- Satellites thanked District and System for resource backup.
- In many of today's transactions, one is confronted by machines, equipment or must serve oneself, the public library may be one of the last bastions of humanizing interpersonal experiences.

A sincere thank you to all district and satellite staff for enabling the Campbell District to provide library service for Scarborough citizens.

Carolyn Youssef,
Albert Campbell District Librarian.
January, 1976.

REPORT OF THE CEDARBRAE DISTRICT

1975

The Cedarbrae District was a different place in 1975. A new element slowly but perceptibly made itself felt. Criticisms were now concrete plans for constructive change. Staff at all levels were working together in groups - the important factor was not one's level in the hierarchy, but one's area of expertise and how it could be used to solve a problem or implement a plan. The words "responsibility", "commitment" and "accountability" were frequently heard and honestly adhered to. It was a year of dialogue - we discussed everything from kitchen duty to reference collections - and I think we managed to dispose of some of the problems that had been bothering people for a long time.

The Goal Setting Process

Mid-way through the year, each Branch in the District selected a service objective: Bendale, Community impact; Morningside, Senior Citizens; Guildwood and Highland Creek, the collection; Port Union, programmes; Cedarbrae, effective management of service points, morale, communication, and expansion of services.

It was a sort of "do-it-yourself M.B.O." - strictly an amateur effort. But, the staff adopted the idea of planning, we devised a method of problem solving which was workable and we accomplished a fair amount of what we set out to do.

Jim Montgomery: "There seem to have been so many good ideas forwarded, but a limited amount of resources to match

them with. With the increased staff involvement in projects and objective setting, some of the concerns about everyone's work and respect for each other's contribution to library service have been recognized and discussed."

(Annual Report)

For a first effort it was not too bad. Goal setting in terms of a strategy has been helpful. However, if the process is to continue, we will require a more clearly defined correlation between personal objectives, those of the Branch, District and the system as a whole.

The Move

In February a total move of the collection and re-arrangement of shelving took place. It was our first real experiment with the "committee structure" - there were moments when feelings ran high and consensus seemed impossible. However, we learned a lot about working together and the procedures which must be followed if a group is going to successfully complete a task. Re-organization of job responsibilities and service patterns has been a gigantic proposition. It was at this point that self-motivation and commitment were visible as conspicuous staff attitudes.

Grace Lord: "It was a time of great confusion ... but we survived."

Atef Youssef: "... I have enjoyed the great satisfaction of being involved with the collection as a whole." (Annual Reports)

Library/Community Relations:

On the whole our Neighbourhood Branches have made great strides during 1975. The outstanding examples have been Bendale and Morningside. In the case of Bendale, we witnessed a total staff commitment to a new and difficult role and the library emerged as an active and significant agent in the community. With Morningside, a specific group (senior citizens) was selected as an objective and appropriate collection priorities and services designed.

Birthe Joergensen: "It is a tedious and often frustrating grass-root level work not rewarded by instant or glamorous success but nevertheless gratifying when one looks back over a whole year." (Annual Report)

At the District Library, our success was less spectacular. The tremendous pressure of the public within, the collection responsibilities of the professional staff and the attendant consequences of our collection move took up most of our time. However, some progress was made. Charna Kofsky began to work in the Woburn area and Grace Lord at Willow Park. A system-wide task force was formed with a mandate to plan the development of community oriented municipal information services.

David Reddin: "We have been combining investigation and direct action, with the former dominating the latter thus far ... we will be heard from early in 1976."

Work continued with the citizens' advisory groups at Port Union and Guildwood. Our main contacts were over the question of hours. As a result

of the feedback received, the hours for Guildwood were changed and those of Port Union remained as is. Our experiment in this area of library-community relations is encouraging. In some library systems, advisory groups have formed as a result of a crisis situation and the result has been an unhealthy polarization. Our approach has been to seek community support before a crisis occurs and in this way our experiment is unique.

Wendy Wright once coined the phrase "selectors and connectors" and I think this sums up the professional role in its broadest sense. If this premise is accepted, knowledge of and involvement with one's community is axiomatic.

