

NORTH YORK, ONT. PUBLIC LIBRARY.  
ANNUAL REPORT.

Library  
Annual Reports

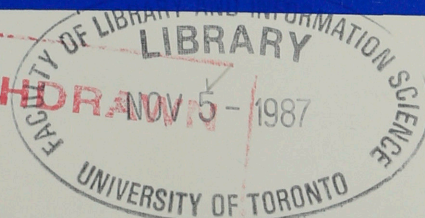
North  
York  
Public  
Library

1986

ANNUAL

REPORT

WITHDRAWN NOV 5 - 1987









## CHAIRMAN'S REPORT

Work towards the light at the end was the slogan for the North York Public Library Board and staff in 1986. For a long time, we had concentrated on the development of the new Central Library, a needs analysis and full selection process for an improved computerized system, and an organization review. As we moved into discussion with the City's Board of Control about the financial impact of these developments, they recommended that the City undertake and pay for a third-party, objective review of these programs. The recommendation was that the operations and organization review be undertaken by Towers, Perrin, Forster & Crosby, Managements Consultants, whom the City had used for some of their own departments. The Library Board agreed and participated in the process. The results took several months, the Library Board devoted several intensive hours of study to going through the consultant's report and to developing some further recommendations. Discussions continued on this project for several months and culminated in a final resolution late in the year, fortunately in time for the implementation of our organization and computer plans.

In the meantime, the rest of the Library's operations were kept at a fairly normal level, although the reduced Central Library service at a temporary Sheppard West location did put pressures on some of our other branches to maintain that service.

1986 was a year of hard work and excitement, and it provided the Library Board with an opportunity to set some clear goals for future years. The continued excellent support from the Mayor and Council and the North York Community at large was very welcome!

*Morris Zbar*

Three horizontal blue bars of varying lengths, stacked vertically, located below the signature.



## DIRECTOR'S MESSAGE

During 1986, the users of the North York Public Library's collections of over one million books, newspapers, records, magazines, cassettes, 16 mm films, videos, compact discs, talking books, pamphlets, and so on, borrowed these items and accounted for a circulation of 4,379,134. We estimate that 3,156,274 visits were made to our 20 branches to borrow the collections and to use the collections, other services, and programs offered in the branches. In our Outreach Services, two Bookmobiles served 22 points throughout the City each week; 13 deposit collections in various institutions provided service every three weeks; the Shut-In Service provided collections for 349 users.

Beyond provision of a large collection of materials for loan, the Library provides answers to a wide range of questions of varying degrees of difficulty for Library users. The Library also provides assistance in getting answers, and materials, to satisfy questions of a more complex and detailed nature. These services constitute our Information Service and, in 1986, accounted for a recording of 661,303 information questions and 596,549 directional questions, for a total of 1,257,852 questions. That number is 12.7% above our information activities in 1985.

Significantly, in 1986, our Information Network On-line Office (INO), which was established late in 1985, developed that service so that 450 computerized commercial databases were accessible to assist in the search for quick, thorough, and up-to-date information. Combined with this service is our Interloan Service which provides access to library collections throughout the world. North York Public Library is a leader among large public libraries in Canada in the promotion of this service. In 1986, we serviced 18,174 requests for our users for materials and collections beyond our resources; 8,184 requests were received by us from other libraries to use our resources.

As part of our service to the North York community, we offer education and recreation, programs which are designed as an introduction to the Library and its resources, as well as, to bring authors and other experts and artists to the attention of the North York community. In 1986, we provided 7,360 programs which were attended by an audience totalling 162,471.



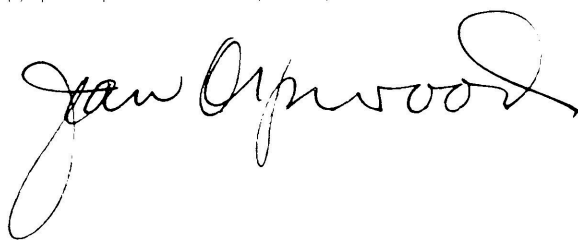
In 1986, a significant and highly instructive and useful management and operations study of the Library was undertaken by a consultant company, Towers, Perrin, Forster and Crosby. The North York City Council recommended the study to the Library Board so that the two major developments about to be put in place, the new Central Library and an upgraded and enlarged computer system, could be reviewed in the context of the whole Library operation. The Library Board agreed with alacrity. In the first six months, a full review was undertaken and a first report was made by the consultants to the City's Board of Control in June. The Library Board prepared and presented its report to the Board of Control in mid-July. Further discussions were undertaken and, in October, a final report which incorporated the Library Board's responses was made to the City, and Council approval was given in November.

