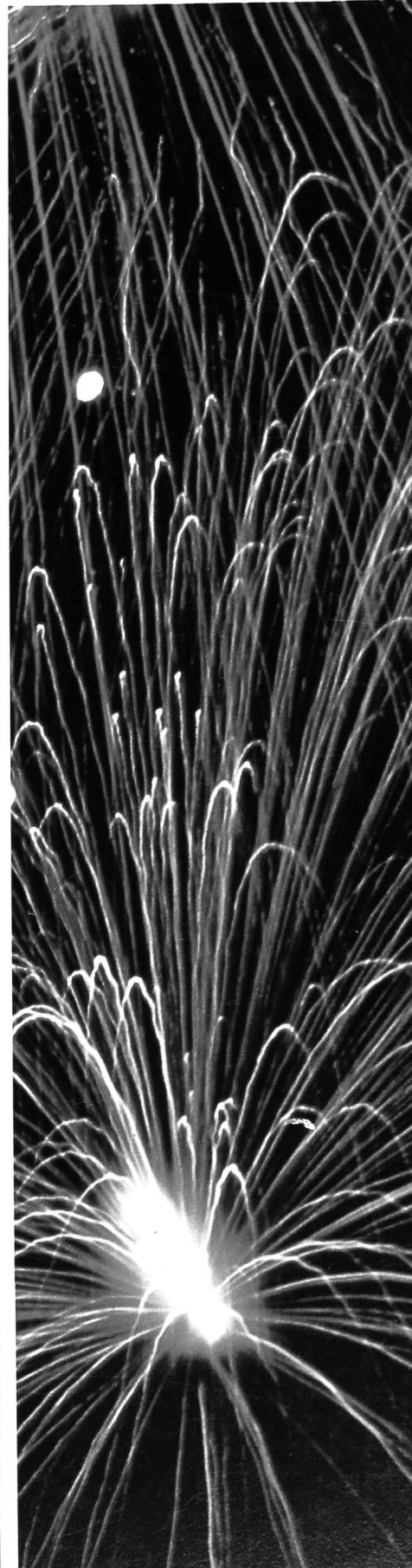
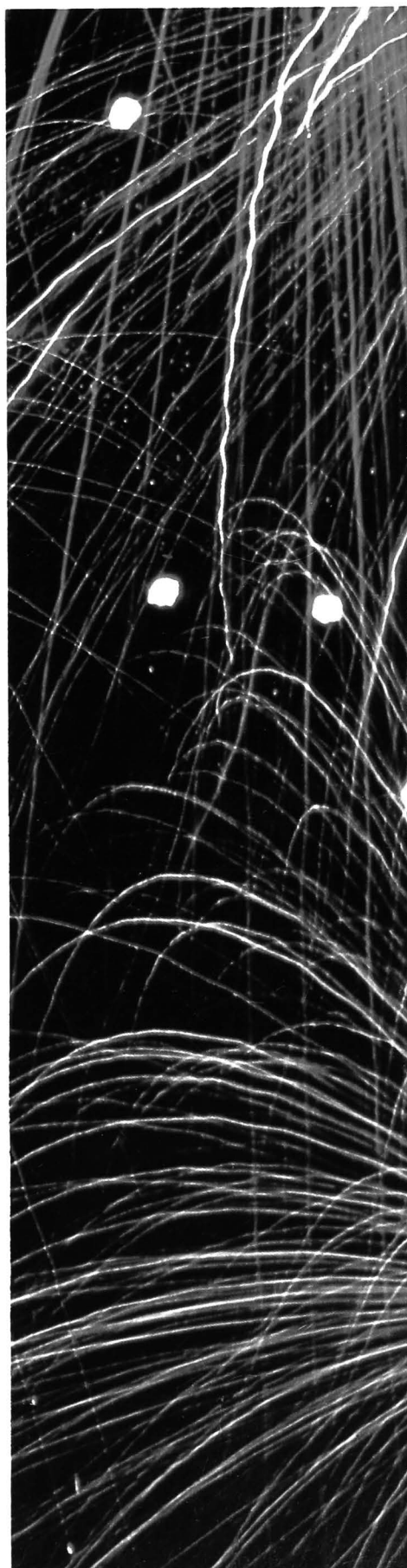
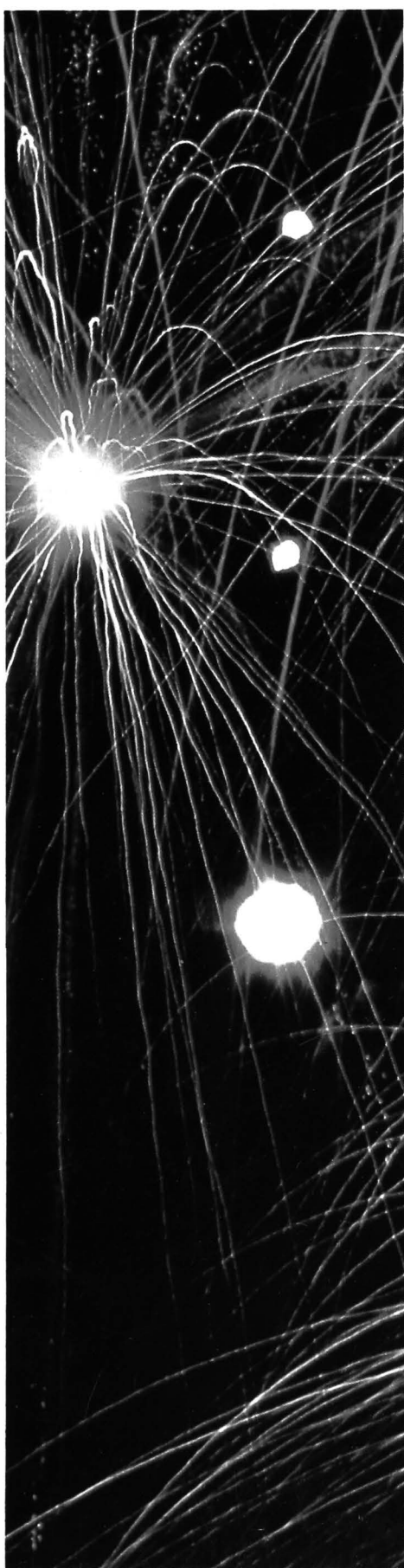
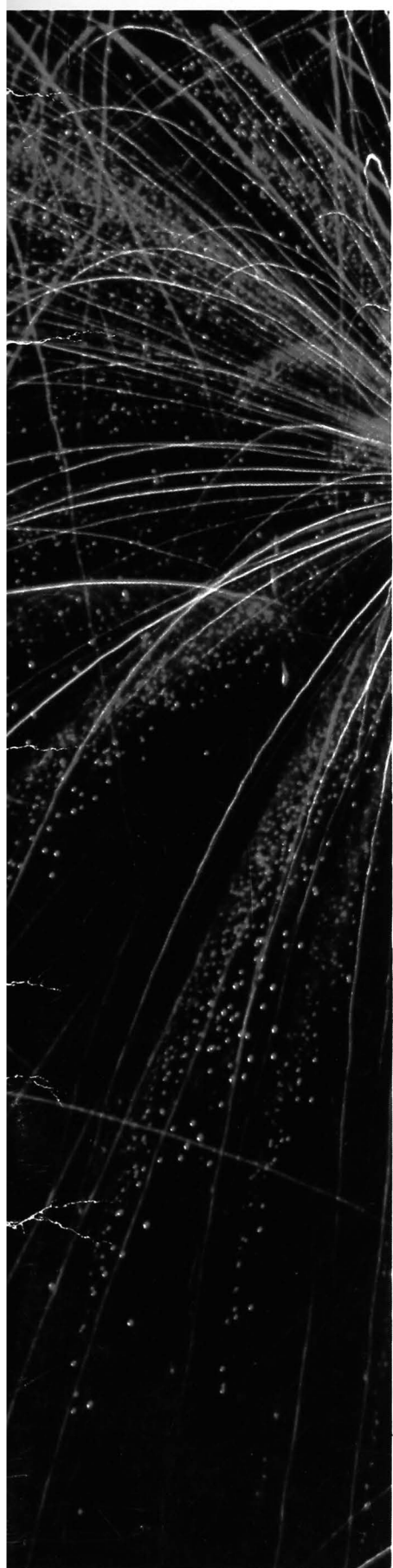