Charna Kofsky: "There was a general consensus that there be an effort to humanize the attitudes of library staff and the library organization in regard to the community..... it is up to us to translate some of these words into concrete plans and programmes." (Report on a workshop, "The Changing Canadian Society")

The Collection

A considerable amount of money and staff time has been poured into collections during the past year.

Jim Montgomery: "The selection system at Cedarbrae operated more smoothly during 1975. The responsibilities approached a more equitable distribution, the reviewing sources were available in more supply ..." (Annual Report)

However, a few nagging doubts remain. The method lacks a system

of adequate control which in turn works against planning and the setting of priorities. The librarians have little time for evaluation and weeding and the Neighbourhood Branches are still not getting the material they require. Conditions have changed during the past five years and one suspects some revision of the selection method is advisable.

Languages and Multi-Cultural Services:

The innovative feature here was the language lab which enabled us to offer self-instruction in nine languages. Cooperation on a Metro level increased in the area of acquisitions, book displays, the Metro bi-lingual project and children's literature. Our own collections in Dutch, Indic languages, Chinese, Hungarian and French were increased.

Kay Bartolotta: "We would appear to be in the unique position of helping the newcomer bridge the gap ... the newcomer must get to know us and that we are eager and willing to help." (Report on a workshop, "Scarborough - a Multi-cultural Community")

Additional planning and coordinated effort will be required if we are to cope with the rapidly increasing multi-cultural nature of the Scarborough community.

Children's Services:

Staff involvement in services for children throughout the District has been incredibly high. The demand placed upon the individual Branch to provide story hours, puppet shows, programmes, reading clubs is almost too much. The "travelling troupe" and the "summer music experience"

demonstrated how effective and helpful coordinated services on a system wide basis can be.

Grace Lord: "The summer programmes by people on government grants were a welcome addition."

Georgina Alfoldi: "What a help during the hot summer months to have a centrally organized group going out to different branches with Children's programmes."

(Annual Reports).

Branch juvenile collections are definitely below par. The branch staff are unhappy and the Cedarbrae children's librarian is frustrated by her inability to do much to remedy the situation. The general consensus is that the method of selection requires revision.

Audio-Visual Services

Progress here has been slow. The non-departmental structure proved unworkable and we have had to select specific staff for the area and train them. However, thanks to George Hall, the record collection has been evaluated and weeded, replacements and new titles ordered and appropriate headings designed for the collection. Trygve Bratteteig has compiled a procedures manual. We still lack equipment and facilities and these details must be worked out early in 1976.

Government Publications

Considerable progress has been made in the area of municipal publications. Cedarbrae now receives agendas and minutes of Council, Board of Education, Planning Board and Library Board. We have started

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Scarborough, the audience turnout and participation were ample evidence of the fact that we were responding to problem situations which are prevalent in Scarborough.

Daytime programmes in most Branches were rampant and included everything from crafts to book clubs. Both Cedarbrae and Bendale hosted "Let's Discuss It" groups. Run by trained volunteers, they provide a natural outlet for many women who are "housebound". Cedarbrae staff in the form of Gwen Gray, Trygve Bratteteig and Carol Fisher have been busy with S.P.L.'s cable programme, "Libraries are...".

Staff Development and Training

This area received a lot of attention during 1975. There was an expressed concern to know more about the library system, its organization, the work of various departments, the nature of resources and their use. The universal question was "where does my work fit in to the total picture". At Cedarbrae, we felt an immediate response was required to improve the quality of service, to maintain a high level of staff morale and to provide individuals with a means of developing themselves through a commitment to the goals of the organization.

We attempted several things. Two workshops on the use of resources were conducted: one by David Reddin on Government publications and the other by Charna Kofsky on the use of legal materials. In addition, Sophie Abraham organized a communications workshop in cooperation with O.E.C.A. for clerical staff and two sessions for District pages on the use of A.V. equipment; Grace Lord worked with other children's librarians in the

system to set up programmes for children's workers. Two librarians each spent two weeks working at Bendale to better understand the problems and services of Community Branches. Both clerical and professional staff attended a wide range of workshops and seminars outside the library.

Jim Montgomery: "During 1975, staff development ideas and programmes have begun to show a definite direction which, I for one, conclude was absent previously."