One of the early parts of the review process was devoted to the Library's process and choice for an upgrade in its computerized inventory and circulation control system. By the end of April, this was completed and the Library's decision to proceed with the new software and enlarged Digital Equipment Corporation hardware was confirmed.

The new Central Library organization for delivery of the final and fourth tier of service was also a major part of the management consultants' review. Designed to serve as a major information resource for the whole city, the new Library required a different approach to staffing and a resultant management organization.

Essentially, the North York Public Library faced a major change through the greatly enlarged Central Library; increase had to be made not only in the Central Library and computer, but also in the building, personnel, payroll, and other administration operations. The management consultants also concurred with the need to re-align the whole organization to a decentralized structure. All of these changes were incorporated in the final report from the consultants, and the Library Board and City Council concurred; the changes were given the go ahead and the start-up was undertaken in November.

1986 was a year of change, excitement, and achievement. The Library Board, City Council, and the total Library staff were involved and supportive in the whole process, and they are all to be congratulated and thanked. I was a very happy participant in this major step forward!

A handwritten signature in black ink, reading "Joan O'Connell". The signature is fluid and cursive, with a large, sweeping initial 'J'.



# YOUR LIBRARY BOARD

**Morris Zbar**  
**Chairman**

**Lorraine Williams**  
**Vice-Chairman**

<b>Wayne Burnett</b>	<b>Councillor Barry Burton</b>	<b>Vilma Casola</b>	<b>Lloyd Gesner</b>
<b>Campbell Hughes</b>	<b>Councillor Marie Labatte</b>	<b>Councillor Peter Li Preti</b>	
<b>Berenice Pepe</b>	<b>Margaret Perschy</b>	<b>Jack Wigham</b>	<b>Malcolm Wilkinson</b>

## EXECUTIVE STAFF

**Jean Orpwood**  
**Director**

**Josephine Stroh**  
**Deputy Director – Public Services**

**Gordon Thomson**  
**Deputy Director – Central Library**

# IN A YEAR OF CHANGE

Outside factors always influence the progress and shape of Library service. During 1986, ongoing operations reflected community needs and continued to maintain North York Public Library's place in the forefront of Canadian library service.

## BATHURST HEIGHTS AREA

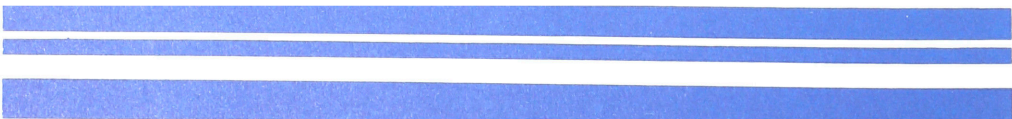
Requests for answers to questions at Bathurst Heights Area Branch increased by more than 54%, from 45,535 in 1985 to 70,279 in 1986.

Bathurst Heights staff cooperated with The Toronto Jewish Congress to set up a Holocaust Display in the North York Education Centre in November; one staff member compiled a Holocaust Bibliography.

A new charge-out desk was installed to accommodate the ATLAS Computer System.

Circulation increased at Armour Heights Community Branch from 108,394 in 1985 to 117,294 in 1986, or about 8.2%.

Centennial and Yorkdale Community Branches celebrated 20th Anniversaries during November, with special events for both the public and Library staff.





## CENTRAL LIBRARY

Central Library maintained an active program of public service, provided at a temporary site on Sheppard Avenue West, while construction continued on the new Central Library, scheduled to open in 1987. The Gladys Allison Building – old Central Library – was demolished in 1985 to make way for a development which, through an agreement with the City, would provide the new library at no cost, in exchange for commercial development of the old library site.

Central Library operations were divided between the temporary public service outlet and a storage facility located in the west end of the city, where staff maintained collections, and developed services for the new library.

More than 1,200 vertical files for the General and Student Reference Department of the new library were created.

The Central Library book collection, government publications collection, vertical files, maps, serials and standing orders collections were divided into five subject departments.