Annual Report 1983



Reading
in
Toronto
1983
One-hundredth
Annual Report
of the
Toronto
Public
Library
Board

CHAIRMAN
Ms. Elizabeth Hoffman

VICE-CHAIRMAN
Ms. Eva Ligeti

MEMBERS
Father Bernie Black
Dr. Phyllis Clarke
Mr. Nick Figliano
Mr. John Medeiros
Mrs. Nell Nakoneczny
Alderman Tony O'Donohue
Ms. Sheryl Taylor-Munro

CHIEF LIBRARIAN &
SECRETARY-TREASURER
Mr. E. Les Fowlie

ASSISTANT LIBRARIAN
USER SERVICES DIVISION
Mrs. Trudie Town

ASSISTANT LIBRARIAN
RESOURCE SUPPORT DIVISION
Ms. Stephanie Hutcheson

DIRECTOR OF FINANCE &
PROPERTY SERVICES
Mr. Willoughby Edwards

DIRECTOR OF PERSONNEL &
STAFF RELATIONS
Ms. Margaret Kvetan

DIRECTOR OF PLANNING &
DEVELOPMENT
Mr. Walter Yewchyn

DIRECTOR OF STAFF TRAINING &
DEVELOPMENT
Mr. Robert Dubreuil

TORONTO PUBLIC LIBRARY
- SUMMARY

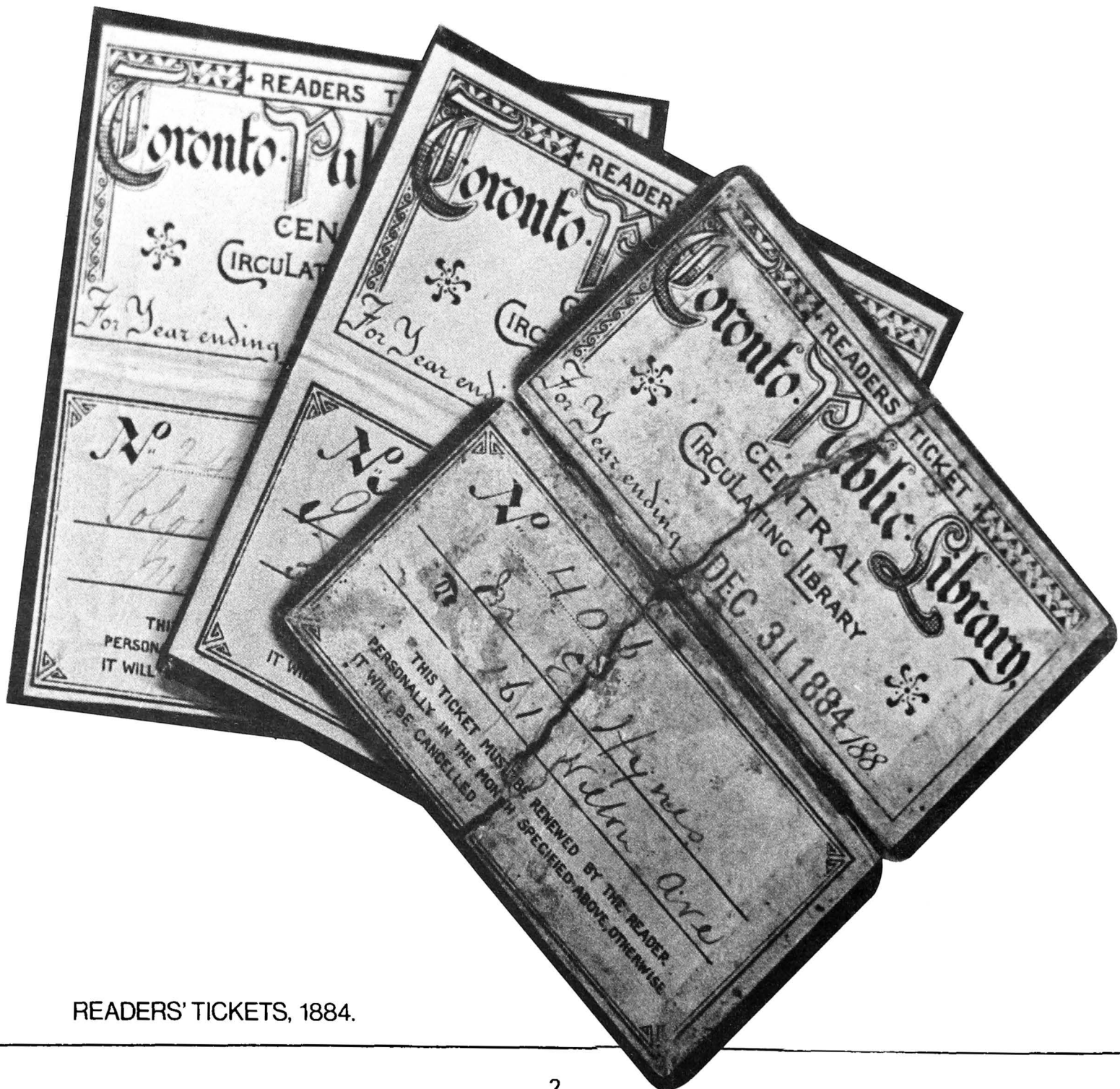
Administrative Headquarters
Library Service Centre
30 Neighbourhood Branches
Osborne and Lillian H. Smith Collections
Canadiana Collection
Spaced Out Library
Marguerite G. Bagshaw Collection
Library On Wheels
Deposit Libraries and Shut In Service

STAFF

850, includes approximately 400 part-time

COLLECTION

1,424,903 books and bound periodicals
3,466 films/video
2,087 art prints
20,303 microforms (film & fiche)
66,854 records & cassettes
4,612 talking books



READERS' TICKETS, 1884.



