

Library  
Annual Report

**NORTH  
YORK, Ont.  
PUBLIC  
LIBRARY**

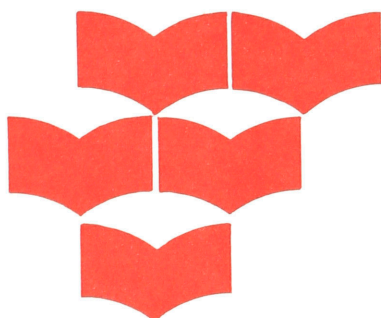
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**ANNUAL REPORT**



**1984**





## CHAIRMAN'S MESSAGE

This has been a very active and exciting year for the North York Public Library Board. The Board continued to provide North York with excellent library service, to plan for and begin building the collection for Civic Square Library, and to highlight the year with several special events. It is an honour to serve as Chairman of this dedicated Board of nine volunteers, and to work with a concerned, hard-working staff.

Years of planning by Board and staff came to a happy culmination when the Ontario Cabinet gave approval to proceed with North York's new Civic Square Library this year. With all documents signed, excavating was expected to begin early in the new year. We are all looking forward to the building phase. Thanks go to Board and staff members who have worked so hard on this project. Special thanks to North York City Council and City employees for their work in making this dream a reality for the residents of North York.

Our libraries continue to be very busy, providing leisure reading materials, information on a multitude of subjects, special programs to interest people of all ages and in-home library service to residents who, for reasons of age or disability, can't go out to the library.

Authors visited various branches this year. Charles Lynch gave us an insight into official Ottawa as he regaled us with stories from his two recent books, **You Can't Print That!** and **Race For The Rose**. Children, parents and teachers had the opportunity to meet and enjoy authors Jean Little, Dick Bruna, Camilla Gryski and Bernice Thurman-Hunter. What a wealth of talent we have enjoyed!

Our Yorkdale Community Branch moved to a new location on the north side of the mall, facing the parking lot. The outside access makes it easier for patrons to exchange books and the bright new quarters allow us to provide a program room. Local residents are invited to drop in to Yorkdale to see our new look!

Two Library branches celebrated anniversaries of service to their communities – Humber Summit serving 10 years and Woodview Park 20 years. Congratulations to all staff and patrons who have helped these Libraries reflect the needs of their communities with such success.

The Library participated in many special events this year. The Papal Visit was celebrated with special displays and bookmarks, and Library branches served as distribution centres for visit information and car permits.



Fairview Library, along with the North York Ethnic Community Association and the Member of Provincial Parliament for Oriole presented a weekend Multicultural Festival. There was a Korean Cultural festival at York Woods, and at Downsview the Mani D'Oro program celebrated 10 years of service to that community.

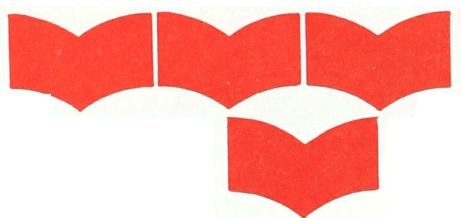
The high level of service the Board provides to the community is made possible by financial support from North York City Council. My thanks to Mayor Lastman, Controller Bill Sutherland and Alderman Jim McGuffin, whose input helped the Library in preparing the 1984 budget.

I am proud to report that our Director, Jean Orpwood, was named "Librarian of the Year" by the Ontario Library Association. She and the people who work under her direction concentrated their efforts during 1984 toward providing the best library service possible based on the financial resources available. I am proud to report that the efforts of Library staff were successful in meeting the goals of a hard-working Library Board and the needs of the City of North York.

*Margaret Rensch*







## DIRECTOR'S MESSAGE

North York responded to our efforts to provide library materials for the use of residents: 4,534,251 items were borrowed; 3.16% more than in 1983. Almost the same number of items were used right in our Library branches.

North Yorkers asked the Library to find answers to 1,028,930 questions; 7.9% more than in 1983; that's an average of 2,819 questions per day for each day of the year.

Close to 170,000 North Yorkers registered to use all the Library's facilities and services; an additional 45,000 Metro-area residents are registered in our database.

Our Fairview Branch had the highest circulation of materials of any public library branch in Canada.

During Spring Break Week, 62 programs were presented in Library branches and attendance totalled 4,873.

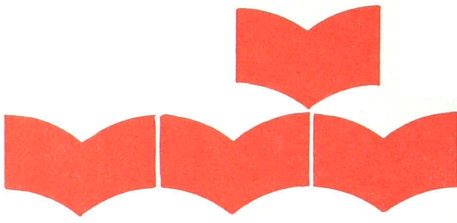
Our Board's Annual Author's Evening in October highlighted Charles Lynch. A French Author's Evening with Antonine Maillet, winner of both a Governor-General's Award and the Prix Goncourt, proved to be a popular new program.

