

YEAR IN REVIEW  
1968

NORTH YORK  
PUBLIC LIBRARY

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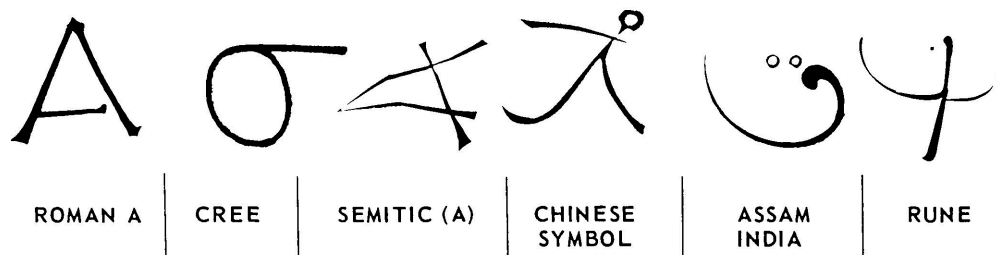
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READING FROM LEFT TO RIGHT: THE ROMAN (A) AND SIMILAR TO THE SEMITIC (A), IF IT WERE TURNED ON ITS SIDE.

THE SECOND LETTER IS A CREE LETTER DESIGNED BY A CANADIAN MISSIONARY TO THE INDIANS OF WESTERN CANADA, THE ONLY CANADIAN LETTER HERE.

THE THIRD LETTER IS A SEMITIC (A) TURNED ON ITS SIDE RESEMBLING THE ROMAN (A).

THE FOURTH LETTER IS THE CHINESE SYMBOL FOR MAN, A PICTOGRAPH.

THE FIFTH LETTER IS AN (L) FROM THE STATE OF ASSAM, INDIA.

THE SIXTH LETTER IS (W) FOUND IN THE KENSINGTON STONE CALLED A RUNE FROM THE RUNIC ALPHABET OF SCANDINAVIAN COUNTRIES.

**North      York      Public      Library**



NORTH YORK PUBLIC LIBRARY

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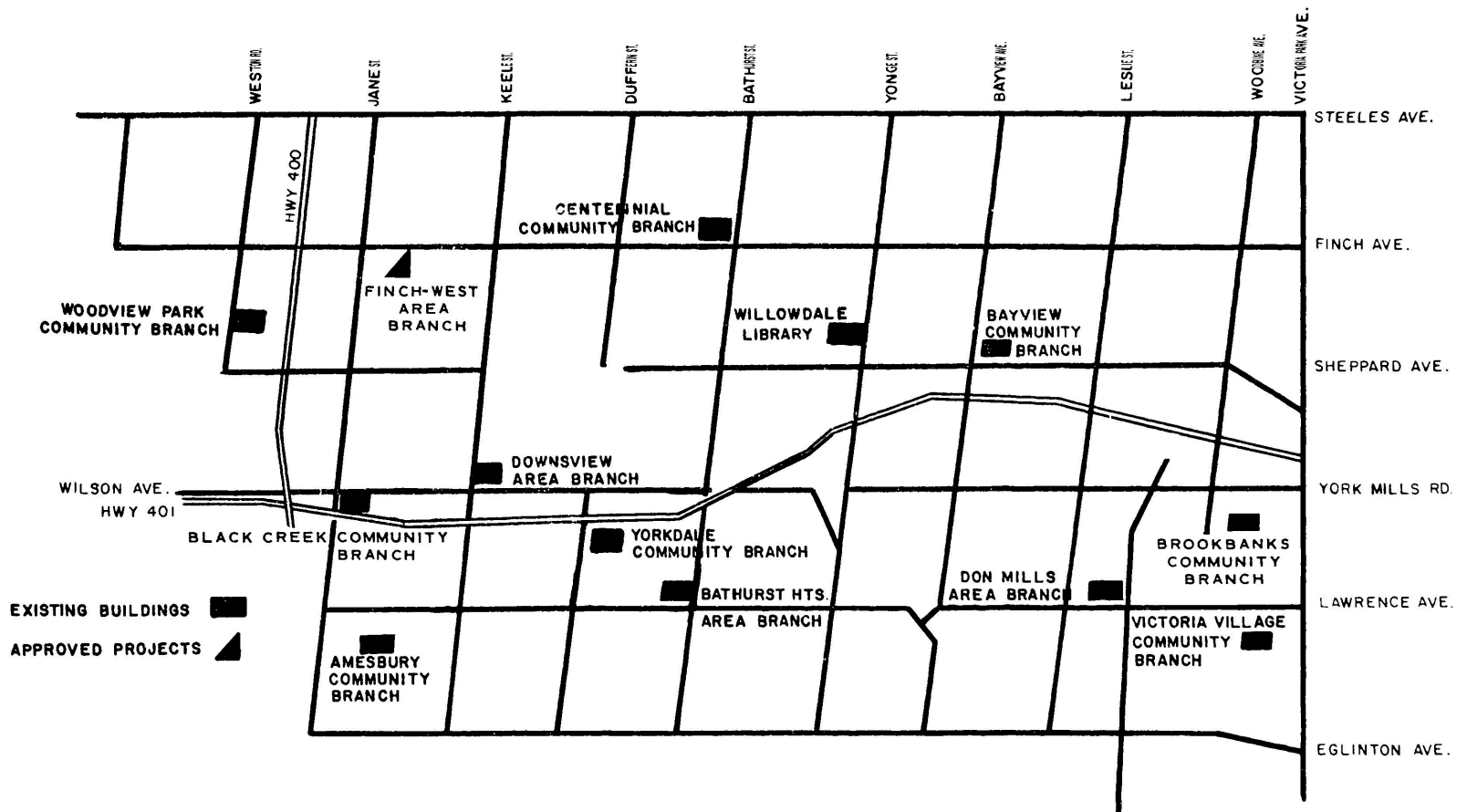
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GLADYS ALLISON BUILDING	-	5126	Yonge Street, Willowdale
BATHURST HEIGHTS AREA BRANCH	-	3170	Bathurst Street, Toronto 19
DON MILLS AREA BRANCH	-	888	Lawrence Avenue East, Don Mills
DOWNSVIEW AREA BRANCH	-	2793	Keele Street, Downsview
AMESBURY PARK COMMUNITY BRANCH	-	1565	Lawrence Avenue West, Toronto 15
BAYVIEW COMMUNITY BRANCH	-	2901	Bayview Avenue, Willowdale
BLACK CREEK COMMUNITY BRANCH	-	2139	Jane Street, Downsview
BROOKBANKS COMMUNITY BRANCH	-	210	Brookbanks Drive, Don Mills
CENTENNIAL COMMUNITY BRANCH	-	578	Finch Avenue West, Willowdale
VICTORIA VILLAGE COMMUNITY BRANCH	-	184	Sloane Avenue, Toronto 16
WOODVIEW PARK COMMUNITY BRANCH	-	16-18	Bradstock Road, Weston
YORKDALE COMMUNITY BRANCH	-		Yorkdale Shopping Centre, Toronto 19

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The Annual Report of our library over the past years has been replete with statistics and descriptions of the physical expansion of our libraries and the concomitant increases in service which took place during the past year. In terms of expansion, 1968 has been no exception to the pattern. During the year, we opened two new community branch libraries--the Black Creek Branch in rented quarters, and the Brookbanks Branch in its own building. The almost overwhelming response of the two communities to their new libraries has conclusively proven the need for these facilities and has reassured us that our long-range plans for expansion are moving in the right direction. 1968 also saw the beginning of the long-delayed Technical Services Building which will allow for more efficient technical processes as well as expansion of service from the Willowdale Library. Final approval was also given to the construction of a major library on Finch Avenue West. Of particular note was the expansion of the Community Services programme, not only through a tremendous increase in the circulation of films and records, but also in the demand for and attendance at such programmes as discussion groups, Town Hall meetings and film showings. These things all reflect the growing place of the Public Library as a centre

for the exchange of ideas far more than it has ever served in bygone days when the only purpose was the circulation of books.

The accomplishments of the past year could be dwelt on at considerable length. However, as one year ends, I prefer to take what satisfaction we can from the accomplishments of the past and to concentrate on what more may be done for the future. There is no doubt that the role that the library plays as a centre for community activities will expand and increase, and during 1969 we will be looking very carefully at the changing role of library service in this part of the Twentieth Century.

We will be opening our largest branch during the coming year, and here we will see many innovations in library service.

