

# ANNUAL REPORT

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North York Public Library



## NORTH YORK PUBLIC LIBRARY BOARD

Margaret Perschy, *Chairman*  
Morris Zbar, *Vice-Chairman*  
Harold Brief  
Barry Burton  
Rachel Fain  
Paul Rycroft  
Irvin H. Sherman, *Q.C.*  
Lorraine Williams

## MANAGEMENT

Jean Orpwood, *Director*  
Elizabeth Beeton, *Deputy Director*  
William Foley, *Comptroller*  
  
Bruce Barnett, *Plant & Facilities Manager*  
Debbie Berman, *Employee Relations Manager*  
Margaret Canning, *Special Community Services Manager*  
Phyllis Goldman, *Public Relations & Programs Manager*  
Pat Jenkins, *Bathurst Heights Area Manager*  
Doug Kehoe, *Collection Development Co-ordinator*  
Anne Keller, *Children's Services Co-ordinator*  
Ruth Kingma, *York Woods Area Manager*  
Marilyn Kogon, *Collections Access Systems Manager*  
George Magoss, *Planning Manager*  
Beth McLean, *Don Mills Area Manager*  
Harry McLeod, *Central Library Manager*  
Judy Price, *West District Manager*  
Catherine Siemans, *Central Library Assistant Manager*  
Jo Stroh, *Fairview Area Manager*  
Gordon Thomson, *Downsview Area Manager*  
Phyllis Wood, *East District Manager*



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## CHAIRMAN'S MESSAGE

It would be interesting to log the total number of hours the members of the North York Public Library Board contribute over a year to library business. After working at their own professions during the day, these nine dedicated trustees attend regular Board and Committee meetings, serve in national library organizations, and act as liaison persons with politicians at the Municipal, Provincial and Federal levels. It was a great honour to have been elected Chairman of this very active Board for 1983, and I'd like to share a few highlights of the year.

The Council of the City of North York continued to recognize the value of the Library through the budget process. In 1983 this budget was passed unanimously by our elected representatives, due to a large amount of preliminary advice from and discussion with Controller Bill Sutherland and the Mayor's representative on the Library Board for 1983, Alderman Barry Burton. This funding support has been well used by the public. Our 22 library outlets have experienced increases in circulation of materials, in information questions asked, and in attendance at library programs for all age groups. These activities are all related to budget considerations, so the Library Board constantly scrutinizes expenditures to get the most for our tax dollars.



City Council has also supported the Library in our need for a new Central Library building. In 1983 the Library Board officially transferred title of the Gladys Allison Library and lands to the City, and in turn the City successfully negotiated an agreement with Rampart developers to construct our new Civic Square Library, with the prestigious Raymond Moriyama as architect.

Our libraries continue to be brought into the automated circulation system. This computerization will certainly provide more efficient and even expanded service once the task is completed, with staff and patrons anxious to test the full capabilities of the new system.

The Board is aware of the changing nature of the North York community, and is constantly reviewing services to continue to provide responsive library programs. We continued to expand our collections in the many languages used by North York residents. Our adult literacy program has become noted in Canada for its success. LINK community information service and our Outreach services are used widely by our patrons. Our regular library services for adults, teens and children have attracted increasingly heavy use.

1983 was a very busy year for both Board and staff members, but very satisfying when we review the increased level of services we have been able to provide for the residents of North York. I was delighted to be part of this library system.



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## DIRECTOR'S MESSAGE

In 1983 the North York Public Library system moved to an annual circulation of library materials of nearly 4.5 million. At the same time, about one million questions were asked by library users. Nearly half of those questions, 479,000, were complicated enough to involve staff in various research and information techniques. Library programs attracted about a quarter of a million participants.



Just keeping up with this level of activity is a full-time staff of 334, a part-time staff of 95, and 232 student pages. Seventy-nine percent of this staff is devoted to direct public service, with the balance providing support systems such as selection and cataloguing of materials, maintenance of buildings, deliveries, computer and administrative services. The North York Public Library organization's greatest resource is this staff - all of them dedicated to the Library Board's goal of providing the best possible public library service for the City of North York.