Library bibliographies and filmographies provide lists of relevant materials about a variety of subjects. In 1984 our successful **Disarmament Bibliography** was nominated for an American Library Association award and an earlier bibliography on library facilities and materials for the handicapped received wide notice. We continued to produce helpful hints about authors in a series of bookmarks for all ages. A two-volume Job Search bibliography has proven particularly helpful.

In 1984, we added 27,841 titles and 146,832 volumes to our Library branches. Our total number of books available is well over one million.

Goal statements were developed by the staff for our various client groups during the year and these will serve as guideposts for 1985 services.

Bill 93, an Act Respecting Public Libraries, was introduced in the Legislative Assembly. Changes are expected to start in 1985: in the appointment mechanism and terms of office for Library Boards; in the provision of free service and free circulation of materials; and in the funding and budgeting format and content.



The Civic Square Library became a reality in 1984 as, late in the year, agreements between the Library Board and the City of North York were signed, sealed and delivered. The top tier of our North York services, this new central service, has been in the planning phase for more than ten years. It is gratifying to see the dream coming into focus.

Through the year it became evident that our automated circulation system was not going to be able to keep pace with our current activity level and the growth required for our new Civic Square Branch. Plans were developed to prepare for a significant system upgrading and expansion.

We celebrated two anniversaries at our Branches: 20 years of service at our Woodview Park Community Branch and 10 years at our Humber Summit Community Branch. As part of its anniversary celebration, the old Humber Summit Fire Brigade presented a plaque to be hung in that Branch to commemorate the Brigade's courageous rescue work in the Humber Valley during Hurricane Hazel.

Our multilingual collection now provides books in 25 languages; we have phono records covering music and language learning in these and other languages; we also have 16 mm films and videos in 27 languages. We have produced brief explanatory booklets about our Library service in 6 languages. About 20 multicultural / ethnic programs were held in our Branches including the Board's co-hosted Multicultural Festival at Fairview Branch. York Woods Branch was the locale for an anti-racism film festival entitled **Colour Positive**.

During the year, 16 programs with and about authors were held in Library branches.

Facilities for the handicapped were improved: hearing devices for the hearing impaired in both York Woods and Fairview theatres and sound amplifying equipment at York Woods Theatre, automatic door openers at York Woods, type magnifying devices at Fairview, Bathurst Heights, and York Woods, a telephone device with printout machine at York Woods, wheel-chairs at five Area Branches, flashing strobe emergency lights at York Woods and Fairview and renovations to public washrooms at both of those branches.

1984 was a year of achievements for the Library Board and staff. Continued support from North York Council and North York residents makes this a rewarding, and exciting, library organization!

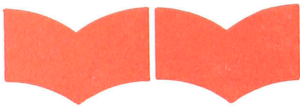


## **BROUGHT TO YOU BY...**

The nine members of the North York Public Library Board and Library staff worked hard last year to provide educational and leisure reading materials on a wide variety of subjects, complemented by fast, effective information and research service. Approximately 100 professional librarians and over 300 other library workers, administrative and support personnel provided library service to the 555,911 residents of North York and the tens of thousands of people who work and study here.

It was the minds and hands of these dedicated people that made every item at each of the Library's 20 branches available to the public during 1984. Without the care and skill of each of these individuals, the library service that people have come to expect in North York would not have been possible.