North York is well known in library circles as the place where things are happening, where people are not afraid to try out new ideas. Some ideas, in the words of Alfred North Whitehead, "wear some aspect of foolishness at their inception". However, many ideas which were once consider-

ed radical have now been widely accepted outside our system. The pattern of large area branch libraries, surrounded by community branches, the tele-printer communication between branches, the concept of the library as a total community resource and communications centre, and the training and deployment of staff for the most efficient use are all ideas in which North York has given leadership to the rest of the country. During 1969, further experimenting will be done to bring the best possible service to the citizens of North York.

Research into needs of the community has always been a paramount feature of our service and two studies which were made in 1968 will have very great implications for our service in 1969.

Mrs. Klaehn's study of service to shut-ins will result in an out-reach programme which will take library service to those of our citizens who are not able to visit the libraries.

Mrs. Chatwin's report on reference services has given us a blue-print for the development of what

is an essential role for public libraries. We will be looking very carefully at this aspect of service, particularly as it relates to the business and professional communities in our borough. Great use of our reference services has been made in the past, but there are gaps in our collection which must be filled during the coming year. At the same time, we look forward to a decision on the building of an outstanding reference library in conjunction with the Civic Square Development.

One of the concerns of the Library Board, in representing the citizens of the community, has to be not only what is desirable but also what is possible. In a growing suburban centre such as North York, many demands are made on the taxpayers, and it has always been and will continue to be of paramount concern that each tax dollar which we spend will return at least a dollar's worth of value to our citizens.

The accomplishments of the past and our hopes for the future could not be accomplished without the diligence and hard work of our very competent staff, and I would like to thank the staff and

particularly their Chief Librarian who has always kept sight of his own ideals of service while dealing with the vagaries of the Library Board with patience and unfailing good humour.

My personal thanks are also due to my colleagues on the Library Board for giving me the opportunity to be of service as Chairman. I have very much appreciated the opportunity of working closely with the administration of the Library and of giving some leadership to an outstanding group of Library Trustees who, by their hard work and intelligent grasp of problems, are making the North York Public Library into an outstanding library system.

A handwritten signature in cursive script, appearing to read "J. Potter".

Chairman  
North York Public Library Board

*No place affords a more striking  
conviction of the vanity of human  
hopes, than a public library.*

*William Pitt,  
Earl of Chatham  
"The Rambler"*

Mr. Chairman and Members of the  
North York Public Library Board

ΑΟΑΧΩΥΑΟΑΧΩΥΑΟΑΧ

In the pages of this annual report you will find the statistical and written record of a year of achievement. It is easy to dwell at length on percentage increases here and numerical increases there but this will not interpret the significance of our work to you or to the people of North York in whose name this service is being given.

Our objectives have been discussed at length at various times, both in committee and in the Board as a whole. Our concern is with the minds of people in three areas: education, culture and recreation. These are broad terms which can be interpreted in a variety of ways and each interpretation will vary to some extent from one person to another. Our concern is for people as they, in their own way, develop meaningful interests in various pursuits. Our circulation statistics indicate the results which we have achieved in conventional areas of service. The figures indicate that every man, woman and child in North York read over 8 books each during the year. This in itself is no mean accomplishment, and when interpreted in terms of reading patterns indicates that a very sizeable number of people are using our services extensively.

However, our services can no longer be measured in conventional terms. The art of communication has changed in a revolutionary fashion. Our knowledge of the needs of people is beginning to become more complete. These things affect the work of the library in that no longer can we rely on the printed word as our medium of communication, nor can we take for granted that we know the needs of a community as complex and diversified as North York. In 1968 we worked in both these areas. This library was the first in Metro to recognize that charges for films and records constituted a tax on knowledge. By putting these materials on the same basis as books we have made a significant contribution to the spreading of our cultural heritage as well as information and knowledge in a variety of fields.

However, it is in our work with the community that there has been the greatest development.

Libraries have not been considered active social institutions. In 1968 we went a long way in changing this concept. Within this report there are details about our work with people in a vari-



ety of situations. Community Associations, organizations designed to meet social needs, recreational, cultural and educational groups have been contacted by the library as we move out from our own four walls into the community in an effort to learn about people and their needs. This is a continuing and never-completed task. In some instances our efforts are not productive but in others, such as our survey of shut-ins, our programs in Flemington and Flemington Parks and our work with several agencies, we have brought the particular abilities of the library to bear on some of the needs of people.

It has been a most exciting and rewarding year in which a great many things have been achieved. I do not wish to duplicate that which has been written by our division heads, but may I extend to you, Mr. Chairman, and to your Board, my sincere thanks for your guidance, support and cooperation and to our staff a sincere thank you for a memorable year of achievement.

A handwritten signature in cursive script, appearing to read "J. D. [unclear]", written in black ink.

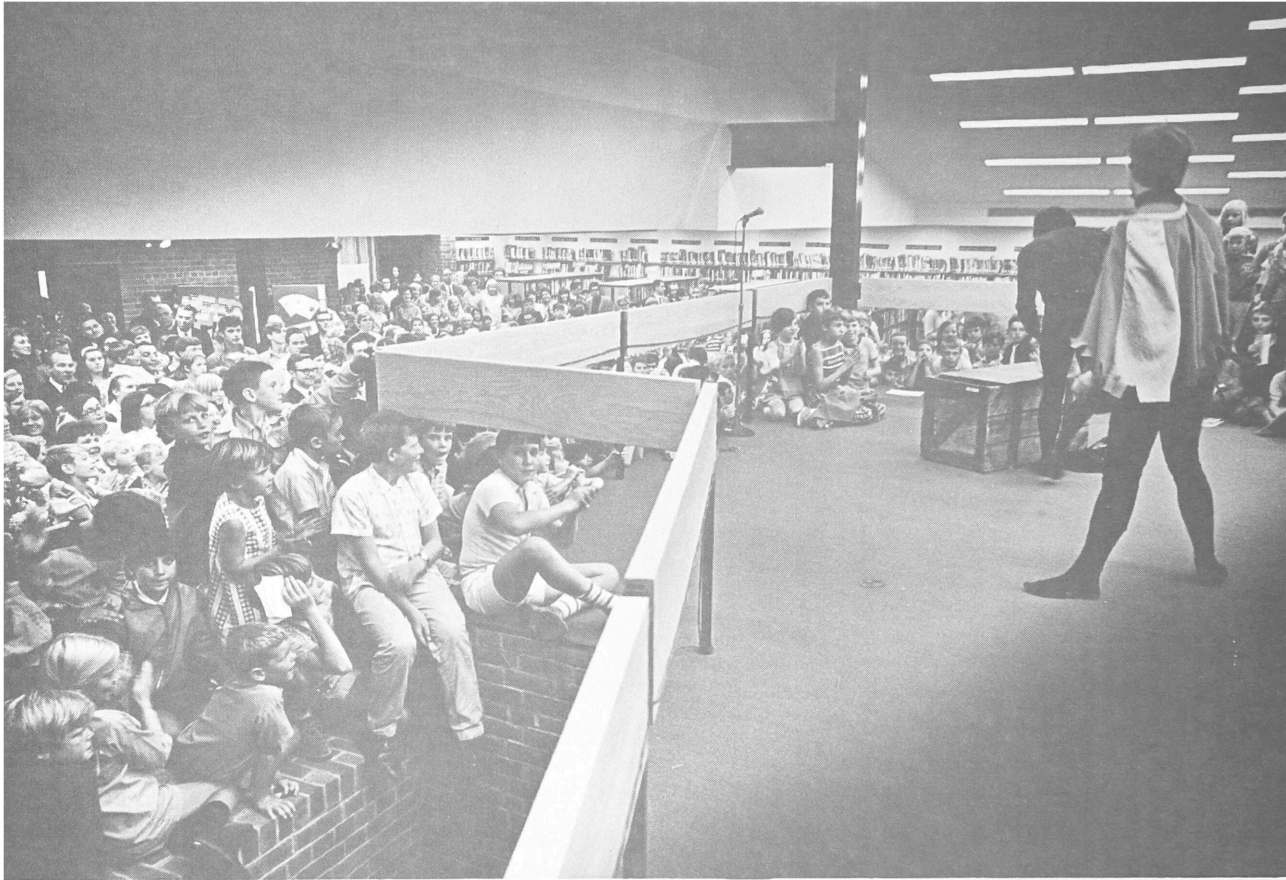
Chief Librarian

*Some books are to be tasted,  
others to be swallowed, and  
some few to be chewed and di-  
gested.*

*Francis Bacon  
"Dedication to the Essays"  
"Of Studies"*

*The public must and will be served*

*William Penn  
"Fruits of Solitude"*



The official opening of the Brookbanks Community Branch on September 17, 1968 -  
a scene from "Pinocchio" by the Studio Theatre Players.