(Annual Report)

The staff would like to see this process continued into '76. We feel our efforts would be more effective if they were tied in with those of other Districts and Divisions. Only within such a framework will the basic question - "Where do I fit in?" - be answered.

Statistics:

Circulation is up at Cedarbrae and Bendale; down at Morningside and Highland Creek. The latter two have no doubt been affected by the opening of Guildwood and Port Union. Both 48 hour branches have approximately the same circulation and number of reference questions. Information questions are up everywhere.

Honourable mention:

This must go to Highland Creek. One experiences here a world where the traditions of friendship, good cheer and dedicated service to the public are paramount.

Nancy Hall: "You are not the forgotten Branch. Rather you are a constant reminder to the rest of us of the ideals we, in

busier places, are in danger of forgetting."

Conclusion:

And so it goes - it's been busy. For the first time, the District did a bit of planning and the successful completion of most of what was undertaken testifies to the necessity of this approach. I would like to see this developed to an even greater extent in 1976 - in an inflationary age with a controlled economy, it becomes even more essential. To all of the staff my sincere thanks - their achievements in terms of personal growth and their contribution to the general quality of life in the Borough have made it a very rewarding year.

Nancy Hall
Cedarbrae District Librarian
January 1976.

REPORT OF SUPERVISOR OF BOOKMOBILES

1975

The success of our service depends a great deal on how well our services are known to the community. For the last few years we have worked towards that end. It is gratifying to report that the results of our efforts bore fruit during the year under report.

Circulation of materials went up by approximately 9.5%, film shows went up by 90%, foreign language readership tripled, Talking Book users increased by 350%, shut-in readers increased by 8.5%. All three sections - bookmobile, shut-in and institutional showed increase in circulation. Some of the factors responsible for the increase were:

- a) More bookmobile stops in or near schools.
- b) More mobility due to the generator.
- c) Good supply of books and other library materials.
- d) Increase in the number of shut-ins.
- e) Increase in readership in institutions.
- f) Increase in the borrowing of Talking Books.
- g) Increase in foreign language readership.

More people than ever before approached us for books in languages other than English. Approximately 4,300 titles in 25 languages were circulated during the year. The supply of books in Armenian, Finnish, Gujarati, Polish, Russian and Urdu was very inadequate.

A total of 1,051 people attended the twenty 16 mm film shows that were

held during the year. Eight of these were for school children and twelve for senior citizens. In addition, three puppet shows were arranged in 3 different locations of the borough. 367 children attended and enjoyed the shows.

During the months of July and August a summer library was run, in co-operation with St. Edmund Campion Separate School, for the Community of Seven Oaks. This library operated out of the school resource centre and was opened for three hours every Wednesday morning.

Elementary school children had access to books from the school library. We provided reading materials for adults and teenagers. In addition, we organized three film shows and two puppet shows.

At the end of the summer, a bookmobile stop was initiated outside the school, at the request of the community.

Two new book deposits for senior citizens were placed in O.H.C. buildings while one deposit was withdrawn.

Approximately 59 new patrons joined the shut-in service while 39 discontinued, leaving a total of 254 at the end of the year. No count has been kept of the number of patrons in Nursing Homes and Homes for the Aged, but circulation has shown an appreciable increase.

Talking Book service has been very well received by the handicapped. At the end of the year there were 28 users of the service, which began in November, 1974. They borrowed a total of 1,449 titles.

I attended eight inter-agency staff meetings, participated in the Scarborough East Senior Citizens' Workshop, the Multicultural Workshop and attended a two-day workshop on the supervision of volunteers at Seneca College. I also paid

two visits to Metro Languages Centre for the purpose of selecting foreign language books. Last, but not least, our bookmobile represented Scarborough Public Library at the Annual Canada Day Parade.

All of this was possible because of the team work in the department. Each staff member took a personal interest in the shut-in and other patrons they were responsible for. I would like to express my thanks to my supervisors for the guidance and co-operation I have received during the year. On behalf of my staff and myself, I thank all the other departments of Scarborough Public Library who helped make this a very rewarding year for us.