## NORTH YORK PUBLIC LIBRARY BOARD

MARGARET PERSCHY, *Chairman*

MORRIS ZBAR, *Vice-Chairman*

HAROLD BRIEF

KEN COLLINS

RACHEL FAIN

LLOYD GESNER

CAMPBELL HUGHES

JIM MCGUFFIN

LORRAINE WILLIAMS

## MANAGERS

JEAN ORPWOOD, *Director*

ELIZABETH BEETON, *Deputy Director*

WILLIAM FOLEY, *Comptroller*

BRUCE BARNETT, *Plant and Facilities Manager*

DEBBIE BERMAN, *Employee Relations Manager*

MARGARET CANNING, *Special Community Services  
Manager*

HEATHER DAVIS, *Bathurst Heights Area Manager*

PHYLLIS GOLDMAN, *Public Relations and Programs Manager*

DOUG KEHOE, *Collection Development Co-ordinator*

ANN KELLER, *Children's Services Co-ordinator*

RUTH KINGMA, *York Woods Area Manager*

MARILYN KOGON, *Collections Access Systems Manager*

LINDA MACKENZIE, *Assistant Manager, CAS  
Collections Access Systems*

BETH MCLEAN, *Don Mills Area Manager*

HARRY MCLEOD, *Central Library Manager*

GEORGE MAGOSS, *Planning Manager*

JUDY PRICE, *West District Manager*

CATHERINE SIEMENS, *Central Library Assistant Manager*

JO STROH, *Fairview Area Manager*

GORDON THOMSON, *Downsview Area Manager*

PHYLLIS WOOD, *East District Manager*





## UP FRONT

Who could resist the two year-old who toddled up to the check-out counter at Central Library one day last year, clutching a picture book in his arms, saying "Mine ... book mine!" He was only one of the 414,828 people who visited Central Library during 1984. But while he concentrated his attention on a single book, there were business people, students, homemakers, senior citizens and speakers of other languages from all walks of life who came to the library for reference information, educational and leisure reading to enhance their professional pursuits and individual interests.

4,535,251 items crossed Library control desks last year. They included books, magazines, talking books, films, video cassettes and art prints. Library staff answered 1,028,930 questions by telephone and at Library reference desks.

Each Library Branch develops its own unique character because each provides services and programs which reflect the needs and interests of the surrounding community. This evolutionary process continued during 1984 as events at local libraries subtly changed the character of each one.

### **BATHURST HEIGHTS AREA**

**Circulation increased by 7.8%** at Bathurst Heights Area Branch and by 13% at Armour Heights Community Branch.

**North York Public Library Board met** at Bathurst Heights Area Branch in October to discuss library service with local residents.

**An attractive reading lounge** was developed at the front of the Bathurst Heights Area Branch.

**Yorkdale Community Branch moved** to bright, spacious quarters on the outside of the mall.

### **CENTRAL LIBRARY**

**Cabinet approval of Civic Square Development** provided a future alternative to overcrowded study and parking conditions.

**In-library use of materials** almost equalled the number of items borrowed for home and office use during a provincial survey conducted in October.

**300 children enjoyed imaginary journeys** around town as members of the Summer In The City Reading Club.

### **DON MILLS AREA**

**On-line circulation service** began at Don Mills Area Branch.

**Brookbanks, Flemingdon Park and Victoria Village Community Branches** readied their collections for on-line service.

**Classes in the operation of microcomputers** were well attended and use of the public microcomputer in the branch was monitored and assessed on an ongoing basis.

### **DOWNSVIEW AREA**

**On-line circulation service** began at Downsview Area Branch.

**Amesbury Park and Black Creek Community Branches** readied their collections for on-line service.

**Children's staff** began selecting items for inclusion in a Toy Library scheduled to open early in 1985.

**Brookhaven Bicentennial Parade** included a Teddy Bears' Picnic float, compliments of Amesbury Park Community Branch.



## FAIRVIEW AREA

**An uncatalogued paperback collection** placed near the check-out counter became a popular stop for borrowers at Fairview Area Branch.

**An extensive survey** of the Pleasant View Community investigated the unique needs of local residents, and how best to meet them.

**Use of the Canadiana Department** increased significantly due in part to the publication of a bibliography entitled **Ontario Bicentennial and Toronto Sesquicentennial**, a selection of holdings.

## YORK WOODS AREA

**York Woods Area Branch** became fully accessible to disabled persons, with the installation of automatic doors, an entrance ramp and special washroom facilities.

**Anniversary celebrations** commemorated Humber Summit's 10th year of public service in May and Woodview Park's 20th Anniversary in October.

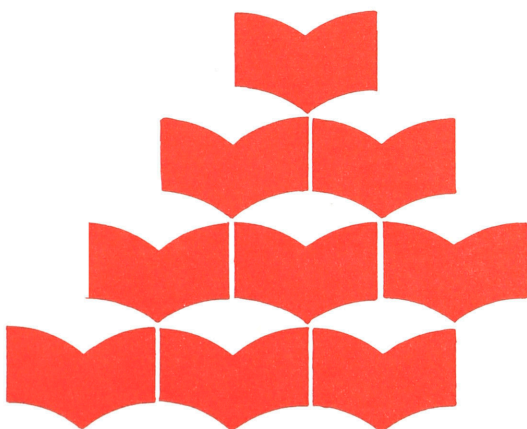
## SPECIAL COMMUNITY SERVICES

**Literacy offices** staffed by two part-time staff, opened in Fairview, Downsview and York Woods Area Branches, providing individual reading instruction to 125 adults across the city.

**A new Videocassette Collection** attracted 2,400 registered borrowers during its first 11 months of operation.

**The busiest year ever** was recorded by the Read Machine Bookmobiles, with a 27% increase in circulation over 1983.

**More than 10,000 callers** sought answers from LINK Community Information and Referral Service.





## BEHIND THE SCENES

Public service is the cornerstone of North York Public Library but it is only the tip of the iceberg. There is a small army of support staff who help to keep North York in the forefront of public library service in Canada. Although the public seldom sees these hard-working individuals who strive for excellence, without their dedication and effort the Library could not continue to provide the services that it does.