Ms. Elizabeth Hoffman
Chairman,
Toronto Public Library Board

1883 - 1983. A hundred years of library service in the City of Toronto. To mark the occasion, library staff and borrowers took part in a year-long series of events. These events were organized and directed by the Toronto Public Library Centennial Committee, with assistance from both the Publicity & Publications and Community Services Departments of the Toronto Public Library. I would like, on behalf of the Board, to thank the members of the Centennial Committee, Publicity and Community Services Departments and other staff and borrowers who gave so much of their time and energy to make our Centennial celebrations such wonderful events.

A number of these events bear mention. A Centennial Gala was held in March at City Hall. This evening brought current and retired TPL staff, citizens and politicians together to celebrate one hundred years of library service in the City of Toronto.

It was felt that, as services for children have played such an important role in our history, it was only proper that children should occupy an important place in our Centennial celebrations. To this end, the Toronto Public Library held a children's festival at Harbourfront in June, with clowns, puppet shows, plays, story telling and singing and balloons.

As a Centennial Year is a time to review the past, it seemed suitable to commemorate our Centennial by publishing a history of the Toronto Public Library. During this year, Margaret Penman met with many staff and Board members in preparation for her writing of *A Century of Service: Toronto Public Library 1883 - 1983*. This book presents not only milestones of the Library system, but also outlines the dedication of the many men and women who have built the Library into what it is today.

Retired TPL staff became actively involved in Centennial plans. They sponsored a reunion in May for retired staff and have worked diligently with Archives to increase the collection of TPL history.

Other Centennial projects included a booklist entitled *100 Books of the Last 100 Years*, the design and production of a lapel pin, a travelling exhibit which illustrates pictorially TPL service since 1883, a Centennial quilt, the creation of a Centennial grant, improving our archives and many innovative branch programs.

As well as reviewing the past and celebrating the Centennial, this year was spent planning for the future. On June 1st, the Board adopted a statement of purpose which will provide the basis for TPL's next set of Goals and Objectives. I encourage staff and citizens to actively participate in this process as this document, when completed, will be a determining factor in the establishment of future Library policy and priorities as well as providing a basis for budget preparation.

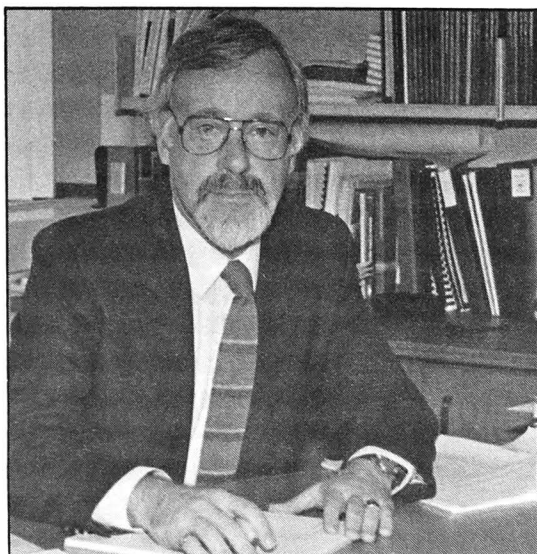
In March, the Board approved a series of recommendations in a report, entitled *Information System Study*, which outlined the introduction and further implementation of automated systems in the Toronto Public Library. It is incumbent on the TPL system to advance with the times. The Board will endeavour to bring about these changes with the minimum of dislocation and with a view to human factors, as well as to the good of the Toronto Public Library as a whole.

Four renovations — Locke, Perth/Dupont, Gerrard/Ashdale and Pape/Danforth — were completed in 1983. The newly created branch at College/Shaw is in the midst of construction, with the opening scheduled for April, 1984.

A number of new members joined the Board this year: Tony O'Donohue, Sheryl Taylor-Munro, John Medeiros and Nick Figliano. This was a busy but exciting year for all of us. I would like to especially thank Eva Ligeti and Sheryl Taylor-Munro who over this past year chaired the Services/Planning and Capital Committee and the Finances/Resources and Personnel Committee - the two sub-committees of the Board.

We are now entering the second century of library service in this city. During these difficult economic times we are seeing citizens depend even more heavily on the Library system. Although we welcome this increased use, it does tend to strain resources. In spite of this, we have still been able to provide a high level of service due mainly to the hard work, motivation and dedication of our Library staff, in conjunction with the consistent support we receive from City Council each year. For this we wish to express our thanks.

I wish to close by indicating what a pleasure it has been to be Chairman during this very special year. If anything, it made me realize even more what a very important role the Toronto Public Library plays in the City of Toronto.



E. Les Fowlie
Chief Librarian & Secretary-Treasurer

With 1983 marking the beginning of our second century of service, the year had heightened significance for us all. Not only were we able to gather inspiration and warm feelings from our remembrances of personalities and accomplishments of the past, but we continued to lay a solid groundwork for our future.

Centennial programs provided a continuing thread of celebration throughout the year, from the highly successful Gala in March to our launching of the Centennial history publication in December. Every branch and department participated and every employee was touched by the commemoration. We have the memories of individual programs still with us but, just as important, lasting and valuable projects in collecting and preserving local history materials have been given added impetus in each of our branches. The Centennial Committee and the staff who planned and executed the programs, the Publicity & Publications Department, the Community Services staff, and the Local History Coordinator deserve the special appreciation of us all for their most impressive efforts during the year.

One tangible way we can celebrate the talents and contributions of TPL and its staff to library service is to contribute to our Centennial Grant Trust Fund which was established in 1983. We hope that many present and former staff will contribute to the fund, which is dedicated to the encouragement of staff in their development as talented and imaginative workers in library service. The larger the fund the greater the opportunity for staff members to study, probe, and investigate improvements to library service through individual or group efforts. Contributions to the fund can be a real benefit to library in Toronto through investment in staff skills and knowledge.

Our future was being prepared in beginning the process for the next Statement of Goals and Objectives for the

library system. The first draft of our statement of purpose had been developed by September by a hard-working task force headed by Board Member Phyllis Clarke and staff, Trudie Town, George Levin and Ethel Kellen. By year-end our consultant, Lynne Nusyna, had been engaged and was busy preparing for the process of staff and citizen input to the Goals and Objectives.

Also relating to our future was the work of the Information Systems Steering Committee and its study. Having accepted the report, under the leadership of Paula Lederman, we embarked upon the first major component of it, the introduction of an on-line automated circulation system and on-line catalogue. By December we had chosen GEAC, a Canadian company with an excellent record in this field in Canada, the United States and abroad, as our supplier. The detailed work of the Vendor Selection Committee will now be followed up by the Implementation Committee and the problem-solving task groups on Bibliographic Control, Patron Data Base and Circulation Routines.

This will be one of the largest systems with these functions yet contracted for in North America and certainly in Canada, which will provide a challenge for us all in implementing the system.