S. Dhawan
Supervisor of Bookmobiles
January, 1976.

REPORT OF COMMUNITY DEVELOPMENT
& PROGRAMME COORDINATOR

1975

A social worker with one of Scarborough's social service agencies, contemplating the 1976 period in the current mood of budget woes and economic tightness, said that of all the services she hoped that S.P.L. would not be affected because "the Scarborough Public Libraries are the most important service contributing to the mental health of the community". She wasn't referring to any specific programme, but to S.P.L.'s total attitude and service approach. However, programmes this year played an even more important part than ever in making this statement a reality.

Among the many programmes offered, the emphasis was on two major areas - Mental Health programmes and programmes for women. In connection with International Women's Year, a committee was formed - committee members Gwen Gray, Barbara Egerer, Mollie O'Dell and Chairperson Carol Fisher. The specific resources and programme experience offered by this committee stimulated interest throughout the system in the information needs of women. As branch staff looked at the women in their own communities, programmes took shape reflecting diverse and particular concerns - the crisis of middle age, going back to work, rape, women and the law, single-parent mothers, to name a few. Women turned out in number to hear psychologists, lawyers, counsellors, and discuss their concerns. Taken as a whole, the programmes throughout the system dealt with almost every area of serious concern

to women today. The committee did an excellent job of focusing attention, stimulating concern and providing information about possible resource people.

The Mental Health Programmes offered in cooperation with the Mental Health Council for Scarborough were another area of concentration in the winter and fall seasons. Two themes dominated the series - "Being Together" and "Growing Apart", with a total of 14 programmes. They represent the work of another committee, the Education Committee of the Mental Health Council with representatives from the Scarborough Public Library, Public Health Department, Family Service Association, the two hospitals, Children's Aid Society, chaired by a volunteer from the Mental Health Council. The purpose of the programmes is mainly to provide information to enable people to cope more effectively with some of the phases which affect everyone - growing up, adolescence, leaving home, marriage, separation, divorce and death. In addition to the information shared during the programmes, a secondary purpose is to provide contact with a number of services available to the community for those who wish further help.

Each of these programmes by itself is important, taken together, the effect is one of synergy, a phenomenon where the total is greater than the sum of the individual parts. This produces the "whirling dervish" effect where the library becomes the hub of a moving wheel, with people, programmes, information and services at the centre. This year, we moved further towards becoming this kind of microcosm of the elements of society, where global issues, services, information reach a human scale.

A new approach to programming for children during the summer was

taken this year. A task force of four students, known as the Travelling Troupe, worked with branch staff in carrying out all kinds of programmes for children, with the emphasis on creative drama and puppetry. Under the very capable direction of Krista Kehl, a second year library science student, members of the troupe assisted every branch, developed programme ideas and took the library to many locations in the community providing a high quality of programming for children throughout the borough.

Libraries Are..... S.P.L.'s half-hour bi-weekly cable t.v. show completed its second year of operation under the skilled and imaginative direction of Producer, Mrs. Gwen Gray, and Interviewer, Mrs. Carol Fisher. This programme is shown on all four cable systems in the Borough.

Willingness to cooperate and communicate on the part of other community organizations characterized S.P.L.'s relations in 1975. Closer ties were formed between Scarborough Public Library and the Recreation & Parks Department, Centennial College, Planning Department, Board of Education and Public Health Department.

It is very fitting that with the internal theme this year that the Scarborough Public Library should be so involved with the community's formal structure of organizations responsible for people services and mental health, the Scarborough Agencies Federation (S.A.F.).

The degree of involvement represents the culmination of years of effort to integrate the library with other services in the community for the effective delivery of service. The founding aims of the Federation, six years ago - avoiding duplication and providing for gaps in service - are becoming a

concrete reality as we see a highly integrated, people-oriented, spirited, progressive pattern developing. On a programme level, this integration has reached a peak in 1975, with a number of organizations working with the Library to achieve their objectives.

Five S.P.L. staff members represent the library on the geographic area committees of the S.A.F. Two of the five serve as area Chairpeople - Joan Hinds, Thomson Area, and Clarice Henschel, Agincourt Area. The most active subcommittee, the Scarborough Immigrant Services Committee, is chaired by Carolyn Youssef. These positions are due to the personalities involved of course, but also greatly to recognition of the attitude and work of the total system.

