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CHAIRMAN'S REPORT

The highlight of 1981 was the opening of the Flemingdon Park Community Centre, located in the eastern section of the City of North York.

Jointly sponsored by the Government of Ontario, Metropolitan Toronto, the City of North York and the North York Library Board, this project had been years at the committee and discussion stage and when it finally opened it was enthusiastically welcomed by the entire community.

The library was asked, as were all City of North York departments, to exercise restraint in preparing the 1981 budget. It was a tribute to the Board and to the professional attitude of the staff that a well-rounded program of activities for the residents of North York was maintained and the purchase of books, and audio visual materials did not seem to suffer too much.

A new and positive direction for the North York Library system was determined with the appointment of Jean Orpwood as Chief Librarian. Miss Orpwood, formerly Deputy Chief Librarian, was the unanimous choice of the Trustees and her leadership qualities have confirmed our choice.

After turning down several annual requests for funds from the city to upgrade and enlarge the present Central Library, Mayor Lastman offered to invite proposals from the development industry to build a commercial complex on the library site plus city land adjacent to it. The successful developer would be asked to allocate the appropriate square footage for a new Central Library. After much debate and soul searching the Library Board Trustees signed an agreement which provided that when a developer had been selected who met the conditions of the library, the land would be transferred to the City of North York.

We look forward to a new Central Library which our city and its residents can view with pride. In conclusion, I have appreciated the support of my fellow trustees and the staff of the North York Public Library.

Bryn Lloyd

CHIEF LIBRARIAN'S REPORT

Public service improved in several ways. First, the Flemingdon Park Community Branch opened in the Flemingdon Park Resource Centre. Second, we worked with a local citizens' organization in the Northwood Development Project and as a result a small deposit collection was set up in the recreation building on that site. Both of our Bookmobile/Read Machines were put into city-wide service during the year. Final plans were approved for a new branch in the Armour Heights area and the opening is set for 1982. Plans for a new Central Library moved forward with the establishment of a Civic Centre Committee by the City Council. This committee has the responsibility of developing plans for a major project on the present library site.



Requests for information in library branches increased by 40% during the year. This increase, combined with a steady use of books, records and other materials indicates that the public recognizes the public library as a reliable and useful way of satisfying information, recreation and education needs.

Special services grew. These included programmes for pre-schoolers in books, music and the French language. A programme for school children with some reading difficulties is proceeding in both the York Woods and Downsview branches. This programme involves training volunteers who work with elementary school students on a one-to-one basis. Similarly, the literacy programme for adults is expanding. This, too, is a volunteer programme and each volunteer works on a one-to-one basis with an adult new learner.

In 1981, we began a 3-year programme which will improve many library functions. A completely computerized library materials circulation system will be implemented by the end of 1983. In addition, our present card catalogue system will be converted to a microfiche (catalogue on film) system which will provide access to our complete collection in every library branch.

During the year, the North York Public Library Board and staff actively participated in two special reviews of library service. The first was the Metropolitan Toronto Library Board's review of goals and objectives. The second was the Ontario government's public library programme review of changes to the present Public Libraries Act.

Revenues were raised with the sale of a property on Martin Ross Avenue, several book sales throughout the city and increased fines for overdue materials. While this latter move was not universally popular, it did address the need to have materials returned promptly so that our supply can be spread as widely as possible.

New languages were added to the multilingual collection. Our collection now offers languages which, combined with the resources available through the Metro Toronto Library, makes over twenty languages.

In all, the year was engrossing, exciting and rewarding to me personally. Our objective is to provide the best possible public library service given the resources provided by the City of North York and the Province. I believe we achieved our objective in 1981.

Jean Orpwood



PUBLIC SERVICES OFFICER

As the first Public Services Officer, I found my first four months with the North York Public Library to be very exciting.

Much of my work has involved writing and editing. I have edited the North York Public Library Board and Staff Response to "Continuing Education: The Third System", prepared the Board's Submission to the Ontario Public Libraries Programme Review, and compiled information for the "Survey for Chief Administrators of Large Urban Public Libraries", a comparative study on library services.

A significant proportion of my time was assigned to the Automated Circulation Steering and Implementation Committees and other activities related to automation. This work provided the opportunity to review circulation policies and resulting procedures. Helping with the plannning of these new systems and their implementation has been fast-paced and exciting.