In spite of closing for renovations three of our branches for varying lengths of time during the year (two - Locke and Pape/Danforth - were housed temporarily in much smaller quarters), use of our libraries continued to grow. The highest increase for established branches was at Swansea, with an 18.8 per cent increase; and Wychwood, with a 9 per cent increase, over the previous year. We experienced a most dramatic 200 per cent increase in the use of videotapes. The program which has proven more popular than our staff's ability to cope with the demand is *Books For Babies*, testimonial to parents' concern for their children's

development and their belief in the value of books as a part of their early development, an encouraging sign for all who care about books and reading.

With increasing use of our branches we have experienced increased pressure on such support services as Cataloguing and Acquisitions. This year 16,000 more volumes were ordered and 1,000 more titles catalogued than in 1982. Besides fulfilling its regular duties, the Publicity & Publications Department undertook the extra load of Centennial activities, producing a handsome subway billboard and a book bag celebrating our birthday, and spent considerable time revamping *TPL NEWS*, a project which has received many favourable comments.

In 1983 the Finance and Property Services Division was responsible for the introduction of a new financial reporting system which is fully "on-line". By the end of the year the system was in place with only the commitment feature and documentation of the new system remaining to be completed. We all look forward to the completed system and are already benefitting from more timely financial reports, with detailed breakdowns of expenditures by cost centre. Increased activity in our services also had an effect on this Division, with a greatly increased volume of shipments from branch to branch.

The activity and accomplishment in the Planning & Development Department has been phenomenal again this year. The move of the Perth/Dupont branch to a handsome new location was accomplished early in the year and work on the new College/Shaw branch was well underway by December. The George H. Locke branch reopened its doors in spring to bright and inviting renovated quarters, while Pape/Danforth and Gerrard/Ashdale had extensive alterations in order to make their facilities accessible to disabled persons. The construction of the Stanley

Knowles Housing Co-operative over Northern District Library meant considerable disruption to traffic in the building but has transformed the building. We look forward to a rewarding relationship with the Co-op and the residents, a unique development for libraries. Planning for a new St. George branch, which will house a full branch operation as well as the present Boys and Girls House, the Osborne Collection, and the Spaced-Out Library was well underway and awaits decision by City Council before a go-ahead for the very handsome new structure can be realized. By year-end also, planning for a new Service Centre (to include our Queen's Quay operation and the administrative offices) had been nearly finalized.

A study of alternative sites and space needs will be made before City Council will make its decision on the project financing. Rounding out the year's activities for Planning was the installation of security systems at Bloor/Gladstone branch and the Forest Hill branch. The introduction of security systems to these and other branches, coupled with an on-line circulation system, will enable us to maintain our collections better and render improved service to our patrons through more efficient management of our resources.

A full program of staff training was carried out during the year which included training for relief staff, orientation tours, and workshops for personnel working in specialized areas or with a particular clientele (e.g. local history, computers, Boys & Girls services). In 1983 we added a supervisory skills program and a pilot in first aid training.

The Personnel Department, with the aid of a staff task force, completed a major report on staff selection. The recommendations concerning recruitment and selection have been accepted. The next step will be a series of two-day workshops on interviewing skills to be offered to all supervisory staff. The Department

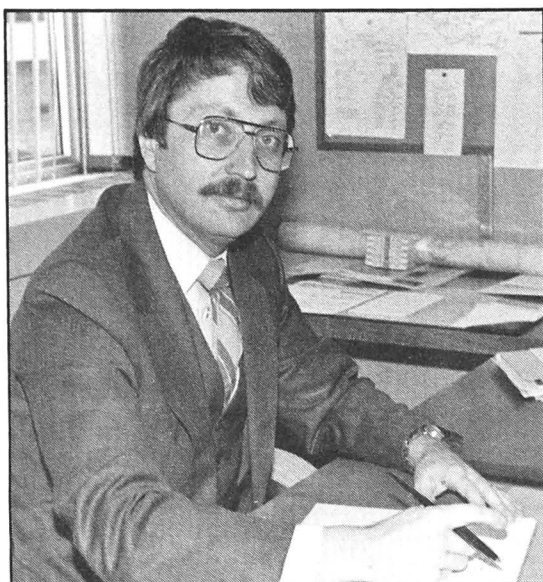
also completed a series of job description writing workshops for Branch and Department Heads. By year-end the draft guidelines for the allocations of duties in branches were near completion and almost ready for submission to the Management Committee.

The most significant single issue which affected staff relations during the year and continues to do so is job evaluation and classification. We can only hope that in 1984 outstanding issues are resolved and must work for a dialogue with the Union which will bring some agreement on the issue that all parties can subscribe to and live with.

During the year we had many opportunities to celebrate the contributions, the talents and the good hard work of staff, past and present, which has gone to make Toronto Public Library the great library system that it is. While some have been illustrious pioneers such as Lillian H. Smith, whose death saddened us in January, many have contributed in less spectacular ways by answering questions, finding suitable reading material, awakening a curiosity, firing an imagination, some just by being helpful and pleasant to our many patrons. I want to thank all of these for their efforts during 1983 and in the years preceding. In particular, I would like to thank members of the Management Committee for their advice, cooperation, and commitment during the year and the Board for continuing to dedicate considerable time and energy to library service in Toronto. Of course, all of our accomplishments would not be possible without the tangible and continuing support of City Council and the many City staff members who cooperate in our projects, and offer advice and assistance.

1983 marked the end of our first Goals and Objectives five-year term. The process starts anew in 1984. This is a great opportunity for all — staff, citizens, Members of Council, Board Members, — all — to take part in charting our course

for the next five or more years. As staff, our opportunity is even greater for we can exert a considerable influence through well thought out reports, submissions, and plans. Our influence, however, will, in my view, only be great if we can shed the rancour of past disagreements and disappointments and look at the future with a clear purpose. While we have to be conscious of what has gone before, our influence on coming events will be in direct proportion to our creative plans and imaginations applied to our desire to widen opportunities for service to the community and broaden access to our resources. This we must do by using the most up-to-date technologies and methods to reach the *entire* community, no matter their location or condition. For we *do* believe in the need for the widest possible dissemination of information and materials in this increasingly complex world with an ever growing-competition for the attention of our minds.



Walter Yewchyn
Planning & Development

Building on our studies in 1982, our applications for Wintario funds from the Ministry of Citizenship and Culture, and our own capital projects budget, 1983 has been a very busy year for the Planning & Development Department.

Paula Lederman and Louise Gilroy of the Systems Development Section have acted on the recommendations of the Information Systems Study to prepare tender specifications for a new automated circulation system for the Toronto Public Library; they tendered the specifications as of December 1983, recommended through a Vendor Selection Committee, a preferred supplier for this equipment. In addition, the Systems group have prepared an upgrading program for the personnel Department's IBM Displaywriter, a report on the introduction of micro-computer service to the public within the City of Toronto, conducted a study with the Cataloguing Department on the future

Retrospective Conversion of bibliographic information into machine-readable form and last but not least, the selection of a microcomputer for the Planning & Development Department.