In 1975, from January - June, I held the position of Vice-Chairperson and, from July on, Chairperson of S.A.F. for the 75-76 term. This period has been a tremendously exciting one with great implications for the quality of social services available to the people of Scarborough.

There are many projects going on; those with which I have been directly involved are:

- reorganization to enable the Federation to remain responsive to needs. Shift of emphasis to a project management or functional orientation, from geographic.
- series of articles in the Scarborough Mirror about services provided by the organizations in the Federation.

- organization of a Directory of Services for people in Scarborough to be published for counsellors, teachers, lawyers, doctors, i.e. people in a position to refer others in need.
- organization of first Scarborough-wide conference on 'Scarborough as a Multicultural Community'.
- submission of a proposal to the Ministry of Culture & Recreation for a 'pilot project' to enable social services in Scarborough to meet the needs of a growing multicultural community. Project involves an intensive series of workshops under the direction of a Project Coordinator. If successful, project would result in possible adaptation to other communities in Ontario. Recognition by the Ministry of Scarborough's high degree of sensitivity and understanding in this area.
- organization of two professional development workshops on skills related to working with people.
- groundwork for establishing an Adult Education Council (A.E.C.) to avoid duplication and share resources.

All of these projects tie in with my overall goals set for this period as

Chairperson:

- to increase visibility for all social services in Scarborough.

- to increase public; political and planning awareness
of importance of providing services for a healthy
community.

Community & Professional Activities - 1975

Chairperson, Scarborough Agencies Federation 75-76

Board Member, Mental Health Council for Scarborough

Chairperson, Local Arrangements Committee for the joint
1977 New York Library Association - Ontario
Library Association Conference

Resource Person at workshops: Metro Library Workshop on
Community Advisory Committees - April 29,
York Public Library Workshop on Programming &
Community Services

Conferences: Ontario Library Association Conference,
Windsor - May,
N.Y.L.A. Conference - November

Wendy Wright,
Community Development & Programme
Coordinator.
January 1976.

TECHNICAL SERVICES DIVISION

1975

The Division began 1975 with fairly specific objectives which were worked at and achieved with varying degrees of success throughout the year. The backlog of library materials from 1975, which spilled onto the floor for lack of shelving room, had to be processed (if only to create survival space) before mid-year, when we expected to introduce an automated cataloguing support service. Preparation and training for conversion to this system was the second objective. Cost overrun in the 1974 materials budget obligated us to devise stringent controls on 1975 expenditures, as a third objective. The deluge of materials compelled us to statistically profile each department to ascertain optimum work capacities possible as a basis for a rational, orderly annual workflow as a fourth objective. Ideally this would eliminate peaks and valleys in the Division's workflow. Through sessions, arranged by the Personnel Department, Management by Objectives (M.B.O.) methods were used as a basis for defining these parameters. A fifth objective emerged from our efforts to cope with unusually high volume and limited staff: a need arose for cross-training within departments and between departments so that staff could be deployed from bottleneck to bottleneck in sufficient numbers to keep the work flowing. This replaced a system of job fragmentation that worked when volume remained normal, but choked when it became excessively high. In some cases it had the added attraction of introducing variety into repetitive work areas. Finally, in the face of growing

materials cost and an inadequate budget, an additional procedure for the recovery of overdue material was felt necessary and implemented through our Circulation Control department. This involved the use of a Collection Agency.

Cataloguing Department

Bearing in mind the reduced expenditure on materials during 1975, (\$333,830.00 against \$585,053.00 in 1974) the catalogued titles' statistics show a remarkably small drop over 1974 - 1,412. This is due to the great quantity of material left over for processing at the end of 1974, a number of foreign language books donated to S.P.L. by Metro Central which we catalogued ourselves and Government documents which were worked on during the summer and early fall hiatus. During this period too, the opportunity was taken to revise the main catalogue, bring maintenance procedures up-to-date, and refile the bulging drawers into additional drawers salvaged from around the Administration building, as these drawers are no longer being manufactured. This is an ideal time to develop a machine readable data base. This step will, in the immediate future, both speed up and increase the Division's cataloguing capability. It will also create a potential for manipulation of bibliographic data and the development of other automated library functions, such as circulation and reservation systems, shared cataloguing data, interloan service, and specialized listings.