Working on the Board's New Technology Committee, the Metro-wide Committee on the Borrowers Card and a committee looking into alternative ways to produce printed union catalogues, has kept me in touch with considerations of future directions for our system and its relationship with other systems in Metro Toronto.

Elizabeth Beeton



BATHURST HEIGHTS AREA

Although circulation statistics were down slightly, borrower registrations increased at all three branches in the Bathurst Heights Area.

Much of this year's activity was geared toward International Year of Disabled Persons. Staff gave talks to groups of handicapped persons at outside agencies, mounted displays and prepared I.Y.D.P. information packages. A new trend in programming was the emphasis on information lecture series.

Staff changes at all branches were minimal, but one significant appointment was that of Rosalie Ewing to the positon of Yorkdale Community Branch Head. This branch was visited on a regular basis by classes of overseas Chinese students who were studying for their secondary school diplomas.

Centennial Community Branch showed a significant increase in brorrower registration, information questions and circulation.

Regular attendance at the Armour Heights Advisory Committee meetings kept the group informed on the development of the new library. As of December 31, the outer walls of the new branch located in the Armour Heights Community Centre were erected and we look forward to its opening in 1982.

George Magoss



CENTRAL AREA

Branch re-organization at Central Library into three departments: Children's and Circulation; Humanities and Multilingual; and Business, Science and Technology (including Languages), has allowed us to give more in-depth and efficient reference service. Librarians report that the public has responded positively to this change which has allowed them to handle an enormous increase in the number and complexity of information questions.

The Urban Affairs Collection received a large donation from Alderman Pat O'Neill's office collection of urban affairs materials. We are pleased to note that the North York Inter-Agency Council has decided to use the Urban Affairs Collection's model to arrange their reports and documents.

At the request of the Library Board, we formalized and expanded our Urban Affairs Acquisition List. We now send the list to members of the School Board, Council, MP's, MPP's, Ratepayers groups, and Tenants Associations ten times per year.

Over the summer, our paperback collection was labelled by author, and the westerns, mysteries, and romances, were separated in order to provide the public with an easier approach to the materials.

Multilingual cards were removed from the card catalogue. Each language group was sent to the branch holding those materials so that more accurate access would be possible for the public.

Children's programming was extremely successful in 1981. For "Baby Time" and for "Tales for Two's" we had to turn away as many registrations as we accepted because demand was simply greater than we could meet. The "Space Spy" Summer Reading Club enrolled 515 members. During the Christmas holiday season we had 234 children for a Winnie the Pooh Party and 216 for a Hanukah Puppet Show.

Harry McLeod

DON MILLS AREA

The emphasis at Don Mills in 1981 was on community services. Responding to community needs, Don Mills Library re-opened for service on Mondays, effective July 6. The branch re-arranged its adult collection, added shelving units to both the adult's and children's areas and relocated the microform collection to provide better use of space and improved public service. Staff has made our ever-popular science fiction and mysteries collections more accessible to patrons and additional space has been provided for large print materials. Starting in July, withdrawn books were offered for sale on an ongoing basis.



Programming at Don Mills continued at a brisk pace with considerable interest being shown in business and money management lectures and adult book discussion groups. Class visits continued to attract large numbers of children to the branch.

Library staff participated actively in community affairs in 1981. Staff were represented on the Overland School Community Committee and the Don Mills Community Resources Group.

The branch marked International Year of Disabled Persons with staff workshops in June in co-operation with the Helping Hands Project and in September, the branch hosted a special programme entitled, "How Disabled Are the Disabled?", a discussion of the unnoticed abilities of disabled persons.

There has been a marked trend in the Don Mills Area toward an increase in use of non-circulating materials, indicating that our function as an information centre is increasing.

Flemingdon Park Community Branch closed its storefront operation in April, and re-opened on May 1 in beautiful new quarters in the Flemingdon Park Resource Centre. The Flemingdon Read Machine Bookmobile was transferred at that time to York Woods Library. The official opening of the Resource Centre took place on June 4 and was jammed with community residents.

Victoria Village Community Branch altered its hours to meet community requirements.

Activities at the O'Connor Book Deposit, located in the O'Connor Community Centre, gradually expanded to include film showings, children's craft programs and story times.

Brookbanks Community Branch continued to be active in the area by maintaining membership in the Brookbanks Community Resources Group and by offering a varied selection of community-oriented programmes.