With the purchase of the microcomputer, improvements have been made to the preparation of the monthly, quarterly and annual statistics. Branch activity is now displayed in both graphical and numeric form and this leads to improved interpretations of this information.

In addition to the systems reports, two planning reports on unserved areas, the Bracondale Community and the South Eglinton Community were completed in 1983. The Bracondale report formed the basis of the Toronto Public Library's request for capital funds to provide a branch in the Davenport/Christie area.

John Thompson is coordinating the implementation of the Electronic Security System equipment installation program. Two branches, Bloor/Gladstone and Forest Hill had their circulation desks relocated and the electronic equipment installed in 1983 and plans prepared for the installation of the security equipment in the Northern District and Sanderson branches.

In the planning stages, considerable time was devoted to the preparation of specifications and designs for the new Service Centre, the new St. George branch library, the renovation of the Forest Hill branch and the site selection for the new Service Centre.

We have had a very productive 1983 and will have an extremely active 1984, implementing the library's planning, automation and capital projects work program.

In the area of capital construction and minor renovations, the Planning & Development Department had a very busy year. Projects included:

BRANCHES	PROJECT	STATUS
Perth/Dupont	(New Branch)	Completed January 1983
Locke	(Renovations)	Completed January 1983
Pape/Danforth	(Renovations)	Completed January 1983
Gerrard/Ashdale	(Renovations)	Completed December 1983
Stanley Knowles	(New Residential Construction)	Early 1984
Jones	(Handicapped Washrooms)	Completed August 1983
Swansea	(Handicapped Ramp)	Completed October 1983
Forest Hill	(Handicapped Washrooms)	Completed September 1983
Palmerston	(Handicapped Ramp)	Completed October 1983
College/Shaw	(New Branch)	Early 1984



Trudie Town
Assistant Librarian - User Services.

In 1983, our 100th year of service to the City of Toronto, the User Services Division, with the initiative and support of all other divisions and departments, continued and began, a number of significant projects. These projects indicate the response to user needs, and planning for the future, that will mark our progress through the rest of the 1980's.

The process for *review of our 1978 - 1983 Objectives*, and planning for our next set, began with the writing, discussion and approval of a mission statement for the new Objectives. The task force that wrote and defended the Statement was made up of Phyllis Clarke of the Library Board, and three staff from User Services (Branch Heads, George Levin and Ethel Kellen and myself).

The implementation of the *Information Systems Study* proceeded with the selection of a vendor (GEAC) for our On-line Circulation and Bibliographic Retrieval system; Branch Head, Louise McInnes and Principle Clerical Assistant, Ann MacMillan, were branch staff representatives on the Vendor Selection Committee. User Services staff are also well-represented on a number of task groups, whose work will be essential to the effective implementation of our new circulation system. A study, with recommendations for the use of microcomputers and software in branches, was coauthored by Stephen Lee, Branch Head at Deer Park.

New services introduced were Teledon terminals at four branch libraries, and Polaroid cameras, 10 of which are circulated from our Film Department.

Branch Book Sales were very successful, generating revenue of over \$13,000.00.

Use of our facilities continued to increase in 1983; months during which all facilities were open to the public showed increases from 6 - 8 per cent over 1982. Circulation of video tapes increased by 200 per cent over last year! The most dramatic response to branches' programming (in addition to Centennial Celebrations) has been our "Books For Babies" series.

By the end of the year, we completed *renovations* at, and reopened three branches: Gerrard/Ashdale, George H. Locke and Pape/Danforth. Perth/Dupont opened to the public in a new location, just a few blocks from the original storefront. 1983 marked special celebrations for three of our branches: Bloor/Gladstone was 70, Dufferin/St. Clair, 62, and Sanderson, 15 years old. The Library-On-Wheels Service celebrated its 10th anniversary.

With regret, I note the retirement of Marion Main, Branch Head at City Hall Library since it opened in 1965; before that she was at Downtown Branches at 25 Richmond Street (1956 - 1965) and on the corner of King and Bay Streets (1935 - 1956). On December 31st Barbara Stead retired; most recently on the staff of our Beaches branch (1981 - 1983) Barbara was also at Main Street (1980 - 1981) and George H. Locke branches (1974 - 1980).

What you have just read is an all too brief summary of the myriad accomplishments of User Services staff during 1983. I shall always look back on our Centennial Year with joy and with pride.

USER SERVICES STATISTICS

Annual Report 1983

BOOK STOCK

1982 ☐ 1983 ☐

Central Area	312,384
	337,064
East Area	283,259
	276,876
North Area	337,787
	352,047
West Area	330,499
	345,249
Other Collections	108,719
	113,667
Total Stock	1,372,648
	1,424,903

FILM DEPARTMENT

8mm Films Circulated

☐ 3,878

☐ 2,195

Talking Books Circulated

☐ 8,381

☐ 8,680

16mm Films Circulated

☐ 48,837

☐ 49,589

Videotapes Circulated

☐ 16,825

☐ 50,213

CIRCULATION

1982 ☐ 1983 ☐

Central Area	1,333,012
	1,413,678
East Area	1,262,497
	1,194,031
North Area	1,367,622
	1,350,052
West Area	1,340,309
	1,366,938
Other Collections	246,720
	283,341
Total Circulation	5,550,160
	5,608,040

USE OF LIBRARIES – In Library Use

1982 ☐ 1983 ☐

Central Area	379,973
	419,018
East Area	331,775
	272,895
North Area	516,822
	482,781
West Area	454,713
	499,133
Other Services	62,414
	75,344
Total in Library Use	1,745,697
	1,749,181



Stephanie Hutcheson
Assistant Librarian - Resource Support

The celebration of TPL's Centennial Year created a different and exciting focus to my activities in 1983. As the representative of the Management Committee on the Centennial Committee, it was a pleasure to work with Paula de Ronde, the hardworking chairperson, and to see so many projects successfully completed. Some of the most memorable were: the opening of the Centennial Exhibit, the Centennial Gala at City Hall on March 5th, the retired staff reunion at Locke branch on May 29th, the Children's Festival at Harbourfront on June 19th, the establishment of both the TPL Centennial Grant Trust Fund and the TPL Archives and the publication of *A Century of Service: Toronto Public Library 1883 - 1983* by Margaret Penman.

Retired staff members played a dynamic role during the year under the leadership of Rita Cox, Head of Parkdale branch and Helen McNeil, Head of Locke branch. Mini-histories enlivened *TPL NEWS* and these, as well as taped interviews, are now securely ensconced in the archives.

An active public relations campaign was orchestrated by Dora Avramis, Head, Publicity & Publications Department. Centennial lapel pins, Centennial kits, and a capsule Centennial brochure were produced. The Centennial poster appeared in the subway stations in March and the same design was used on flyers, letterhead, buttons and book bags. The entire staff is to be commended for their special efforts in 1983, along with Barbara Myrvold, the Local History Coordinator.

There were a number of new projects for the staff of Technical Services in the year 1983. Among them were: Boys & Girls Classification Project II, conversion of the acquisitions encumbrance system to a new system, the conversion of standing order titles from manual files, and the testing of on-site label production using the facilities of UTLAS.