During the year the Board and staff worked out a full planning process to follow for the next few years. The process is one method we will use to keep pace with changes in the City's various communities, with new technologies, and with new approaches to public library services so that the residents of North York will be the beneficiaries.

The dream of a new Central Library came closer to realization in 1983 with the preparation of a full building program. This was achieved through a concerted effort by the City's Planning staff, project architect Raymond Moriyama and the library staff where ideas and details meshed in a really attractive and professional program.

Working closely with a stimulating and creative Library Board and staff brings its own rewards. While year-end results appear in words and statistics in this report, the real achievement is more on a daily level of producing an effective public service for each person who calls or comes in to use our North York Public Libraries.

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## PUBLIC SERVICE

### Circulation and Information Services

With circulation of 4,401,788 items during 1983, North York Public Library continued to be one of the busiest library systems in Canada. Circulation figures were 3% higher than 1982 with loans of books and pamphlets accounting for 94.5% of the total, or 4,159,368 items. Fairview Area Branch had the largest circulation, followed by Central Library. Bathurst Heights Area Branch, Victoria Village Community Branch and the two Read Machine Bookmobiles had the largest increases. Circulation grew by 13.5% at Bathurst Heights, by 14.8% at Victoria Village and by a remarkable 17.3% on the Read Machines.

The Library's stock of language masters grew to keep pace with demand. Language masters give language students an opportunity to identify printed words, to hear them spoken on recording tape and to compare their pronunciation with that of an expert. A \$50,000 increase in the 1983 budget for multilingual materials helped the Library to meet this demand.

North York Public Library's 20 branches logged a total of 479,796 requests for information during 1983, an increase of 28.4% over 1982. Library staff also answered 476,041 requests for directions to subject areas and specific titles. Demand for historical and genealogical materials in the Canadiana Department showed an increase of 63% over 1982.

Books on the operation of computers and their applications in business were very popular throughout the year as Library users studied details of the latest technological innovations. The state of the economy was reflected by a keen interest among business people in materials outlining methods of improving corporate productivity, reducing costs and improving sales. Best-selling fiction titles and self-help materials continued to be popular.

Steady use of the Library's two public microcomputers, which provide computer time and the use of software programs at a cost of \$1 for 10 minutes of computer time continued. User patterns were analyzed and 12 new software programs were ordered based on this analysis for introduction early in 1984.

### New Central Library Development

The Central Library Manager worked on a special assignment for the year, creating a services plan for a new Central Library. By the end of September a final building program had been developed, in conjunction with the Library Board's architectural consultant, the Director and Deputy Director and the managers of the departments which will be moving to the new building.

The Library Board formally transferred title of its Central Library site to the City in October. This move was a key element in an agreement between the City of North York and Rampart Development which proposes construction of a new Central Library at no cost to taxpayers, in exchange for lease of the current Central Library site for private development. By year's end architect Raymond Moriyama had prepared the first schematic designs for the Board's approval.

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## Multilingual Services

Books, magazines, newspapers, records and cassette tapes in 25 different languages at our Library branches served North York's ethnic communities. North York Public Library also provided access to multilingual resources at the other six library systems in Metropolitan Toronto, where materials were available in more than 100 languages.

During 1983 the Library committed itself to providing promotional materials in languages other than English. A publicity package which included a poster, a services brochure and booklists of recommended reading for children and adults was prepared first in French, Canada's second Official Language, then translated into Italian and Spanish for distribution through the Italian and Spanish communities and Library branches. This package will be translated into three additional languages each year until they are available for each of NYPL's major multilingual collections.

The cultures of India, Italy, Spain and South America were highlighted in music, dance and films as several branches held evenings of international entertainment. New Canadians attended English As A Second Language classes. Help A Friend Learn English tutorials and citizenship information clinics, provided free of charge by the Library, North York Board of Education and the Ministry of Citizenship and Culture, Newcomer Services Branch.