Preparation and training for this project was facilitated by the hospitality of Mississauga and North York Public libraries and College Bibliocentre, upon whose experience we drew heavily. Our own staff

has shown an impressive celerity in applying the system and by year's end were showing a satisfactory productivity with the Bridlewood collection.

Discarding of materials fell off as it became evident there would not be as many volumes added to collections during 1975 (95,700) as were added in 1974 (150,758). Discarded materials totalled 56,760 as against 59,602 in 1974. A fair number of these resulted from April's Forgiveness Week when personnel in this unit outdid themselves by coping with over 13,000 returned items, some of which had to be disposed of.

Processing Department

The volume passing through this unit was closer to other years than last year - 95,700 in 1974, as opposed to 150,578 in 1975. There were, however, a sizeable number of foreign language materials which required extra care because of their non-Roman alphabet characters, back to front pagination and right to left registration. It was easy to affix labels and pockets in the wrong place and upside down. Some of the languages included Chinese and a variety of Indic dialects.

The volume difference here, as in the Cataloguing Department, was not in the multiple hardcover items acquired (76,053 in 1974 and 66,865 in 1975) but in a substantial drop in paperback purchase (62,624 in 1974 to 24,862 in 1975). In December this was being remedied by several purchases of paperbacks.

Order Department

The significant achievement of this department must be the successful effort, together with the Business Office, to control materials expenditure

after 1974's problems. The current budget was expended over its limit by only one half of one per cent. This is impressive, considering the numbers of items that must be purchased and kept track of at all stages of acquisitions. In anticipation of approval for Bridlewood, a calculated chance was taken and over fourteen tapes of orders were accumulated for release when official word came through. This enabled the department to vitiate some of the adverse effects of shortened lead time. By the end of the year, over half the Bridlewood collection budget had been spent, and on opening day most of the 13,000 items budgeted for should be available.

An emerging concern is our serials control. Serials control in this department has probably passed the optimum point where it can be managed by a single person. Some solution will have to be applied if control is not to deteriorate under the weight of sheer numbers. This will be looked at in the new year.

Interloan Department

Each year the predictable element in this department's work is the increase in numbers of requests filled. The teletype network during busy hours has long passed its saturation point, but still continues to perform. Obviously immediacy of service must be the first casualty. But perhaps readjustments in the values of society at large are teaching us all to accommodate to reduced resources. There was a turnover of all staff in the department's positions except the senior clerical. There seems to be no commonalty in the departures. All left for different career or domestic reasons, including University training and change of domicile. The annual total is,

television, newspapers and caveats printed on our invoices advising settlement before Agency action) has had a salutary effect on the return of library materials.

Concurrent with the introduction of the Collection Agency, fines were restructured to a lower rate for juvenile items and eliminated entirely for Senior Citizens.

The year was one of substantial achievement for the Division and probably marks a significant step into the realm of automated applications as they affect S.P.L.'s services. A good deal of the preliminary work for this year's application was done by, or in conjunction with, the late Mrs. Amira Stamboulie. Her untimely death was keenly felt by the whole staff. The valuable contribution she made to the Division will long be remembered and we share the grief of her family in the loss of a person for whom we had so much affection and respect.

A committee of Technical Services heads was formed to explore areas of Technical Services cooperation among Borough libraries. This was at the suggestion of the Metropolitan Toronto Library Board and the Area Boards' chairmen. A programme and budget for 1976 have been submitted and await approval from Metro.

In addition to visits already mentioned, others were made to Ryerson Polytechnic to assess their microfiche catalogue; staff had an orientation tour of Scarborough College, of Metro Central library, its collections and services. In return, we hosted large groups of staff from the public services, 40 students from Seneca College, the Toronto Public Library group mentioned before and

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Mr. De la Court, Chief Librarian of the city of Amsterdam, Holland.