During this year, a new project to develop a comprehensive and coherent policy on bibliographic control of materials was initiated and is progressing under the leadership of Kaye Kishibe. This project is of considerable magnitude involving the examination and evaluation of eight areas — direct purchasing, multi-lingual, sound recordings, visual recordings, government publications, computer software, objects and microforms.

An examination of the statistics will show increases in productivity in three Technical Services departments. Freda Page, Head of Acquisitions, Helja Khan, Head of Cataloguing and Barbara O'Neill, Head of Book Finishing are to be congratulated.

It was with shock that we learned of the death of Mrs. Irma Toppin, Head of Book Finishing, on February 25th. It was an event which saddened many who have known her and worked with her.

As of September 30, 1983, the Head of the Overdues Department, Dita Kristof, retired after 27 years of loyal service to the Library. The department changed its name from Registration to Overdues in March 1983 when branches began typing their own borrowers' cards. The department retained the two functions of overdues and book collecting.

During the past year the Book Collector retrieved 16,352 items of library material valued at approximately \$163,161, compared with the 1982 figure of 9,670 items valued at approximately \$102,713.

Bruce Worden, Head of Interloan Department, reports a plateau has been reached both in number of requests received (30,614) at Interloan and in the number of books supplied (14,035). There was no significant increase or decrease compared to 1982. However, there was a decrease in the number of requests received from other Metro Toronto public libraries. The use of TPL by non-local libraries continues to grow.

The Head of the Osborne, Lillian H. Smith and Canadiana Collections, Margaret Maloney, reports that the year has been one of extraordinary projects, continuing growth and expansion, and renewed contacts around the world. January 1983 marked the passing of Lillian H. Smith, distinguished and respected pioneer of services to children.

Among the outstanding events of the year were the acquisition of a 14th century manuscript of Aesop's fables, taking the holdings of the Osborne Collection back

in time at least a century, as an appropriate celebration of TPL's Centennial; the negotiation and selection of the second series of Osborne/Holp facsimiles; discussion of plans to renovate the St. George Library; the welcome and crucial achievement of a new staff position; the receipt of numerous, substantial gifts.

Spaced Out Library statistics show that there is a steady increase in materials, which keeps the processing workload the same. The circulating stock in the Campus

Collection is now over 4,000 volumes. Doris Mehegan, Head, attributes the increase in circulation to good readers advisory service as well as the wise choice of books.

Staffs of both the collections, as well as those members of their Friends groups on the Boys and Girls House Building Committee, have spent considerable time working on plans for the new St. George Library. Their stamina and continuing support are much appreciated.

In summary, it was an active and very special year. I would like to thank all my colleagues for their continued support and hard work.

MATERIALS BUDGET	
Materials Budget 1983	\$2,714,718.00
Per capita expenditure for branches (1976 census)	\$3.31
Per capita expenditure for total budget (1976 census)	\$4.30

RESOURCE SUPPORT STATISTICS

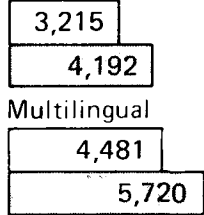
1982

1983

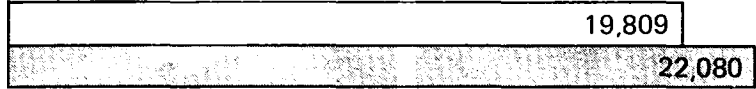
ACQUISITIONS DEPARTMENT

Orders Placed: Titles

B & G

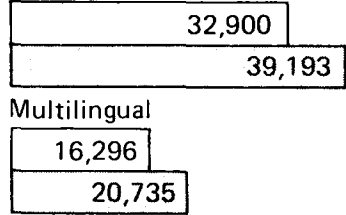


Adult/Yp



Orders Placed: Volumes

B & G



Adult/Yp



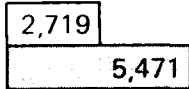
CATALOGUING DEPARTMENT

1982

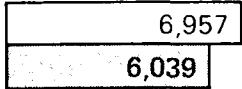
1983

Materials Catalogued: Titles

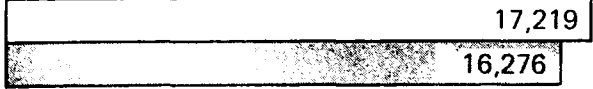
B & G



Multilingual



Adult/Yp



BOOK FINISHING DEPARTMENT

1982 ☐ ☐ 1983

Materials Finished: Volumes

B & G

30,981

26,256

Multilingual

15,938

23,180

Adult/Yp

87,810

93,802

Direct Purchase

48,694

6,557

Miscellaneous

13,884

9,721

Direct Purchase materials are centrally purchased ones which are given simplified processing.

Miscellaneous items such as pamphlets and periodicals returned from the bindery.

TORONTO PUBLIC LIBRARY REGISTRATIONS

1982 ☐ ☐ 1983

Registrations:

B & G

24,927

25,771

Adult

110,047

97,274

Other

439

1,089

Total Registrations

135,413

124,134

In March of 1983, registration procedures changed from centralized to in-branch registration. From January 1, to March 15, registration statistics recorded the number of application forms filled out by the public. From March 15 on, registration statistics recorded the number of library cards with full borrowing privileges issued to the public.

INTERLOAN DEPARTMENT

1982 ☐ ☐ 1983

Books Supplied:
to MTL/Boroughs and non-local libraries
☐ 2,254
☐ 2,398
to TPL Branches
☐ 13,954
☐ 14,227

Requests received:
from MTL/Borough and non-local libraries
☐ 5,683
☐ 5,305
from TPL branches
☐ 28,771
☐ 25,309

SPECIAL COLLECTIONS

1982 ☐ ☐ 1983

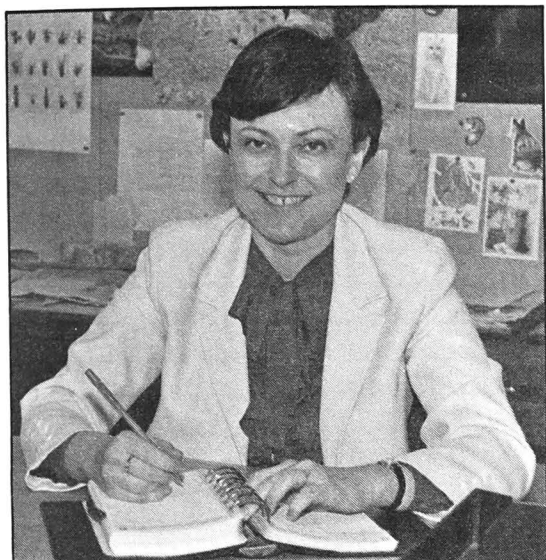
OSBORNE, LILLIAN H. SMITH AND CANADIANA COLLECTIONS

Book Stock
☐ 20,812
☐ 22,098
In Library Use
☐ 30,034
☐ 39,536
Enquiries
☐ 6,946
☐ 7,350

SPACED OUT LIBRARY

1982 ☐ ☐ 1983

Book Stock
☐ 22,790
☐ 23,897
In Library Use
☐ 15,860
☐ 16,300
Enquiries
☐ 2,377
☐ 3,024



Margaret Kvetan
Personnel

RECRUITMENT/SELECTION

The Staff Selection Task Force completed its work and its recommendations were approved by the Management Committee on May 30. Recommendations relating to recruitment/selection directly were to be implemented within the next few months while it was recognized that those relating to career counselling would be examined in more detail only after the recruitment/selection procedures are in place. The latter covered topics such as: job-related testing methods, performance evaluation information, composition of interviewing teams, the employment overview, the role of the Personnel Department in the process and a new employment application form approved by the Ontario Human Rights Commission.