Phyllis Wood



DOWNSVIEW AREA

Over the past year, staff in the Downsview Area have concentrated on establishing a closer relationship with the schools, defining community needs and making services more responsive to the various ethnic and community groups in this area.

We have re-organized some of our services (periodicals, government documents, and multilingual materials) to better serve students from the high school-through-undergraduate levels, and to provide information for business groups in the area.

Because all three branches in the Downsview Area have responded to community demand for materials and programming, circulation statistics, particularly at the two community branches, were up substantially.

Ongoing programmes included Downsview's legal aid clinic, practice reading and telephone tutoring services, and specifically ethnic programmes such as Mani D'oro, ethnic celebrations and English as a Second Language. A recently transferred Italian speaking staff member has been developing new programmes at Amesbury Park Community Branch to meet the demands of the Italian population in the area.

During the summer and fall, volunteer tutors conducted reading practice sessions with children who had been referred by local school principals.

Using three Commodore Pet Computers loaned by the Downsview High School in the summer, staff at Downsview Library conducted two programmes, including teaching the alphabet to pre-schoolers and assisting school-age children with reading problems. In the fall, more than 100 adults attended a demonstration of Telidon, an on-line community information test programme.

Judy Price



FAIRVIEW AREA

Arrival of the computer terminals for the new automated circulation control system and the installation of cables and lines for the system overshadowed any other single event at Fairview Branch in 1981.

Another noteworthy activity was the mounting of a special display for International Year of the Disabled. A significant increase in reference questions from junior high and secondary high school students occurred over the year. And, there was a high demand on the Chinese collection. Meanwhile, English as a Second Language and Orientation for Immigrants classes continued to be fully booked. Also, Fairview Branch hosted visitors from St. John Public Library, York University, Oakville Public Library and from libraries in Israel and India.

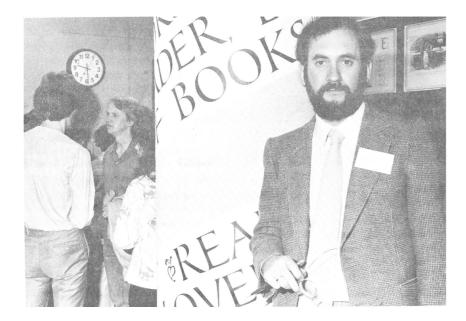
Although class visits of school-age children have increased in number, the demand for services to younger children has been even more significant. Staff are seeing an increased interest in materials and programs for two-year-olds and babies. For example, for a Teddy Bears' Picnic, an expected attendance of 60 turned out to be a crowd of 300. This trend will influence programming and collection development in 1982.

Use of library films has expanded over 1980. In fact the Audio-Visual Department handled the highest number of film screenings for any A-V library in Metro. Into its second full year of automated bookings, staff were able to provide a faster and more flexible service than in the past. Also, in 1981, the Department increased its holdings by 114 new 16 mm sound films and 64 new 8 mm sound films.

Hillcrest Community Branch extended its hours for the convenience of residents in the area. It also increased its community contacts and looks forward to greater use of the facilities in 1982 as a result.

Pleasant View Commmunity Branch has noticed a greater use of the collection by pre-school age children. The level of participation in such programmes as "Storyhour" and "Tales for Two's" has increased threefold over 1980.

Doug Kehoe



CANADIANA

Canadiana, located in the Fairview Branch, enjoyed record use in 1981. In order to make the collection more accessible to the public, it was reorganized and a bookmark and Canadiana Brochure describing its holdings were produced. Over the year several displays featuring items in the collection drew many favourable comments.

The first shipment (10,000 titles) of microfiche copies of all Canadian books and pamphlets published between 1545 and 1900 arrived in 1981. When completed, this collection will contain 60,000 titles.

During the year, the second volume of a North York Public Library series devoted to the book arts of Ontario (private presses and hand bookbinders) was published. Entitled READER, LOVER OF BOOKS, it has attracted a high degree of interest in several countries around the world.

David Kotin

YORK WOODS

In response to the local community, York Woods made c special purchase of West Indian books, pamphlets and records. This special purchase, combined with currentlyheld materials, formed our West Indian and Black Heritage Collection. During Black History Week, February 11 to February 18, when a steel drum band performed and a Black History Display attracted large crowds to the library, our West Indian and Black Heritage Collectior proved to be very popular.