In any work operation, staff is a key factor: their intelligence, flexibility, good humour, hard work and ingenuity can enable a Division to overcome seemingly desperate circumstances. As the system grows, as new methods are introduced to cope with growth, as work space diminishes and deadlines become more frequent, only so much can be alleviated by refurbishment of the work environment (drapes, repainting, air-conditioning); the remainder depend on the human qualities referred to above. The Division is fortunate to have these qualities reside in appreciating proportions in its staff, year after year.

S. Algoo,
Head of Technical Services
January, 1976.

FINANCIAL STATEMENT DECEMBER 31, 1975

BUDGET COMPARISON ON A PERCENTAGE
BASIS COMPARED WITH REVENUE AND EXPENDITURES

<u>EXPENDITURES</u>	<u>1975 BUDGET</u>	<u>PERCENTAGE OF BUDGET</u>	<u>1975 ACTUAL EXPENDITURES</u>	<u>PERCENTAGE OF EXPENDITURES</u>
	\$	%	\$	%
Salaries & Benefits	2,644,805.00	68.5	2,567,488.00	67.6
Library Materials	353,000.00	9.1	352,603.00	9.3
Debt Charges	324,500.00	8.4	324,157.00	8.5
Library Supplies	56,047.00	1.5	62,435.00	1.6
Rent & Utilities	142,958.00	3.7	151,617.00	4.0
Building maintenance	90,792.00	2.3	89,662.00	2.3
Systems application	30,000.00	.8	26,630.00	.7
Other charges	219,578.00	5.7	224,664.00	6.0
	<u>3,861,680.00</u>		<u>3,799,256.00</u>	
<u>REVENUE</u>				
Borough Grant	3,131,631.00	81.1	3,131,631.00	82.4
Provincial Grant	627,049.00	16.3	627,049.00	16.5
Levied Charges	90,000.00	2.3	72,223.00	1.9
Other Charges	13,000.00	.3	27,471.00	.7
Surplus	-	-	(59,118.00)	-
	<u>3,861,680.00</u>		<u>3,799,256.00</u>	
Surplus on Expenditures		1.56%		
Deficit on Revenue		.08%		
Net Surplus on Budget		1.53%		

PUBLIC SERVICES

TOTAL CIRCULATION OF ALL ITEMS	1975	1974
BOOKMOBILE	310,356	279,966
AGINCOURT	436,804	370,803
CEDARBRAE	527,193	516,919
BENDALE	173,929	162,115
GUILDWOOD	127,681	76,513
HIGHLAND CREEK	69,262	82,760
MORNINGSIDE	216,832	240,149
PORT UNION	128,581	4,078
ALBERT CAMPBELL	291,017	285,455
CLIFFCREST	143,900	133,431
EGLINTON SQUARE	217,034	200,567
MCGREGOR PARK	145,713	149,574
TAYLOR	94,451	86,118
TOTAL FOR YEAR	2,882,753	2,588,448
TOTAL INFORMATION QUESTIONS FOR YEAR	339,546	224,582
AUDIO-VISUAL MATERIALS	1975	1974
Projectors and screens*	3,894	3,183
Films and filmstrips*	28,912	24,599
Viewing audiences	258,474	235,248

*Included in total circulation figure

<u>PROGRAMMES IN BRANCHES 1975</u>	<u>NO.</u>	<u>ATTENDANCE</u>
Adult	776	25,132
Juvenile	2,859	61,276
Films - Adult	494	12,377
Films - Juvenile	228	7,328
<u>TOTAL (excluding exhibits)</u>	<u>4,357</u>	<u>106,113</u>

<u>SERVICES IN BRANCHES 1975</u>	<u>NO.</u>
Audio carrels	10,583
Projector training	1,026
Portapac training	7
Viewing carrels	115
Use of earphones, Cedarbrae Childrens' Department	2,496

<u>POPULATION OF BOROUGH OF SCARBOROUGH, 1975</u>	<u>372,278</u>
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BOOKMOBILE DEPARTMENT – STATISTICS

<u>CIRCULATION</u>	<u>1975</u>	<u>1974</u>	<u>1973</u>
Bookmobiles	228,384	209,201	197,524
Institutions	52,632	46,803	26,440
Home Readers	29,340	23,962	16,092
Total	<u>310,356</u>	<u>279,966</u>	<u>240,056</u>