## COLLECTIONS ACCESS SYSTEMS

**172,000 items** were added to the Library collection during 1984, including 13,341 books and records in languages other than English and French.

**146,832 copies of 27,841 titles** were processed by Acquisitions staff. **32,344 titles** were added to the Library's computerized database by Cataloguing staff, an increase of 6.36% over 1983.

## COLLECTION DEVELOPMENT

**Two workshops** for general staff and for Children's Resource Librarians discussed censorship and the Library's philosophy in regard to potentially sensitive materials.

**Several subject bibliographies** were compiled by staff, including **Popes and the Papacy**, a list of 29 titles in English, French and Italian on the history of the Papacy and **Avez Vous Un Devoir En Francais?**, a list of reference materials of interest to elementary and secondary school students.

**Multilingual materials** were selected to meet needs locally and were actively promoted both in North York and across Canada through the Canadian Library Association.

## EMPLOYEE RELATIONS

**Employee Relations staff** continued to explain employee benefits to staff, through one-to-one interviews, items in the employee newsletter and posting of information at all Library locations.

**A record number of staff** enrolled in training programs during 1984. A total of 156 staff members participated in one or more programs sponsored by the Library. Another 90 attended training programs outside of the Library.

**Participation in four task groups** set up to discuss supervisory skills and career development in the Library allowed 25 staff members to provide input into future training programs.

## PLANT DEPARTMENT

**Completion of a five-year project** aimed at reducing heating, ventilating, air conditioning and lighting costs yielded one-year 1984 savings of \$56,900 over the 1979 energy consumption level.

**Renovations completed** at Fairview and York Woods Area Branches made both buildings completely accessible to the disabled.

## PUBLIC RELATIONS AND PROGRAMS

**1,082 community programs** attracted more than 30,000 people to Library branches.

**3,382,099 items** were printed in the Library print shop, including flyers, bibliographies, bookmarks, brochures and printed forms.

**Promotional materials** were prepared in Ukrainian, Hungarian and Chinese, as part of an ongoing program to produce publicity in three different languages each year.





## TOMORROW

Planning is an integral part of the ongoing operation of any community-oriented organization as large and complex as the Library. In order to prepare for the future needs of the community, the Library Board and staff assessed current trends and needs in the context of projected future demands to establish a base from which to mount projects aimed at meeting library needs for years to come.

Goal Statements for each of six client groups were prepared by staff, based on the Library Mission Statement which outlines the Library's responsibility to the community. These Goal Statements will form the basis for the Library's planning and budget activities for 1985, 1986 and 1987.

**Through written response** to draft legislation, Library Board Members and staff assisted the Province in formulation of **Bill 93: An Act Respecting Public Libraries**, which updated existing public libraries legislation.

**Staff developed policies** for Toy Libraries in North York. The first Toy Library was scheduled to open early in 1985 at Downsview Library.

**The Library Board requested** and received representation on the North York Committee on Community and Ethnic Relations. Input from this committee will help to direct the Library's multilingual and multicultural acquisitions activities.

**Layouts of furnishings** and equipment for Civic Square Library were prepared, based on ongoing input from staff, whose expertise and experience ensured that Civic Square will be developed according to community needs and interests.

**Staff began a plan** to upgrade and expand the Library's existing computer hardware and software to allow automation of the acquisitions function and to provide on-line circulation and catalogue service at the new Civic Square Library.

**Discussions took place** on how the Library's bibliographic database could best be made accessible to the public when that function becomes available.

NORTH YORK PUBLIC LIBRARY BOARD REVENUE FUND		
Statement of Revenue and Expenditure For the Year Ended December 31, 1984.		
	1984 Actual \$	1983 Actual \$
EXPENDITURES		
Staff costs	11,127,886	10,340,007
Materials and supplies	555,851	502,364
Equipment and furnishings	173,881	123,220
Library materials	2,073,276	1,836,117
Purchase of services	2,231,143	1,877,470
Taxes, licences, insurance unrecovered	68,422	57,991
Debenture costs	1,524,621	1,471,308
Contingency	5,013	3,858
TOTAL EXPENDITURES	17,760,093	16,212,335
REVENUES		
City of North York	15,795,989	14,486,032
Grants	1,265,375	1,209,136
Other revenues	700,401	519,003
Surplus	20,881	19,045
TOTAL REVENUES	17,782,646	16,233,216
ACCUMULATED NET REVENUE END OF YEAR	22,553	20,881