## WILLOWDALE REGION

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### ADULT SERVICES DIVISION

The Willowdale area, including the Children's Division, circulated 1,336,080 books in 1968. Both Community Branches were closed for three weeks in the summer and only one bookmobile was in operation. As a result, the circulation decreased by 11,049 even though Adult Services had an hourly average circulation of 229 books and an increase of 11% in lending books. Information services also showed a marked increase of 30% over 1967.

The Division experienced a number of important developments in 1968. At the beginning of the year an inter-area-branch-tele-communication system was introduced with Willowdale supplying information on system holdings and controlling all interloans through Telex, which was installed in 1967. Blocks of book reserves not available in the Division were sent daily to branches as well as Metro requests for interloan books. Increase in service jumped in October when Willowdale was involved in 2,554 messages compared to 1,678 the previous month, and again in November when they went to 2,857.

As a result, the flow of books between Willowdale and the other branches developed rapidly and the service to borrowers became greatly improved.

In October the exchange of books with the Metropolitan libraries through telecommunications was also inaugurated. Messages jumped from 167 in September to 1,283 in October and 1,265 in November. Interloan of books with libraries other than North York increased very quickly with the highest period, 464 books, in November. One book, *Treasure Diver's Guide* by J.S. Potter was borrowed by the Russians in July and sent to Lenin State Library, Moscow, U.S.S.R. The original request went to the University of Toronto Library, Toronto Public Libraries, and Ottawa Public Library before coming to North York.

In April, Adult Services was reorganized and our original A-frames were replaced with new shelving in order to provide for about 15,000 more volumes on the main floor. Every book and cur-

rent periodical in the collection was moved, and numerous volumes were brought upstairs from the stack area. An alcove arrangement attracted magazine browsers to the front of the room and students and adults needing more concentration used the tables beside the reference shelves and in the literature section. When carpeting finally replaced the tiles, the atmosphere became very much quieter and more conducive to work.

The Division also was responsible for several Extension Activities. These centred around Great Books programs, a Metro Poetry Week evening in which Phyllis Gotlieb, Douglas Lockhead and Miriam Waddington read their poetry, illustrated talks on early North York, an autographing party, and a Canadiana program.

#### BOOKMOBILE SERVICES

The Willowdale area has one Bookmobile with

scheduled stops around the district and two stops on the western boundary of the Borough: one at Pelmo Park School and the other at Humber Summit. It circulated 163,152 books and October was its busiest month. Two schools, St. Paschals and St. Charles, circulated the highest number of books during the school year, and Pelmo Park carried the honours during the summer months. St. Charles, on October 16, had the highest circulation for one stop, when 1,178 books were circulated in an hour and a half.

#### BAYVIEW VILLAGE COMMUNITY BRANCH

This busy, small Community Branch in a shopping plaza is limited in its activities, and it would have had the highest circulation of eight Community Branches if it had not been closed for three weeks during the summer. Instead, Yorkdale has the highest Branch circulation because they were not closed. Bayview Village circulated

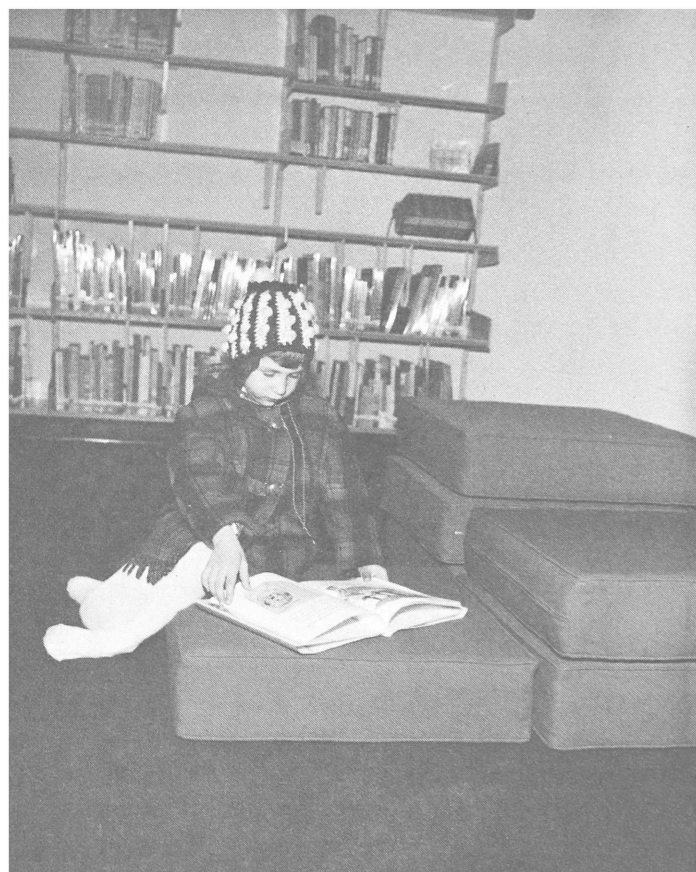
182,611 books with an hourly average circulation of 111 books, and registered 4,001 adult borrowers and 2,133 children, an increase of  $6\frac{1}{2}\%$  over 1967.

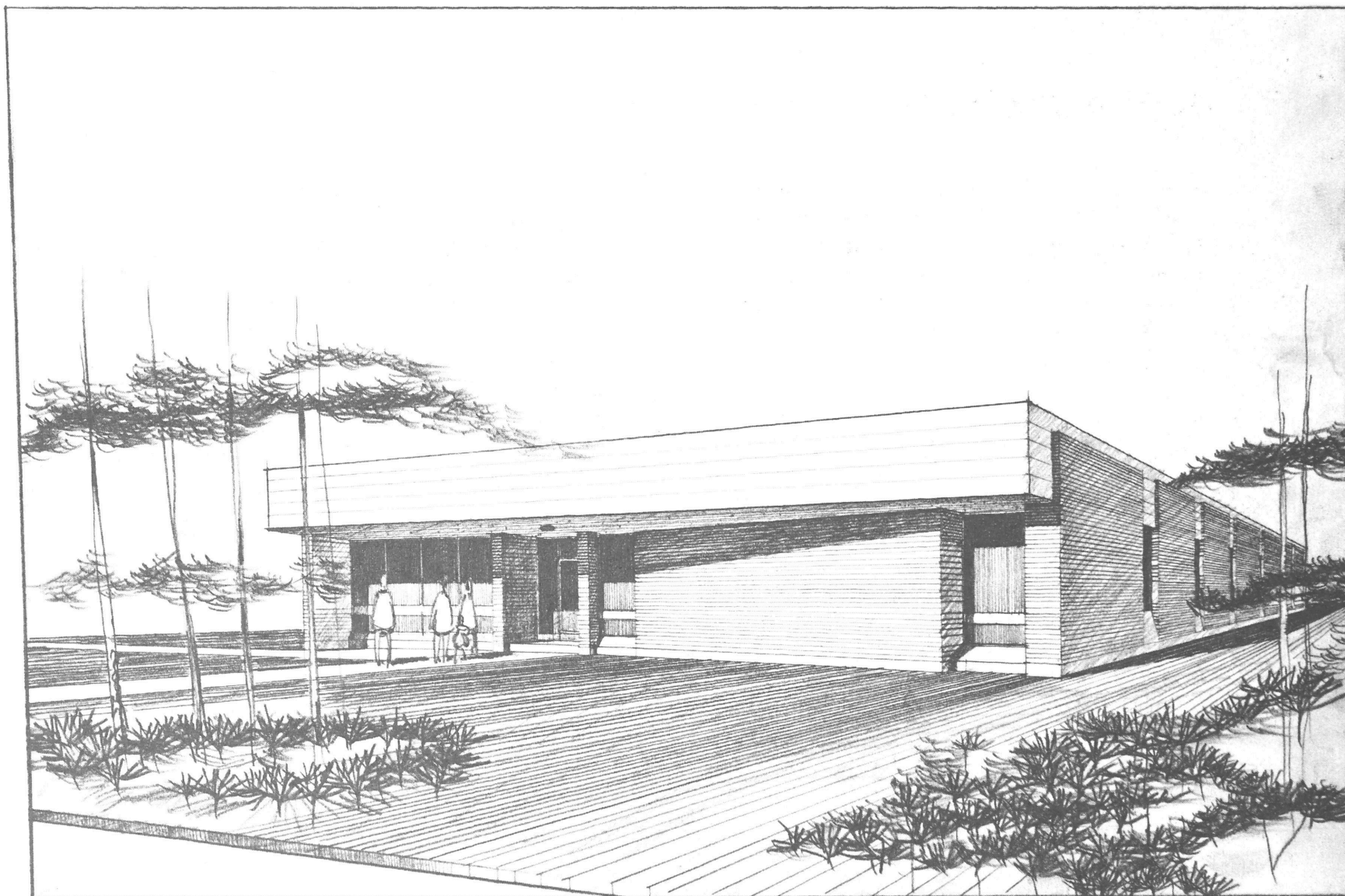
#### CENTENNIAL CENTRE COMMUNITY BRANCH

Situated next to the Centennial Arena, this attractive Community Branch circulated 120,637 books with an hourly average circulation of 73 books. They registered 2,335 adults and 1,906 children with an increase of 16% over 1967.