## Children's and Young Adult Services

The Library added 37,594 volumes to its Children's collection and 11,219 volumes to its Young Adult collection during 1983. Demand for computer books showed strong growth during the year and use of science books increased, due to a growing interest among local youngsters in science fairs. At some branches, the most frequently requested science titles were placed in a special reference area to provide ongoing access to every child who asked for them.

Capacity crowds attended educational and entertainment activities at local Library branches. During Children's Book Festival, November 13 to November 19, auditoriums were filled for visits with children's authors and illustrators Madeline Kronby, Barbara Smucker, Gwendolyn McEwen, Barbara Thel Hodes, Elizabeth Cleaver and Priscilla Galloway. Winning entrants in our Children's Book Festival Design-A-Bookmark Contest and their parents crowded into North York City Hall to receive prizes, following a week of special programs celebrating Canadian books and authors. Members of the Pathfinder Summer Reading Club were invited to trek down colourful roads to adventure. The club attracted thousands of local youngsters, as did The Great Junga Jam stage show. Junga, written and performed by students employed through a Federal Government grant, taught children how careful evasive action can avoid situations with strangers which may be frightening or dangerous.

Federal Government grants received by several branches provided practice reading programs for school-age children; York Woods Area Branch hired a student to assess the needs of local teens with the results to be reflected in the Young Adult Collection at the branch.

Programs for pre-schoolers, particularly Books for Babies and Babytime filled on the first day of registration. Many parents lined up at the doors before the Library opened to ensure a place in the program.

A record 30 children enrolled in the Leading to Reading program which encourages children to read for pleasure, using one-to-one tutoring sessions with an adult volunteer. The enrolment was a measure of the interest children showed last year in their Library and its resources. Book-a-Like bookmarks, which introduce works by popular Young Adult authors, reflected the Library's interest in attracting young readers.



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## Community Services

Library users visited NYPL branches over 400,000 times during 1983, but many local residents received Library services in their homes. North York Public Library's Shut-in Services delivered books, magazines and books recorded on cassette tapes (talking books), to 190 private residences and nursing homes. In all, Shut-in Services delivered 31,604 items during 1983; delivery of talking books increased by 25% over the previous year.

Outreach Services continued to assist community groups in their use of Library resources and to train volunteers in crafts instruction for the benefit of elderly and disabled people confined to their homes. During the summer Outreach staff trained 6 students employed on a Federal Grant to present reading and crafts programs to more than 2,000 children in parks and in courtyards of apartment buildings.

Growth in the Library's Adult Literacy program was directly attributable to the work of three temporary staff members employed through a Federal grant. In one year's time, these workers trained more than 100 volunteer tutors who taught reading and writing on a one-to-one basis to more than 100 adults.

The Audio Visual Department presented two special screenings for the general public and professionals. The first was a series of childbirth films for educators and parents-to-be. The second, presented for Block Parents, police officers, teachers, counsellors, nurses and other interested individuals, dealt with the sexual abuse of children.

Circulation statistics increased at Sunnybrook Branch, located in the Sunnybrook Medical Centre as staff and patients, many of them war veterans, made steady use of their library. Parents in the Northwood area valued a library located in the Northwood Community Centre because it allowed their children to borrow books and other materials at a location near their homes.

## Publications

The Library compiled several publications during 1983. Most were bibliographies which listed recommended reading in specific subject areas. One booklist, on the arms race, entitled The Disarmament Dilemma, was nominated for the prestigious Dartmouth Medal which honours achievement in creating reference works of outstanding quality and significance. A Bibliography on Disabilities and the Disabled brought requests for copies from as far away as Texas and California and a booklist aimed at helping adults to explain sexuality to children won the respect of local parents. The Library also compiled a filmography on childbirth entitled Having A Baby which provides information of interest to childbirth educators and parents.

Several other materials helped borrowers to use their Library more effectively. Separate services brochures for children and adults provided detailed information on the services and facilities currently available and the regulations for their use. An informal annual report, printed as a tabloid newspaper, brought borrowers up to date with events and services initiated by their Library during the previous year and a brochure introduced each Library Board member to local residents.