Number of bookmobile stops	30	30	26
Number of bookmobiles	2	2	2
Number of deposits in institutions	15	14	12
Number of shut-ins	254	234	234

LIST OF INSTITUTIONS THAT RECEIVED LIBRARY SERVICE DURING 1975

Altamount Nursing Home	McClain Park Apts.
Bendale Acres	Providence Villa
Birch-Clair O.H.C. Building	Rockcliffe Nursing Home
Brimley Acres	Shepherd Lodge
Craiglee Nursing Home	St. Clair O.H.C. Building
Extendicare Nursing Home	Tuxedo Court
Gordonridge Place O.H.C. Building	Woodland Acres
Guildwood Villa	Teesdale O.H.C. Building (cancelled July/75)

CATALOGUE DEPARTMENT

TITLES CATALOGUED	1975	1974
Books adult	15,036	16,465
Books juvenile	2,923	2,923
A.V. materials	524	507
Total titles catalogued	18,483	19,895

MATERIAL PROCESSED	1975	1974
Books adult	53,585	63,818
Books juvenile	13,280	12,235
A.V. materials	3,291	7,656
Paperbacks and pamphlets	25,544	66,869
Total material processed	95,700	150,578

INTERLOAN DEPARTMENT

	<u>1975</u>	<u>1974</u>
TOTAL REQUESTS FILLED	77,753	68,427
Interlibrary loan requests filled, located via the Metro Toronto network	5,570	3,818
Branch to branch spontaneous requests filled, located via 'SIN' or the 'District' network, material forwarded direct to the requesting branch bypassing Interloan Department	30,316	27,458
Requests filled in response to daily block transmission, Interloan Dept. sending postcard to inform patron material is now available	41,867	37,151

CIRCULATION CONTROL DEPARTMENT

	<u>1975</u>	<u>1974</u>
Circulation	2,882,775	2,588,448
Of which items, 16 weeks or more overdue	21,783	20,378
Overdue as % of circulation	0.75%	0.78%

ORDER DEPARTMENT

	<u>1975</u>	<u>1974</u>
Orders processed	\$482,760.*	\$927,511.*
Orders received	\$333,830.*	\$585,053.*
Serials handled:		
Titles	898	872
Subscriptions	2,711	2,606
Value	\$37,711	\$ 32,346

* These include capital budgets

COLLECTIONS

	<u>1975</u>	<u>1974</u>
Books	518,350	472,270
Paperbacks	73,160	77,253
Films, filmstrips and videotapes	1,738	1,718
Records, audiotapes and cassettes	24,723	24,147
Framed pictures	1,004	995
Microfilms	1,046	880
	<u>620,021</u>	<u>577,263</u>

PERSONNEL DEPARTMENT

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

TOTAL STAFF 183

Full Time:

Administrators	4	
Division Heads	3	
Librarians	29	
Code VIII	1	
Code VII	6	
Code VI	17	
Code V	30	
Code IV	15	
Code III	51	
Code II	8	
Code I	<u>19</u>	<u>183</u>

Part Time:

Librarians	17
Code V	4
Code IV	6
Code III	1
Code I	<u>40</u>
	68

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

New Employees:

Director	1
Librarians	5
Code V	3
Code III	7
Code II	1
Code I	16

Promotions, transfers and re-classifications:

Promotions	12
Transfers	10
Re-classifications	12

Terminations:

Director	1
Administrator P/S	1
Librarians	2
Code VI	1
Code V	4
Code IV	1
Code III	11
Code II	2
Code I	6

OVERALL SUMMARY COMPARISON 1975 vs 1974

	<u>1975</u>	<u>1974</u>	<u>% Change</u>
Establishment	183	180	+ 1.67
Part Time	68	58	+17.24
Total	251	238	+ 5.46
New Employees	33	37	-10.81
Promotions, transfers and re-classifications	34	52	-34.62
Terminations	29	30	- 0.33
Retirements	-	6	- 600
Total Days Absent	1270½	1345½	- 5.57
Workman's compensation	27½	19½	+41.03
Jury Duty	-	3	- 300
Pay Deducted	134	324	-58.64