Its Extension Activities have been very successful, and include 44 story hours, 59 film shows, 4 special children's programs, 60 class visits, and an evening in which New Canadians were introduced to the library.

Patricia W. Hart  
Head  
Willowdale Region





The new Technical Services Building, located on Martin Ross Road, is to house Book Selection and Acquisition and Technical Services Divisions. The move from Willowdale is proposed for early 1969.

## CHILDREN'S SERVICES DIVISION

ΔΟ ΑΧ ΞΥ ΔΟ ΑΧ ΞΥ ΔΟ ΑΧ

Service to North York's children was expanded in breadth and depth in 1968. The creative role of the public library was enacted through provision of the books, displays, exhibits and programs to pique and satisfy a child's curiosity and sense of wonder.

Book collections have been extended. Fiction and non-fiction for all age levels were rounded out and updated to meet increasing demands. Young inquiring minds expect precise understandable information, be the subject dinosaurs or outer space.

Exhibits and displays stimulated more interest than ever before, as reflected in circulation of books on the projected subject. Branch librarians' ingenuity developed ideas for their respective communities. In 1968, they had a pool at Willowdale from which they could draw materials and suggestions.

Puppet clubs were new in the System. Children, under librarians' supervision, made puppets, wrote scripts and staged their own shows. Story-

time audiences were larger. Film shows were entertaining and educational. The audio-visual section of Community Services provided excellent new films that children really appreciated. For other programs, talent from outside the library presented thought provoking ideas.

New book clubs were organized in two areas in November, at Bathurst Heights and Willowdale libraries.

Notable development of resource centres in elementary schools in 1968 has increased rather than diminished class visits to the public libraries. It has also relieved the library of much basic instruction, freeing visit times for browsing, for getting acquainted with the great variety of recreational and informative materials available and for learning where to look for them.

Dialogues held during Young Canada's Book Week between public librarians and elementary school principals as well as resource librarians proved mutually beneficial in opening fresh lines of communication.

Throughout the year, children's librarians from all areas met together to arrange activities seeking cooperative effort rather than uniformity. The closer the coordination, the greater the number of ideas evolved for improvement of services.

Adults concerned with children have sought more assistance from children's departments. Grandparents, Sunday School teachers, Scout leaders and the like have found more books to help them than they knew existed. Provisions for this segment of patrons have also been jointly discussed.

Willowdale is the largest and oldest of the Children's Rooms and gives leadership in coordinating programs, ideas, book selection, ordering and basic lists.

In 1968, the Willowdale Children's Room itself was a hive of activity. Open 2,778 hours, it averaged in each hour a circulation of 98, registration of four and assistance to ten patrons. Six thousand pupils visited in classes with teachers and over eight thousand attended story-hours, film or special programs.

The Community Branches of Bayview and Centennial Centre have enlarged their services to children. They, with the Bookmobile, identify children's statistics only for registrations. Children's registrations through grade seven for the Willowdale Area rose to 18,563 in 1968. These registrants now have access to a book stock of 60,000 children's books for circulation or reference.

It was a good year.

Nancy Knight  
Head  
Children's Services Division



## COMMUNITY SERVICES DIVISION

ΑΟΑΧΩΥΑΟΑΧΩΥΑΟΑΧ

The Community Services Division consisting of two separate though complementary departments, Extension Services and Audio Visual, had an exciting and rewarding year.

The phenomenal rise in the use of A-V materials in the library reflects the growing acceptance and awareness of the new media. Well over 10,000 16 mm films were circulated this year to individuals, groups, agencies and institutions; an equal number of 8 mm films was circulated, mostly to families. Evidence of a growing interest in film information was found in the increase in reference questions answered this year - almost 7,000. Everything from the name of the photographer of "The Red Balloon" to who wrote "The War Game." Though our record collection was not expanded greatly this year our circulation was well over 42,000.

In our desire to participate in informal adult education programming in the community many extension events were developed by the library or co-sponsored with community agencies.

A two day workshop on family life education - a pilot project in cooperation with the Canadian Mental Health Association, North York Family Service Centre and Board of Education - was a rewarding experience. Out of this developed a summer school course in family life education and a Seneca College course this fall.

The Hall-Dennis Report lectures by Mr. Lloyd Dennis were so enthusiastically welcomed by the community that it was unfortunate that 200 people had to be turned away.

Our co-sponsorship with York University, Centre for Continuing Education, resulted in two outstanding series: a Film and Film Criticism series in which films were previewed, evaluated, discussed and a 16 mm film made and criticised; and a Living Theatre series with an unusual approach to Theatre appreciation - attending dress rehearsals of Toronto productions, talking to the directors and discussing these experiences amongst themselves.

With the North York Public Library, YMCA, a Creative Drama programme for children, 7 - 11 years old, was developed and proved so successful that it will be repeated. Science films for the laymen have always been of great interest in North York; our annual Science Film Festival was enthusiastically received once again.

Our A-V workshop for the churches and synagogues of North York was held to help meet their special needs in programming. Demonstrations of all our equipment, previews of pertinent A-V materials and discussion of the many ways to use them were gratefully received.

A creative, busy year for us attempting to assess and meet the needs of our community by working closely with the many North York agencies and institutions engaged in the same pursuits.

Laura Murray  
Head  
Community Services Division

*Individualities may form communities, but it is institutions alone that can create a nation.*

*Benjamin Disraeli,  
Earl of Beaconsfield  
"Speech at Manchester"*

## BOOK SELECTION AND ACQUISITION DIVISION

ΑΟΑΧΧΥΑΟΑΧΧΥΑΟΑΧΧ

In January 1968, what was previously known as the Order Department was made a Division, and the name changed to Book Selection and Acquisition Division.

When it is necessary to provide books in a short time for a new Community Branch or fill special requests or gaps in the collections, the flexibility of the Division is important, and in our case has been particularly useful when the selection and buying are closely connected.

This past year we completed the initial purchase of books for the two new Community Branches, Brookbanks and Black Creek. Since then they have received current titles which have also been sent to other Branches. Many replacements of lost or worn out books were ordered and processed. It was disconcerting to find that many of them were out of print and not even available in paperback. With the rapid growth of the library system it has been necessary to supply many more books in other languages to meet borrower needs.

A large selection of children's books has been added to all area and community branches which includes new titles and the best of the older titles that get constant use.

A committee was named to select suitable material for the Teens section of the library. We have ordered and processed most of these new titles. In addition, new encyclopaedias and other reference books were purchased.

The periodicals collection has been expanded in spite of somewhat limited space in which to display it. A large selection of new record albums has been purchased and an opportunity arose to replace many worn out opera albums; it is expected that these will soon be available to the public.

Throughout the new year we will be adding new titles on a wide variety of subjects to a paperback collection of books which will not be catalogued but which we hope will supplement material in the library. This is by way of an experiment and it will be interesting to see if making

books available in this manner is practical.

Through an arrangement with the North York Public Library Board and Sunnybrook Hospital we have purchased and processed books for the Sunnybrook Hospital Patients' Library. This has made more books available to them than they would have had.

Preparations are being made for the acquisition of books for the next new Area Branch. Bibliographies of both reference and circulating books are being prepared by librarians and it is anticipated that weaknesses in the existing area branches will be filled at the same time, thus saving much time and effort.

The Technical Services and Book Selection Divisions will move to new quarters early in 1969 and it is expected that 1969 will proceed at a speedier and busier rate than did 1968.