York Woods invited the participation of several ethnic groups in programmes to promote intercultural under-

standing. In the Fall we had three evenings of song and dance highlighting West Indian, Latin American and Italian cultures. We also had a very successful series of 4 workshops for small businesses. Two Saturday morning programmes of Italian films for children delighted students of the Heritage classes in the schools, as well as children from the general public.

The collection of Spanish books and the Korean collection were each enhanced by the addition of about 500 new volumes.

The Leading to Reading programme averaged 28 volunteers working with 28 students during the year. A very happy graduation ceremony held in June was attended by students and their families.

Literacy programmes for adults maintained an average of 58 students and volunteers. Three training workshops were held for volunteers. One of the volunteers put together a collection of students' writing which was published by Learnxs Press. Literacy Programme Co-ordinator, Annette Vafa, spoke at several conferences and workshops in Ontario and one in New Brunswick.

A Summer Canada programme, "Literacy-Life Skills for the Handicapped and Sole-Support Mothers", met a very real need in the community. It was so successful, in the view of the 20 to 30 women attending, that the library sponsored a ten-week extension of the programme, one evening per week.

Service was ably carried on at Humber Summit Community Branch by the new branch head, Eva Prout, and her staff. A variety of programmes for all ages, from pre-school to adult, including English as a Second Language, were successfully conducted.

Ten new programmes were started at Woodview Park Community Branch, including a pre-school story hour, a pre-school craft programme, a seniors group and a coffee and conversation group. The branch also hosted 8,313 students during 278 class visits in 1981. A Korean collection was added and Italian and Korean film nights were conducted.

A second Read Machine Bookmobile went into service in August at an additional eleven stops. With the opening on September 24 of the Book Deposit, in the Northwood Community Centre, the deposit collections doubled. This collection, which is open to the public 17 and a half hours per week, consists of 7,000 volumes. It includes books for children, books for new readers of English and books in the Spanish and Italian languages.

Margaret Canning

ADULT EDUCATION AND EXTENSION SERVICES

This year, in celebration of International Year of Disabled Persons, we arranged for the appearance of Harold Russell, author, actor (winner of two Academy Awards), and chairman of the President's Special Committee for International Year of Disabled Persons, in the Fairview Branch. His two feature films "The Best Years of Our Lives" and "Inside Moves" were shown at the library prior to his live appearance.

The department received a grant for I.Y.D.P. from the Ministry of Employment and Immigration to provide job experience and on-the-job skills training for five people. A team including ethnic youth, physically disabled persons,



and an older woman trying to re-enter the job market was **assembled**. This team successfully completed the following tasks: 1) assessing library buildings for accessibility to disabled persons and recommending improvements to the Board, 2) raising staff awareness about disabled users of library services and 3) contacting community groups having to do with disabilities and disabled persons with information about library services and accessibility to them. A direct outcome of this project is that the library is following many of the recommendations for improving library accessibility to disabled persons.

LINK Community Information and Referral Service celebrated its 10th Anniversary. LINK's calls increased from 7,874 in 1980 to 9,133 in 1981, a reflection of the growing use of the service. LINK co-operated with the North York Board of Education, the City of North York Information Services and the North York Parks and Recreation Department to produce a directory of community services for North York, prepared by six students who were working on a government grant. This directory, "The Key to North York," is now being sold throughout the city.

With the hiring of a permanent theatre technician for Fairview Library Theatre, a programme for upgrading theatre equipment was started. As part of this programme, a new thrust for the Fairview stage was built in 1981.

Service to seniors and handicapped persons greatly improved in 1981 with the integration of Mobile Outreach Services and Shut-In Service and the upgrading of collections. Also, a Talking Book survey resulted in a book selection policy that responds to changing reader interests and volunteers are helping to expand this service.

Staff discussed adult education in public libraries at several conferences, including the Ontario Library Association and the Canadian Library Association, as well as on television and with small groups during 1981. During Adult Education Week at Yorkdale Mall from August 11 to 15, a staff member set up a display on library resources and met with the public.

These activities highlight a year which included co-ordinating over 1,000 programmes offered by nineteen of the library branches. We also continued to book meeting rooms and theatre space to community groups. As well, we scheduled art exhibits and displays throughout the system.