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## Special Events

North York Public Library hosted a visit with internationally renowned author Morley Callaghan, who spoke to a capacity crowd at Fairview Library Theatre in October. Mr. Callaghan talked about the days when he strolled the streets of Paris with Hemingway and why, at the age of 80, he was adding to the score of novels he had penned during his long, illustrious career.

The Library said "Thank you" to its volunteers with a reception hosted by the Library Board in April. In all, 187 volunteers received Certificates of Appreciation, met Library Board members and enjoyed refreshments in the Boardroom.

Urban Affairs Section, LINK Community Information and Referral Service and North York Public Library's Special Community Services were visited by Federal, Provincial and City politicians or their representatives during tours hosted by the Library on March 16 and December 1.

Thousands of bargain hunters turned out for a sale of withdrawn Library materials held on September 24 in the main foyer of City Hall. Several thousand worn-out and out-of-date volumes were sold during the day-long event and at the end of the day, remaining materials were picked up by Operation Springboard, a charitable organization, for distribution to prison libraries.

## SUPPORT SERVICES

### Systems

The Library's automated circulation system marked its first anniversary of operation in July. The system has been particularly valuable in processing and storing reserves because the computer traps each reserve at the control desk, minimizing handling. More effective use of materials occurs because the system fills reserves with the first copy of an item that becomes available at any of our 20 branches. Automated reserves and system-wide use of Computer Output Microfiche (COM) catalogues which provide access to all holdings acquired since 1975, contributed significantly to a 16% increase over 1982 in inter-branch loans within the NYPL system.

Six Library branches and both Read Machine Bookmobiles were automated during 1983, leaving 11 branches to be brought on-line. The automated system recorded 1,494,109 loans, about one-third of North York Public Library's total circulation.

### Collections Access Systems

During 1983, 169,074 copies of 35,936 new titles were added to the Library's collection: All were recorded in the Library's computer database, which by the end of 1983 contained more than 300,000 titles. Before the use of 3" x 5" catalogue cards was eliminated entirely, the information recorded in the card catalogue was transferred to the computer database by staff at keyboard terminals. In all, 265 drawers containing a total of more than 220,000 catalogue cards were transferred during 1983.

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Cataloguing of children's materials was upgraded to the current editions of the Dewey Decimal Classification and Library of Congress Subject Headings to bring them in line with cataloguing for adult materials. Classification of items in the Canadiana Collection was changed from Library of Congress to Dewey Decimal to make Canadiana consistent with the rest of the Library collections.

Collection Development staff increased buying of language-learning materials, using funds made available by an increase in the multilingual budget. A high percentage of Young Adult materials is paperback, reflecting the preference teens show for the soft cover format. Staff worked closely with two Boards of Education and the Canadian National Institute for the Blind in selecting materials for young adults and children.

## Plant

Energy conservation was the top achievement in the Plant Department during 1983. The value of energy saved during the year was \$40,000 over 1979, the year the Library began to implement system-wide energy conservation programs. This figure has been increasing steadily over the past four years. The 1983 level represents a \$5,000 increase in savings over 1982. Maintenance staff completed two-thirds of a relamping project which, by the end of 1984, will replace 10,500 forty watt fluorescent tubes with thirty-five watt tubes. In all, 7,000 units were replaced in 1983. The program reduces energy costs and provides better lighting by ensuring that all fluorescent tubes are replaced and their fixtures inspected and cleaned on a regular basis.

Soon after the automated circulation system and the COM Catalogues went into service in Library branches the increased accessibility they provided to materials in all parts of the Library system became apparent through increased numbers of inter-branch loans. To meet the increased demand for this service, our standard-size delivery vans were replaced with large cube-vans. These two vehicles and a service van for use by Library Maintenance workers were converted to run on propane, which is less polluting and more economical than gasoline.

## ADMINISTRATION

The Library embarked on a program to combine its accounting, banking and purchasing functions with that of the City of North York to achieve cost reductions and efficiency.