Prudence Clunie  
Head  
Book Selection and Acquisition

*All that mankind has done, thought,  
gained or been: it is lying as in  
magic preservation in the pages of  
books.*

*Thomas Carlyle  
"Heroes and Hero-Worship,  
The Hero as Man of Letters"*

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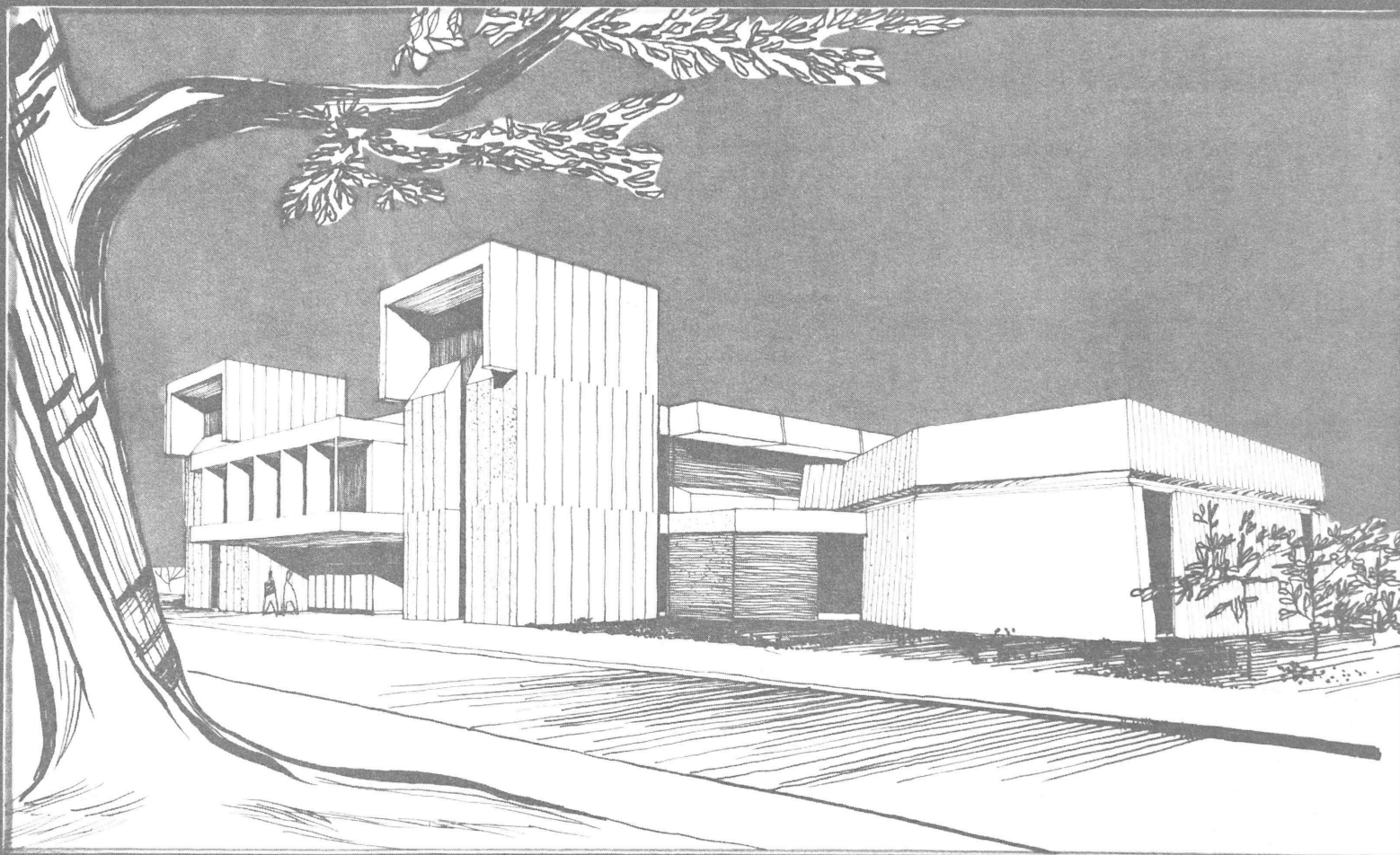
Rapid growth of the community as a whole has been matched by a considerable increase in the number of older and aged people in institutions and homes in the community. New nursing homes, homes for the aged, and apartments for Senior Citizens have been built or are under construction now. There are people living in their own homes who are shut-ins because of age, crippling physical conditions or other disabilities.

Access to books can sometimes be taken for granted by active people, but it is not hard to imagine what it would mean to shut-in people to have the library bring its books to them.

Aileen Klaehn

Only two classes of books are  
of universal appeal: the very  
best and the very worst.

Ford Madox (Hueffer) Ford  
"Joseph Conrad"



VIEW FROM NORTH — EAST

The proposed Finch West Area Branch, located on Finch Avenue West between Jane and Keele Streets, is expected to open in late 1969.

## TECHNICAL SERVICES DIVISION

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1968 has been another laborious but at the same time rewarding year. Altogether 21,007 titles were catalogued including 1,238 foreign language titles. Of the total 11,709 were new titles and 9,298 were added titles. 109,343 volumes were processed. 29,960 volumes were withdrawn from the library system. The total collection of books in the North York Public Library system as of December 31st 1968 is 593,634 volumes.

477 music records were catalogued and processed, 206 were withdrawn. The total music record collection is now 4,447.

6,230 volumes were sent to the bindery, including periodicals and paperbacks for permabinding.

Two new neighbourhood branches, Black Creek and Brookbanks, were opened in 1968. Current books were catalogued and processed also for the Sunnybrook Hospital Patients' Library.

The training program for branch clericals in Technical Services was continued in 1968 and has

helped a great deal to achieve a better understanding of processes related to cataloguing, a more effective performance, and a good cooperation between the branches and the Technical Services.

An effort was made to try and get part of the uncatalogued Canadiana books catalogued, but after some achievement in this direction, due to other priorities it had to be abandoned again. This project will be reconsidered in 1969.

A major undertaking in 1968 was the expanding of the Official Catalogue to include all subject and added entry cards. This was a necessity because of the planned move of the Technical Services to new quarters, without access to the public catalogues. After sampling various methods of reproduction of cards, filing, revision, etc. by our own means, some estimates from outside agencies and comparing of costs, it was decided to do it ourselves, with the additional help of two temporary clerks. It was much cheaper, more efficient, and did not interrupt our regular work. Approximately 100,000 cards were produced and filed in addition to refiling the exist-

ing Official Catalogue cards. This project included both Adult and Children's Official catalogues.

Ruth L. Kraulis  
Head  
Technical Services

A very welcome addition to our equipment was the acquisition of the Polaroid Cu-5 camera, which enables us to photograph the Library of Congress information from the catalogues. This speeds up the LC searchers' work and completely eliminates the possibility of copying errors.

The amount of multilith printing is growing. Besides printing all our catalogue cards, high quality printing of publicity material, booklists, library schedules, office forms, envelopes and so on, is carried out.

Work is being done on changing some procedures of the work when the Technical Services move to the new location, where space will allow for streamlining the process to better advantage. The Technical Services staff is looking forward to this move.

*Words are the heritage of  
all people - a heritage  
upon which man's thoughts  
and man's actions may con-  
tinue to go forward.*

*from "Words that  
Changed the World"*



## REFERENCE AND RESEARCH DIVISION

ΑΟΑΧΩΥΑΟΑΧΩΥΑΟΑΧ

Since the opening of the three area branches in the early 1960's information services in the North York Public Library system have grown steadily from 103,768 in 1963 (when the present system of keeping reference statistics was begun) to 170,094, a 64.5% increase in six years. This does not include any reference work in the Community Branches.

In the early days each area branch operated to a considerable extent as an individual unit. Gradually this has changed to the more effective system approach. As part of this trend the need was felt for co-ordination and planning of information services on a systems basis. In the fall of 1967 a Reference and Research Co-ordinator was appointed to co-ordinate, advise and plan future information service developments in the system, in co-operation with the Division heads. This is the first report of the Co-ordinator.

One of the first activities was a study of existing services and future needs of the North York Public Library system presented at a special conference on future plans for the North York Public Library System.

A survey of information services use by borrowers was made in December 1967 and the report presented in 1968. This survey covered personal and telephone use, with a breakdown of each into student or general adult. It also showed the general subject fields into which questions fell. Results suggested that something over 50% of reference use was by students and showed that the Willowdale Library (the oldest unit in the system and unofficially the central unit) was carrying 50% of the reference work load in terms of questions answered. It also provides the more specialized services offered by the system - such as extensive Canadiana and documents collections, films, records and by far the largest periodicals collection in the system.

A reference stock survey has been started to evaluate and strengthen reference collections in the area branches including Willowdale. The survey of the 600's has been completed, results are being co-ordinated, and orders will go in shortly. Work on the 100's will start immediately.

Training and discussion sessions for librarians and sub-professionals (in three separate groups

because of the numbers involved) were held monthly January to June and covered such areas as North York reference plans and possible Metropolitan Toronto library developments, a panel discussion on future needs and development of reference in the North York Public Library system, government documents (2 sessions for each group), and a session on North York history conducted by Mrs. P.W. Hart, author of Pioneering in North York which was published in September.