Staff response to the recommendations was sought during the summer. A series of half-day information workshops was held by Jill Garrard, Employment Officer, and members of her task force during the fall for all staff, including Pages who are moving with greater frequency into full-time positions. Two-day workshops on interviewing skills are being planned for 1984 by Jill for all supervisory staff.

JOB CLASSIFICATION

Following the implementation of a policy on job classification and the introduction of a job description writing course last year by Neil Christie, Classification Officer, three additional courses were given during 1983. A total of 50 supervisory personnel, ranging from Branch/Department Heads to Division Heads have completed the course. As they have completed the course, supervisors have been asked to revise the job descriptions in their operation and to bring them up-to-date in the new format. To date, the priority has been the revision of descriptions for positions in the Local 1996 bargaining unit. Completion of these is estimated for the spring of 1984.

PERSONNEL POLICIES

In response to a pressing need to clarify decision-making levels for approving the varied types of leaves in the two collective agreements, the Director of Personnel and Staff Relations prepared a comprehensive document called *Guidelines for Approving Leaves of Absence*. These guidelines, approved by the Management Committee in July, included definitions for mandatory and discretionary leaves, guidelines for handling relief requests and a listing of what level of supervisory staff has the final approval for a particular type of leave. Approximately 80 per cent of leave requests can now be approved directly at the Branch/Department Head level without going up to Division Heads for final approval.

Following the publication of an article in *TPL NEWS* on job sharing, the Director of Personnel and Staff Relations attended Branch/Department Head meetings to discuss the subject. Previous discussions have focused largely on the needs of individuals who job share. At these meetings the Director sought input from the manager's point of view from the people who would have to manage job sharing directly. A report on the possible expansion of the program will be prepared in 1984.

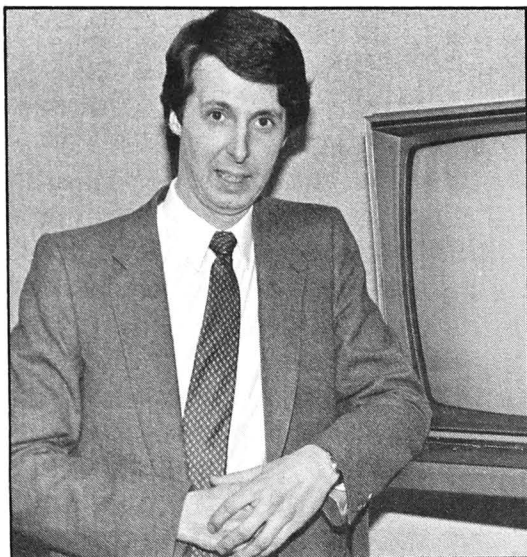
LABOUR RELATIONS

The introduction of inflation restraint legislation in Ontario effectively brought collective bargaining to a halt as the legislation determined what total compensation for employees would be in 1983. Local 1996 presented several pages of concerns they wished to discuss with management, but as these were, in effect, unresolved bargaining proposals from previous sets of negotiations, management could not agree to discuss these outside the context of the bargaining table.

Grievances in the Local 1996 bargaining unit covered staff selection decisions, job postings and job classification. In the Local 1003 unit, subjects included bereavement leave, job postings and a staff selection decision, but by far the greatest concern for the Local was the hiring of temporary employees. The issue of temporary employment surfaced, in part, following the introduction of a government-sponsored job creation program.

Several job evaluation disputes were settled in arbitration in 1983, but the policy grievance on job evaluation remained unresolved at year's end.

In response to the *Information Systems Study*, Local 1996 presented management with a list of its concerns relating to automation. Discussions were started between the parties to exchange information and to identify specific problems before automated circulation is introduced.



Robert Dubreuil
Staff Training & Development.

OVERVIEW

1983 has been a very active year for Training & Development within the Toronto Public Library. Several new program initiatives have joined an already substantial list of ongoing training activities. New programs included the introduction of the "Supervisory Skills" program, a pilot "First Aid Training" program and substantial development work on an "Interviewing and Selection Workshop" being designed to support the implementation of the *Report on Staff Selection*. Ongoing programs which have continued to be successful include training for new relief staff, retirement counselling workshops, orientation tours for new and not-so-new staff and the host of internal workshops organized by a variety of functional and subject specialists within Toronto Public Library.

ONGOING PROGRAMS

The training program for new relief staff, which has now been in place since 1981, is continuing to maintain our list of Toronto Public Library trained and qualified relief staff. Throughout 1983 the program has been administered by the Personnel Department. The program has also been successfully used to train non-public service employees in branch routines so that they could qualify for "Sunday service" work in the branches.

1983 has also been the year that Toronto Public Library began taking advantage of a City of Toronto course on Preparation for Retirement. The program has been well received and the Personnel Department which now administers the program will continue to encourage participation by all interested staff.

Another established program which continued in 1983 was orientation tours. Emphasis was placed on tours to Queen's Quay, Boys & Girls House and the 40 Orchard View Blvd. departments.

The most ambitious group of ongoing programs continues to be the internal workshop and information meetings which are offered to staff through the efforts of a variety of Toronto Public Library "experts". A total of 69 sessions were held in 1983 covering everything from Boys & Girls, Adult/Young People's and Local History to hands-on computer workshops, job description writing courses to workshops offered by Northern District's subject specialists. The preparation, organization and presentation of all these sessions has been done in the context of an already hectic and busy work schedule. A special note of thanks is due to everyone who has been involved in our excellent series of internal workshops, courses and information meetings.

NEW PROGRAMS

In terms of sheer size, the most ambitious new program to emerge in 1983 is the Supervisory Skills program. Branch and Department Heads have now completed the first phase of the program. This first phase has concentrated on the skills of delegation, improving the performance of subordinates and giving recognition.

Considerable time and effort has been placed on supporting the application of these skills back on the job. In 1984 the process of developing supervisory skills within Toronto Public Library will gather even more momentum as other levels of supervision are exposed to the program and as we begin to prepare some of Toronto Public Library's line managers to become trainers for the Supervisory Skills Program.