Phyllis Goldman

CO-ORDINATOR OF CHILDREN'S SERVICES

The most significant and far-reaching event of the year was the adoption by the Library Board of the statement "Children's Rights in the Public Library: Guidelines for Service". The document prepared by the Children's Services Guild of the Ontario Library Association provides clear direction for the library to follow in order to achieve the quality of children's library service we desire for the residents of North York. The North York policy for children regarding access to information and facilities, as approved by the Library Board in 1981, provides children with open access to all library materials and facilities provided a parent or guardian signs the following statement:



"I understand that Children have access to all materials, including adult materials, in the library and I accept the responsibility for my child's selection of materials."

The 1981 "Space Spy" Summer Reading Club registered 3,000 participants and a new "MAKE-A-FILM" programme was presented with the assistance of the Ontario Government Experience '81 programme, under the direction of the Audio Visual Co-ordinator. It involved 121 children ranging in ages from 6 to 13 years in the making of 43 films with soundtracks plus a Gala Film Premiere for the public.

Many wonderful designs were submitted for our annual Design-A-Bookmark Contest in November in honour of the Children's Book Festival. It was difficult to choose the 12 Grand Award winners who would have their designs printed by the library. Mayor Lastman and Chief Librarian, Jean Orpwood, presented book awards to 90 winners at a special ceremony on November 28th.

North York is having a mini baby boom with overwhelming interest being shown in our adult-and-preschool programmes such as the Tales for Two's and Books for Babies.

A Tales for Two's programming kit we assisted in preparing on behalf of the Ontario Library Association Literacy Committee, Children's Services Guild, is being printed and distributed by the Etobicoke Public Library.

Two bookmarks for children were distributed in honour of International Year of Disabled Persons and special programmes and projects were offered throughout the system. The Metro Children's Coordinators' Committee prepared a resource list "Thursday's Child Has Far To Go" which lists materials selected to be used by adults working with children, specifically to those adults who work or live with disabled children. This resource list is available through all the Metro Toronto libraries.

Ann Keller



COLLECTION DEVELOPMENT DEPARTMENT

To allow the library collection to grow in accordance with a wide range of community needs, the Collection Development Department instituted a new system. Now, instead of making all purchases for the library system centrally, the Department allocates specific funds to each branch so that branch staff may choose collection materials suitable to local areas.

By participating in a Metro co-operative scheme, the Multilingual Department pooled its resources with other metro library systems for the selection, acquisition and cataloguing of two languages. And, 1981 was the first year that the Multilingual Department took responsibility for acquiring audio materials. It also improved the professional periodicals collection. Two surveys showed that circulation of the multilingual collection is steady. To further its use, bookmarks and booklists in French and Italian for adults and children were produced, as well as a poster.

This department also contributed to the Guide to the Multilingual Collections in the Public Library Systems of Metropolitan Toronto and to the Ontario Public Libraries Programme Review.

Other highlights for the year included initiating purchases of Juvenile materials for the Armour Heights Branch. Also, some new materials (book-record sets, "signed English" materials) were introduced into the system. And, materials for the International Year of Disabled Persons were purchased and displayed.

Charlotte Hollenberg



PERSONNEL DEPARTMENT

The Personnel Department is responsible for the interviewing and hiring of all library employees. In 1981, the North York Public Library had 340 full-time employees, 84 part-time employees and 217 pages, guards and other casual labour.

Last year, in addition to ongoing recruitment, the department assisted the North York Public Library Board in the search for a new Chief Librarian. The department also worked with the Co-ordinator of Adult Education in developing the library's Helping Hands Project, in honour of International Year of Disabled Persons. During the summer, Personnel staff administered a youth employment programme that employed 19 students throughout the system under Experience '81.

Later, in October, the department initiated the library's first ongoing series of First Aid Instruction programmes for staff, a series that will help to ensure trained First Aid assistance wherever needed.

The department is looking forward in 1982 to setting up a human resources information system on the word processor.

Debbie Berman



PLANT DEPARTMENT

In carrying out its responsibility for maintaining library facilities, the Plant Department completed 3,000 jobs in 1981.

On January 1, the North York Public Library entered into an agreement with Dunlis Mechanical Limited for a comprehensive mechanical preventive maintenance programme. This contract has eliminated the need to seek the services of individual heating, ventilating and air conditioning contractors every time equipment failure occurs. Using Bell Canada lines, all heating, ventilating and air conditioning equipment at the Fairview and York Woods branches are operated and monitored by a computer system.