Separate sessions with Community Branch heads dealt with reference in a Community Branch, resources in the area branches, local history, and sources of current Canadian information. In September a three week session, two hours a day, was given for sub-professional staff as orientation and initial general reference training. This was followed by more intensive training in their own branches.

This fall monthly branch visits by the Co-ordinator, of half a day in each branch was begun, to provide an opportunity for discussion of ideas and problems, and the exchange of information on new developments with the area branches individually.

In 1968 the Reference Co-ordinator has represented the North York Public Library on two Metropolitan Library advisory committees - a general Metropolitan Committee and a Metropolitan Systems Committee to discuss effective co-operation in use of computer techniques on a metropolitan scale. Recommendations of the Metropolitan Committee led to a teleprint hook-up of the central borough libraries and the Metropolitan Bibliographic Centre, supplemented by a daily delivery of books and films to and from the same units. Both interloan and reference questions are handled over the teletype. It also led to the honouring of borrower's cards issued in any of the boroughs of Metropolitan Toronto by all the boroughs and is now accepted practise. In March a single Public Libraries of Metropolitan Toronto card will go into use. Details of uniform loan periods, fines, and the privilege of returning books borrowed to any public library in the metropolitan area are being discussed.

I have also acted as liaison with Sunnybrook Hospital Patients' Library for which North York Public Library agreed to purchase and process books to the extent of the Hospital's book budget, and as advisor on request.

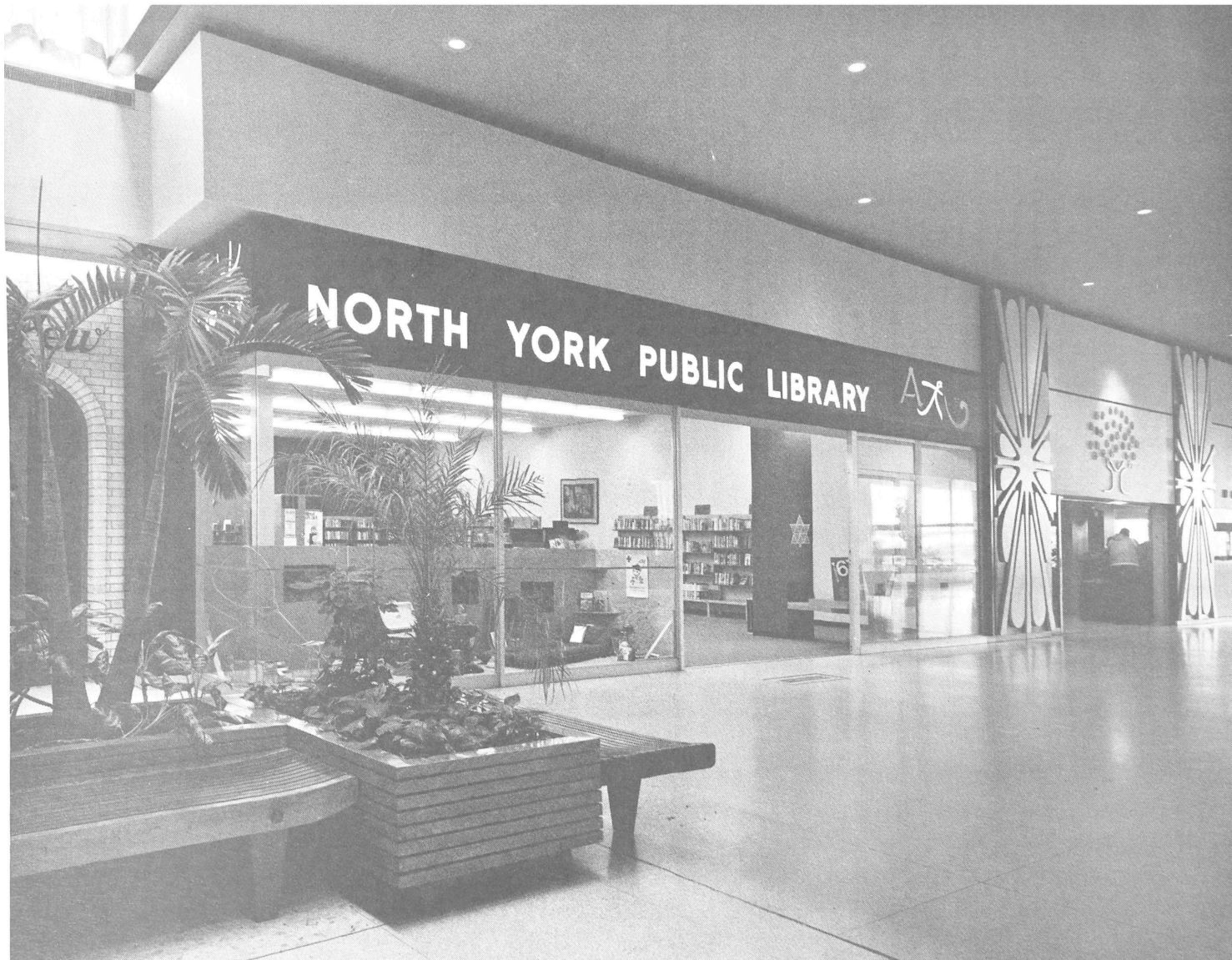
Much remains to be done in addition to the regular planning, training and communications. Plans are being made to build up areas of the collection which have had to be neglected in the past while we built up the general basic reference collections. A planned programme for "in depth", retrospective reference purchases is in preparation.

My work in the coming year will be greatly aided by the appointment in December of Mrs. Margaret Hortopan, as my secretary and general assistant.

*Books are the legacies that a  
great genius leaves to mankind,  
which are delivered down from  
generation to generation, as  
presents to the posterity of  
those who are yet unborn.*

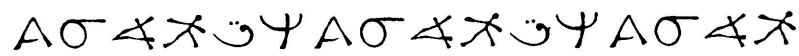
*"The Spectator"  
September 10, 1711*

Dorothy B. Chatwin  
Co-ordinator of Reference and Research



The Yorkdale Community Branch in the Mall of the Yorkdale Shopping Centre

BATHURST HEIGHTS REGION



BATHURST HEIGHTS AREA BRANCH

The Bathurst Heights Area has two branches. These are the Bathurst Heights Branch on Bathurst Street just north of Lawrence Avenue, which acts as headquarters for the area, and the Yorkdale Community Branch in Yorkdale Shopping Centre. Since September a bookmobile stop has been operating one morning a week in the Lawrence Heights area. The Willowdale Area Branch provides the bookmobile, the driver, and many of the books, and Bathurst Heights provides the library staff.

This branch serves an area which contains many Jewish cultural institutions and which has become the home of many new Canadians of diverse backgrounds. These circumstances present the branch with unique demands in the field of literature, and some special subject demands as well. Not content to wait for the demands to come to it, the branch has reached out into the community through participation in the Flemington Road Community School and through 'Operation Doorstep', the summer-time courtyard story hours in the Lawrence Heights area. In two months,

Operation Doorstep reached nearly 2,000 children using volunteers to increase the personnel available to the project.

1968 saw the circulation of the branch achieve a percentage increase twice that of the system as a whole. Through the year the branch has maintained film programs for children as well as a series of films of interest to the general public. A regular schedule of school class visits during the school year, and occasional visits of summer-school classes during July and August, has introduced many children to the library this year. For some children, a visit was not enough, and these took part in our puppet club, which in the spring produced their own show and took it to Flemington Road School, as well as giving performances at the library. This club began again this autumn, and a book club has also been started. During the March school holiday a special series of programs was presented, involving mobile manufacture, musicians, films, a magician, and singer Merrick Jarrett. A similar program during the Christmas holidays had children making collages,

and utilized musicians, records, films, and film strips.

In 1968 several special programs were organized. On the topic of air pollution, a film was shown and Alderman Tony O'Donahue of the City of Toronto and Dr. Irving E. Rosen, a radiologist at the Toronto General Hospital, spoke on aspects of the problem. A poetry reading program which went to several other libraries as well brought poets John Robert Colombo, George Jonas, and Nelson Ball to Bathurst Heights Branch. On the topic of American immigrants who are evading military service - the so-called "draft dogs" - Mr. Jack Pocock, a member of the Toronto Anti-Draft Programme came to speak and answer questions from an interested audience. This fall, a series of three evenings on "Housing in an Urban Society" brought in as speakers and resource people Ernie Dempster and Don Kirkup of the Toronto Real Estate Board, Robert Bradley, then Director of the Toronto Housing Authority, Herb Stricker of the Urban Development Institute and Dr. Albert Rose of the School of Social Work,

University of Toronto.