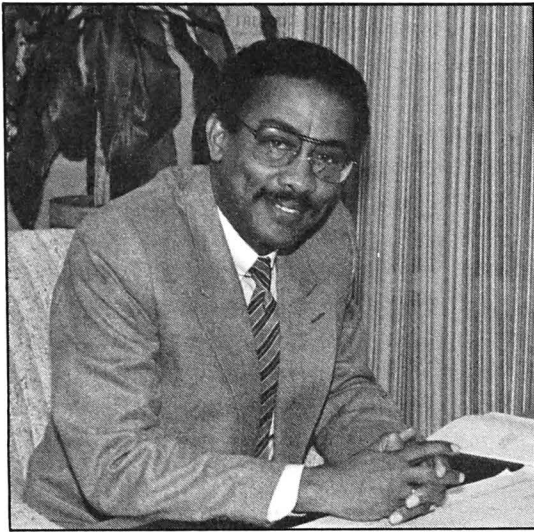
In the fall of 1983 the Joint Occupational Health and Safety Committee decided to run a pilot First Aid Training Course for Toronto Public Library staff. A total of 17 staff members including almost all of the Health and Safety Committee's members went through the two-day program in mid-December. As a result

of its success, the Committee will be sponsoring a series of such courses throughout 1984. The objective for 1984 would be to have at least one or two trained first-aiders in each branch or department.

The other major new program development effort of 1983 has focused on developing a workshop on Interviewing and Selection Skills which would support the implementation of the *Report on Staff Selection*. The workshops will begin in April, 1984 and by year-end all levels of supervision and management in the Library will have been through this two-day intensive program.

AUTOMATION

Notwithstanding all the ongoing and new programs that will be taking place in 1984, there can be no doubt that the most important and critical Training and Development challenge for 1984 will be in the area of preparing Toronto Public Library staff for the introduction of automation. Indeed, as Toronto Public Library moves into its second century, the successful preparation of staff for the arrival of new technology will form the major challenge to the Training and Development area for many years to come.



Willoughby Edwards
Finance & Property Services Division

The new automated financial system planned in 1982 became operational in July of this year.

Significant changes to coding structures and accounting principles made operating parallel automated systems impractical, so the Management Committee approved the bold step to operate the new system only effective August 1.

It is a pleasure to report that the new system already permits the production of accurate financial reports within five working days after the close of a period, a goal set for late 1984. Staff and Board members receiving the new statements have expressed favourable reactions.

The Property Services Department was very active in improving the health and safety environments in library-used and owned properties. This was particularly true at the site of the Northern District Library, where the construction of a 13-storey apartment building atop the library building created considerable demands on Property Services staff.

Increased uses of branches caused an associated increase in demand for our supply services. Shipment to and from branches increased by almost 33 per cent, and supplies processed and shipped to branches increased in volume by 20 per cent and in frequency by three per cent.

The Division sustained the loss of some valued long-service employees. Fortunately, some of the positions vacated have been filled by other long-service employees who continue to demonstrate their worth.

FINANCIAL REPORT

March 16, 1984
 Subject to Completion of
 Audit by City Auditors

RECEIPTS

Surplus brought forward from 1982	\$	42,802
Fines and Recoveries		156,195
Property Rental		319,049
Bank Interest		140,676
Parking Income		38,007
Sale of Publications		8,588
Sundry Income		4,785
Sale of Discarded Books		15,440
General Legislative Grant		1,388,775
City Tax Levy for Library Maintenance		17,092,384
		<u>\$19,206,701</u>

E. Les Fowlie
 Chief Librarian and
 Secretary-Treasurer

PAYMENTS

General Salaries and Wages	\$10,020,024	
Fringe Benefits	1,764,381	\$11,784,405

MATERIALS FOR COLLECTIONS

Books, Periodicals, Audio-Visual	2,734,116	
Book Repair and Binding	33,146	2,767,262

MAINTENANCE OF BUILDINGS AND GROUNDS

Salaries and Wages	1,217,275	
Fringe Benefits	198,798	
Materials	503,610	
Utilities	461,492	
Property Rental and Taxes	475,640	2,856,815

GENERAL EXPENSES

Community Services	39,502	
Printing and Publicity	115,860	
Trucking Service	103,420	
Furniture and Equipment	72,535	
Other General Expenses	1,543,735	1,875,052
		<u>\$19,283,534</u>

Excess of Expenditure Over Revenue to be Applied Against 1984 Requirements	(76,833)
	<u>\$19,206,701</u>

BRANCHES

SPECIAL
COLLECTIONS
& SERVICES

1 Annette St. (W.) 145 Annette St. 769-5846	8 Dufferin/St. Clair (W.) 1625 Dufferin St. 652-1460	15 Northern District (N.) 40 Orchard View Blvd 484-6087 or 484-6088	21 Queen/Saulter (E.) 765 Queen St. E. 465-2156	28 Swansea (W.) 95 Lavinia Ave. 769-1513	Film Department 40 Orchard View Blvd 484-8250
2 Beaches (E.) 2161 Queen St. E. 691-9298	9 Forest Hill (N.) 700 Eglinton Ave. W. 787-0179	16 Palmerston (C.) 560 Palmerston Ave. 531-2486	22 Riverdale (E.) 370 Broadview Ave. 466-2197	29 Wychwood (C.) 1431 Bathurst St. 532-1128	Library-on-Wheels 171 Front St. E. 947-9260
3 Bloor & Gladstone (W.) 1101 Bloor St. W. 536-3402	10 Gerrard/Ashdale (E.) 1432 Gerrard St. E. 466-2151-52	17 Pape-Danforth (E.) 701 Pape Ave. 465-2421-22	23 Runnymede (W.) 2178 Bloor St. W. 767-1051	30 Yorkville (C.) 22 Yorkville Ave. 922-4913	Osborne Collection Boys & Girls House 40 St. George St. 593-5350
4 Boys & Girls House (C.) 40 St. George St. 593-5162	11 High Park (W.) 228 Roncesvalles Ave. 536-9583	18 Parkdale (W.) 1303 Queen St. W. 532-6548	24 St. Clair/Silverthorn (W.) 1748 St. Clair Ave. W. 651-2738		Spaced-Out Library 40 St. George Street 593-5351
5 City Hall (C.) Nathan Phillips Sq. 366-6330	12 Jones (E.) 118 Jones Ave. 466-9057	Parkdale Community Information Centre 532-7939	25 St. Lawrence (C.) 171 Front St. E. 947-9260		Travelling Branch (Shut-In Service) 40 Orchard View Blvd 484-8015 ex 266
6 College/Shaw (W.) 766 College St. W. 537-9547	13 Locke (N.) 3083 Yonge St. 483-8578	19 Parliament St. (C.) 269 Gerrard St. E. 924-7122	26 Sanderson (C.) 327 Bathurst St. 366-4664-65		
7 Deer Park (N.) 40 St. Clair Ave. E. 921-3177-8	14 Main Street (E.) 137 Main St. 694-6054	20 Perth/Dupont (W.) 1589 Dupont St. 535-7188	27 Spadina Road (C.) 10 Spadina Road 967-7167	Branch Locations (C) Central (W) Western (N) Northern (E) Eastern	Publicity Office Toronto Public Library 40 Orchard View Blvd 484-8015 ex 235 & 242