To enforce the importance of a responsive and co-ordinated public service, all public departments were grouped in a more effective organization. Assigned to the Deputy Director are two District Managers, the Manager of Special Community Services and the Central Library Managers. This administrative structure divides the City into two equal parts with the West District including the Bathurst Heights, Downsview and York Woods Area Branches and the Centennial, Armour Heights, Yorkdale, Amesbury Park, Black Creek, Humber Summit and Woodview Park Community Branches. The East District includes Don Mills and Fairview Area Branches and their Brookbanks, Flemingdon Park, Victoria Village, Hillcrest, Pleasant View and Bayview Community Branches. The other two main units, Special Community Services and the Central Library provide city-wide resources.



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## Public Relations and Programs

Public Relations and Programs staff continued to provide programs of education and entertainment for the community and to publicize Library services and events. Publicity was provided for 1,117 programs during 1983. The Department rented Library committee rooms to more than 100 public groups and private organizations, booked space and provided technical assistance to 25 local music, dance and drama groups who rented North York Public Library's two theatres. The theatres, one at Fairview Area Branch, the second at York Woods Area Branch, were rented 247 times. Other Library rooms were booked 2,057 times, an increase of 9.7% over 1982.

## Employee Relations

Employee Relations staff began updating descriptions of all jobs to make them outline precisely, and in detail, each job as it is currently performed.

An ongoing benefits information and update program for all employees was started and a new employee appraisal form was designed. A two-day training workshop for Management and a Community Branch Awareness Program was continued to provide training to staff at all levels who wished to learn more about Community Branch procedures.

A total of 98 Library staff attended seminars and workshops which helped to provide ongoing training. As well, 37 staff members attended conferences of the Canadian Library Association and the Ontario Library Association.

Department staff surveyed leave of absence policies at several library systems and private corporations to develop an employee-funded leave program. The program will allow approved staff who have at least five years of seniority to have a portion of their salary held back by the Library over a four year period to permit the employee to take a self-funded, year-long leave of absence. The Library's Educational Leave Policy, which provides a paid leave of absence for up to one year to employees who wish to further their education, was updated and a corollary was added which allows approved employees to attend part-time studies for up to three and one-half hours per week for 27 consecutive weeks. The Board established this two-part program as policy at its November meeting.







- (a) Morley Callaghan at Fairview Library
- (b) 6 library branches were automated during 1983
- (c) A library booksale drew thousands of patrons
- (d) Library board chairman Margaret Perschy congratulated Design-a-Bookmark contest winners
- (e) Paul Cosgrove M.P. with the cast of "Junga Jam"
- (f) More than 100 local residents improved their reading and writing skills in the library's literacy program
- (g) "Troll Magic" delighted children at Central Library



## Statement of Revenue and Expenditure For The Year Ended December 31, 1983

	1983 Actual \$
Accumulated Net Revenue - Beginning of Year	<u>19,045</u>
<b>Expenditure</b>	
Operating costs -	
Personnel	10,365,739
Office supplies and other costs	191,471
Transportation and communications	241,269
Office equipment and library material maintenance	<u>162,745</u>
	<u>10,961,224</u>
Plant and automotive -	
Building maintenance	537,305
Utilities	357,817
Automotive	<u>55,986</u>
	<u>951,108</u>
Property -	
Principal payments on long-term debt	710,440
Interest charges on long-term debt	558,518
Interest on capital advances	23,045
Foreign exchange on payments to U.S.	176,253
Rent	<u>343,872</u>
	<u>1,812,128</u>
Education, publicity and display	<u>1 40,458</u>
Computer services	<u>409,567</u>
Capital expenditure out of current revenue -	
Library materials	1,836,108
Equipment and furnishings	<u>123,219</u>
	<u>1,959,327</u>
<b>Total Expenditure</b>	<u>16,233,812</u>
<b>Revenue</b>	
Municipal contribution	14,486,032
Provincial and sundry grants	1,230,613
Miscellaneous (note 6)	<u>519,003</u>
	<u>16,235,648</u>
<b>Accumulated Net Revenue - End of Year</b>	<u>20,881</u>