#### YORKDALE COMMUNITY BRANCH

This branch does not serve a community in the same sense as other libraries of the same size; rather, it serves the many people who shop and work at the Yorkdale Shopping Centre. It is nonetheless a busy library, and getting busier; its circulation has increased this year by a higher percentage than that of the system as a whole, continuing a trend of growth that has been maintained since it opened just over two years ago.

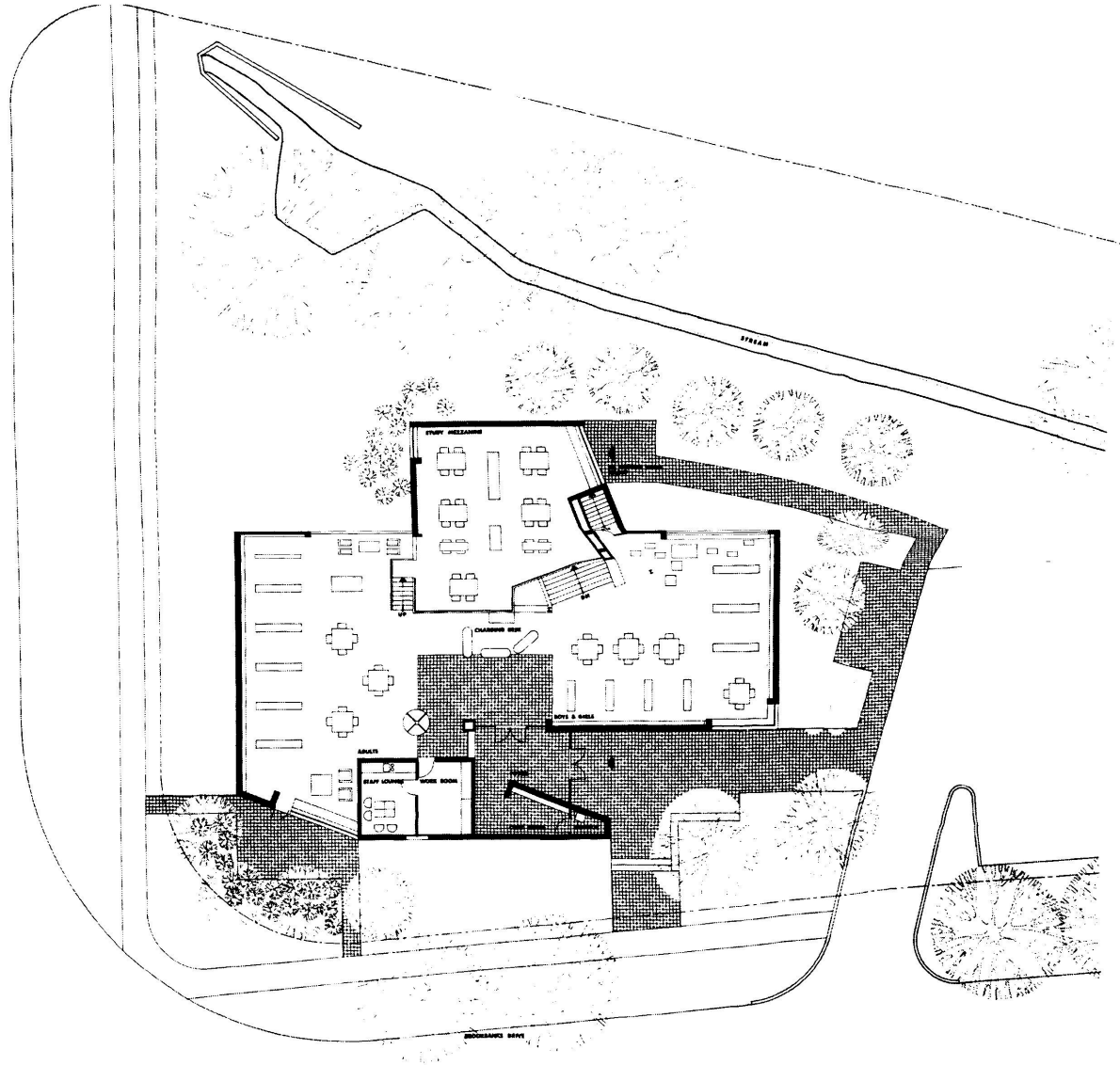
Throughout the year, the branch has repeatedly demonstrated its capacity to attract attention; it receives reference questions that except for its accessibility would be better directed to a larger branch; it attracts visitors because of its location in Canada's largest shopping centre, and visitors to the city find it easily.

Despite its small size, the branch has proven its ability to present programs in addition to class visits and children's story hours. Saul Field held a demonstration of print-making and an exhibition in the branch in April, and in June there was an exhibit of paintings by Louis Shore; between them these exhibits indicated the practicality and desirability of exhibiting art in Yorkdale. An exhibit of paintings, sculpture, batiks, photography of ballet and architecture, Canadian coin design, and books printed and bound in Canada, was arranged to coincide with Design Canada Week in the shopping centre. During Jewish Book Month, the B'nai B'rith women held a book fair at the Yorkdale Branch, exhibiting books and works of art, and bringing in as speakers on successive evenings, Robert Fulford, David Newman, Morley Pape, and Professor Emil Fackenheim. Films were shown regularly during the spring and fall, and attracted a good audience.

Leonard Chester  
Head  
Bathurst Heights Region

*Veracity does not consist in  
saying, but in the intention  
of communicating truth.*

*Samuel Taylor Coleridge  
"Biographia Literaria"*



Brookbanks Community Branch, 210 Brookbanks Drive, was officially opened September 17, 19



## DON MILLS REGION

ΑΟΑΧΞΩΥΑΟΑΧΞΩΥΑΟΑΧΞ

### DON MILLS AREA BRANCH

1968 has been a year of expansion in the Don Mills area. In July our new Children's Department furnished in early colonial style opened its doors. In September the new beautiful Brookbanks Community Branch became a reality.

As our area physical facilities were expanded to serve a growing population our normal programmes and Extension activities became increasingly diversified. In addition to the normal story hours, film nights, school visits and Art Exhibits, liaison was established with other Community organizations to present new and different programmes of both popular and literary interest. These have included afternoon and evening programmes on Theatre, Drama for Children, the Stock Market, How to Entertain and Puppet-making. Continuing on this theme a most noticeable aspect of the library's activities this year has been the involvement of staff at all levels in the "Out-Reach" programmes of story-telling at St. George's House in Flemington Park, work with young adults in Don Mills in the "What's Happening" series and our third-year Great Books programme.

In 1968, circulation in the Don Mills Branch (567,614) and area (900,652) showed increases over last year, while our book stock now exceeds 100,000 volumes. We were able to plan additional study space in the Reference and the circulation areas this year, in addition to creating a separate Fine Arts section. Improved communication and quick delivery of books and Reference information has been noticeable since the installation of the teletype system linking our area Libraries.

### BROOKBANKS COMMUNITY BRANCH

The Brookbanks Community Branch opened in September, with a collection of 30,000 books, in response to a strong demand for Library service from patrons in that area. Situated behind the Parkwoods Shopping Centre, architecturally the split-level design of this Library has delighted its users, whose patronage has been overwhelming. When it became apparent that circulation levels would tax our ability to supply books and materials, a teletype was installed in November. An immediate improvement in the supply of books and

material to patrons was the result. Enthusiastic staff members are now co-operating with schools and community organizations in "Open School" programmes and in opening up the auditorium for community use. Since the opening in September, 38 school and class visits catering to 1169 pupils have taken place, and Film shows and Puppet making courses have been started.

#### VICTORIA VILLAGE COMMUNITY BRANCH

This branch continues to offer a multiplicity of services to patrons of different ethnic origins. Although circulation has declined from 1967 levels, a monthly series of Extension programmes were planned attracting new borrowers to evenings on Antiques, Photography and Flower arranging. The rules and regulations are printed in English and Italian in this branch and monthly film programmes in Italian, and special "Festivale" nights were organized for the Italian population there. This library is perhaps most able to provide the personalized services to patrons lost in the anonymity of the larger area libraries.

#### BOOKMOBILE SERVICES

The Bookmobile service this year was heavily involved in servicing new school areas and in instigating new stops in large apartment developments, such as Flemingdon Park. The Bookmobile has extended its services to some isolated areas lacking recreational facilities and provided books to shut-ins and Senior Citizens' residences. The possibility of extending the Bookmobile operations to supply material to a heavily populated business district is now under consideration. The Bookmobile circulation for the year was a healthy 175,990.