This system provides an early warning of equipment failure that makes it possible to correct problems before a noticeable change in temperature occurs. Thus, it allows for maximum comfort to the public using these two branches. In addition, by eliminating the need for regular equipment inspections and by automatically lowering temperature when these branches are not in use, it is reducing operating costs.

Further reduction of energy use and costs have been effected by the installation of electrical timers in several locations. The timers, located at the Bathurst Heights, Don Mills, Downsview and Pleasant View Branches and at the Technical Services Division, start and stop environmental control systems at pre-set times. This action maintains constant temperature during the day and conserves energy after hours.

Also, the Plant Department initiated a stand-by mechanic programme which enables branch staff to contact a stand-by mechanic during hours that department members are not usually available.

Bruce Barnett



SYSTEMS DEPARTMENT

In 1981, the Systems Department headed the library's move to computerize several of its functions. In addition, it involved children in using micro-computers at some branches and substantially reduced production costs of two editions of Goings On.

Systems Department staff, assisted by a special Implementation Team, evaluated various circulation systems and reported their findings to the Board along with recommendations for the selection of a system best suited to North York Public Library's needs. Subsequently, the Library Board signed a contract with Universal Library Systems for the provision of a computerized circulation system.

In order to accommodate computer equipment, the department moved to larger quarters on Yonge Street where the main computer was installed in October. By the end of the year, a schedule had been set up for implementing a machine-readable database, installing communication lines and equipment, and bar-coding library materials.

In addition, the department assisted the library's Summer Reading Club Programme by installing a micro-computer for one day in each branch to allow children to play a variety of "space" oriented games. Children responded positively to using the computer as a learning tool.

Finally, production costs for the fall and winter editions of Goings On, the brochure of library events, were substantially reduced by using our word processor to set type.

Ken Frost



TECHNICAL SERVICES DIVISION

Circulation Control worked steadily this year to send out 11,964 invoices to patrons who had overdue materials. For the first 10 months, invoices were sent only if a patron had accumulated a set amount of overdue materials, but during the fall of 1981, the decision was made to return to a policy of invoicing for all overdue materials. As a result of the project, Circulation Control sent out an additional 6,478 invoices and was able to reduce the number of weeks in arrears from 14 to 7.

Our book collector was responsible for the personal collection or return of 6,925 items with a value of \$60,297.75. This amount exceeds, by several times, her expenses to the North York Public Library and represents a very good investment for the system.

The year 1981 was a busy and productive one for the Cataloguing Department. In addition to a major re-organization, the department implemented numerous procedural changes aimed at streamlining workflow. The number of titles catalogued during 1981 increased to over 30,000. This figure represents the highest output recorded since 1976.

Although just over 161,000 volumes were processed - a decrease from 1980 - this reduction can be attributed to buying patterns. With budget restraints, there were fewer volumes per title purchased in 1981. Thus, while cataloguing output increased significantly, there were, in fact, fewer volumes per title to be processed.

The Acquisitions Department, which is responsible for receiving all new library materials, handled a particularly large volume of sound recordings in 1981. It is anticipated that in 1982 periodical subscriptions may be handled in a more efficient way by introducing a new system using the word processor.

Marilyn Kogon

ACCUMULATED NET REVENUE (DEFICIT) BEGINNING OF YEAR	15,015
EXPENDITURE Operating costs -	
Personnel	8,245,895
Office supplies and other costs	157,466
Transportation and communications	184,507
Office equipment and library material	104,007
maintenance	160,331
	8,748,199
Plant and automotive -	
Building maintenance	510,555
Utilities	281,983
Automotive	43,191
	835,729
Property -	(10.005
Principal payments on long-term debt	619,395
Interest charges on long-term debt	419,040
Interest on capital advances	103,488
Foreign exchange on payments to U.S.	105,862
Rent	239,755
	1,487,540
Education, publicity and display	150,338
Computer services	322,983
Capital expenditure out of current revenue -	
Library materials	1,802,219
Equipment and furnishings	80,911
	1,883,130
TOTAL EXPENDITURE	13,427,919
TOTAL EXPENDITURE	13,427,919
REVENUE	11,535,210
Municipal contribution	
Provincial and sundry grants	1,113,997
Miscellaneous	777,723
	13,426,930
ACCUMULATED NET REVENUE - END OF	
YEAR	14,026

FINANCIAL STATEMENT FOR YEAR ENDED DECEMBER 31, 1981