Judy Price  
Head  
Don Mills Area Branch

## DOWNSVIEW REGION

ΑΟΑΧΧΩΥΑΟΑΧΧΩΥΑΟΑΧΧ

### DOWNSVIEW AREA BRANCH

Downsview's services during 1968 have been supplied from four outlets; depth materials were provided from the Area Branch and healthy book circulation offered by three community branches and a bookmobile. We are pleased to report that circulation and reference services showed substantial increases throughout the region over the same period in 1967. Circulation, for example, rose from 719,669 to 837,729 - a rise of 16%. Reference information services more than surpassed 1967 figures during 1968 by showing an increase of 54%.

The appointment of a new librarian with special interests in children's services was indeed a great asset to Downsview and the resulting children's programmes are already meeting with effective response from the public. Work with children is always not only a challenge but of major importance and our planning ahead for a new children's department has been enthusiastically assisted by our new resource librarian.

The local Rotary Club made another important contribution to the art life of the region by their successful art exhibition with a high level of work submitted in competition. We were especially pleased to receive the top prize-winning painting entry as a donation to the Downsview Branch for public exhibition.

Extension planning was intensified during 1968. The highlight of our efforts was probably a successful involvement with our young-adult section of the community. Two closely related programmes were set up in September. One took the form of an invitation to students in the Downsview area to drop in with their lunch (refreshments were made available) and to sit, read, talk or listen to music using the library as a community centre. From this well-attended arrangement, which became known as the "Lunch Munch Bunch", we drew together a committee of these same young adults to plan evening programmes under the general heading of "Simply Something" in which they met to see films which they discussed, to attend panel programmes and to provide their own forum

for matters which concerned them as a group. Put into the vernacular of their own generation, this might be described as 'doing their own thing'. These dual programmes will be discussed in greater depth in a paper to be published shortly. The results were gratifying and the people concerned have responded most enthusiastically.

Finally, a word on administration. An area branch functions efficiently often in direct response to simple but flexible administration. Staff in Downview have shown tremendous awareness of a pragmatic role in effective and qualitative public service. Good levels of team work, careful planning in procedures and service lay-out through the departments have all contributed to a good year's work.

#### BOOKMOBILE SERVICES

Our bookmobile has offered another good year's

services to outlying communities. New supervisory staff have been assigned to this service with a built-in provision for specified periods of alternative involvement within the Area Branch. All bookmobile staff have shown strong interest in setting up their stock for more effective use under crowded conditions and an extra school stop - St. Roch - has been installed during the last few months of the year.

#### AMESBURY PARK COMMUNITY BRANCH

This community branch continues to make strong contribution to local needs. Story hours and film programmes are now routine and their Camera Club has enjoyed another most successful year. Extra service is additionally being provided by selected pamphlet material to augment their information services.

#### BLACK CREEK COMMUNITY BRANCH

1968 saw the establishment of our latest community branch during the spring. Offering service to a well-populated community with many Italian-born families, this new branch has responded well to local demands and evoked strong enthusiasm for an Italian Night programme acquainting many residents with their services.

circulation continue to be broken. With a newly provided basement area being planned, Woodview has great plans for 1969.

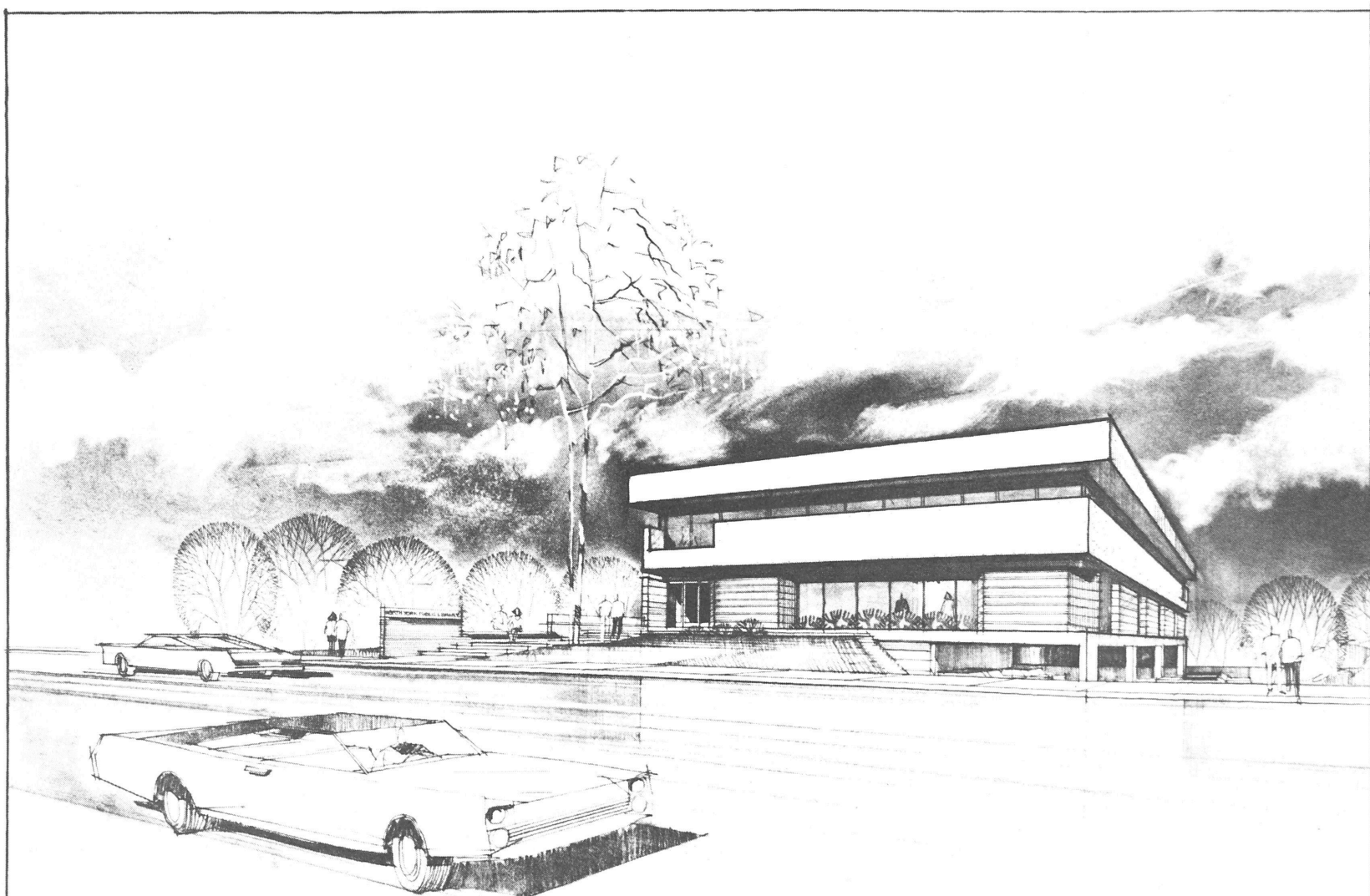
#### WOODVIEW PARK COMMUNITY BRANCH

Woodview Park, North York's oldest community branch has shown tremendous impact on its community during 1968. Despite relatively poor, crowded and inadequate conditions, the popularity of this branch remains high and fresh records of

Reginald A. Rawkins  
Head  
Downsview Region



Amesbury Park Community Branch, 1565 Lawrence Avenue West.



Black Creek Community Branch, 2139 Jane Street, was officially opened May 23, 1968.

REVENUES & EXPENDITURES

CURRENT FUNDS 1968

REVENUES

Balance January 1, 1968		192,712	
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CURRENT FUNDS RECEIVED

Borough of North York	2,077,264		
Province of Ontario	233,631		
Fines re Overdue Books & Sundry Receipts	93,872		
Interest earned	<u>10,654</u>	<u>2,415,421</u>	2,608,133

EXPENDITURES

Library Operating

Salaries & Employee benefits	1,338,637		
Stationery & Supplies	55,843		
Sundry Operating Expenses	66,407		
Maintenance of Buildings & Equipment	151,900		
Building Rentals	<u>65,883</u>	1,678,670	

Library Capital

Books, Records, Films, Periodicals	423,639		
Equipment	<u>65,480</u>	489,119	

Debentures

Repayments and Interest	<u>388,513</u>	<u>2,556,302</u>	
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Balance at December 31, 1968 to be applied to 1969 budget			<u>\$ 51,831</u>
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# REGISTRATION