Completion of a project to computerize all card catalogue and shelf list records at Central and at Yonge Sheppard Community Branch allowed those manual records to be discarded.

About 5,000 items were added to the Central Library collection, in preparation for its Official Opening in June, 1987.

Staff developed a system for interloaning materials between Canadiana and the Ontario Genealogical Society. New Canadiana acquisitions included the 1891 Canada Census, ocean liner passenger lists up to 1920 and 119 cemetery transcripts. Canadiana gratefully agreed to house the collection of the Canadian Society of Mayflower Descendants.

## CHILDREN'S SERVICES

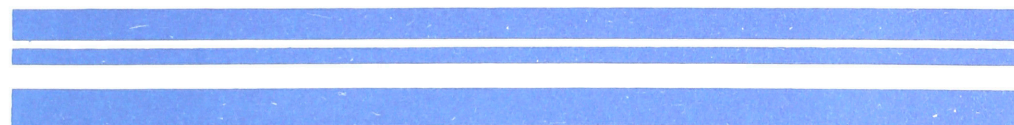
Working in conjunction with the Metropolitan Toronto Coordinators of Children's Services, staff assisted in development of a Writer-In-Libraries program. Author Claire Mackay was appointed Writer-In-Libraries for a six-month period, commencing in January, 1987.

A successful **Summer On Magic Mountain Reading Club** for children ages 7 to 13 and a **Storybook Parade**, for children ages 2 to 6, were enjoyed by more than 3,000 children.

Canada Council funding allowed Vancouver-based children's poet Robert Heidbreder to visit with his fans at Bathurst Heights and Downsview Area Branches.

A set of guidelines was developed for a Children's Literature Reference Collection and a Parent Collection, materials designed to help parents deal effectively with their children; pamphlet files for these collections were begun.

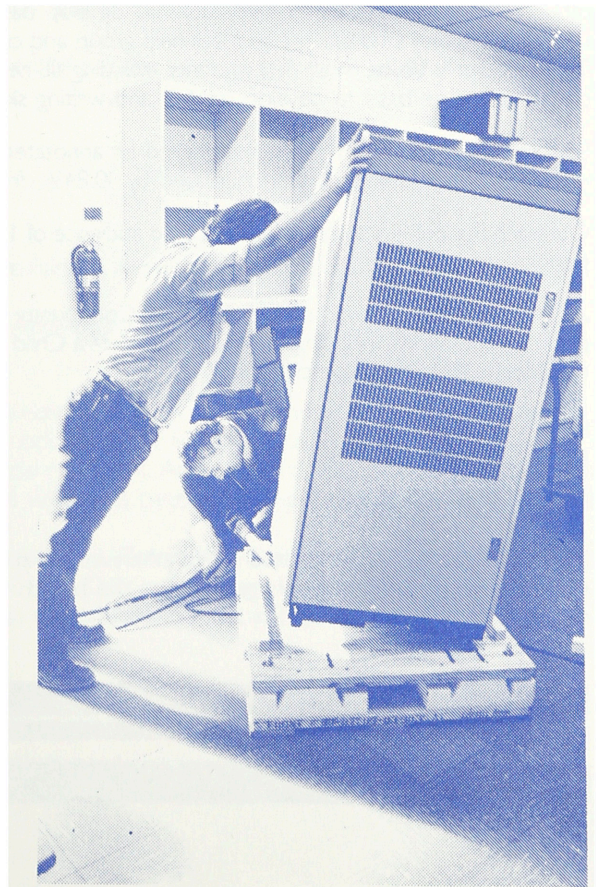
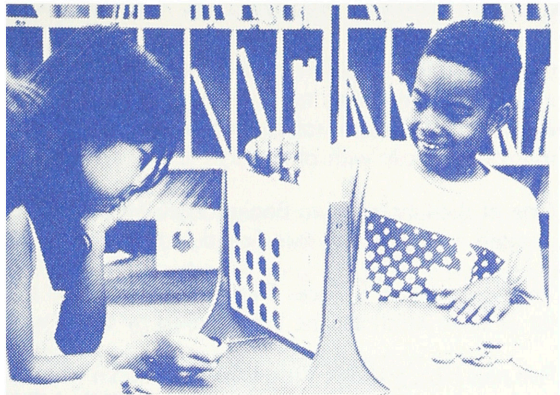
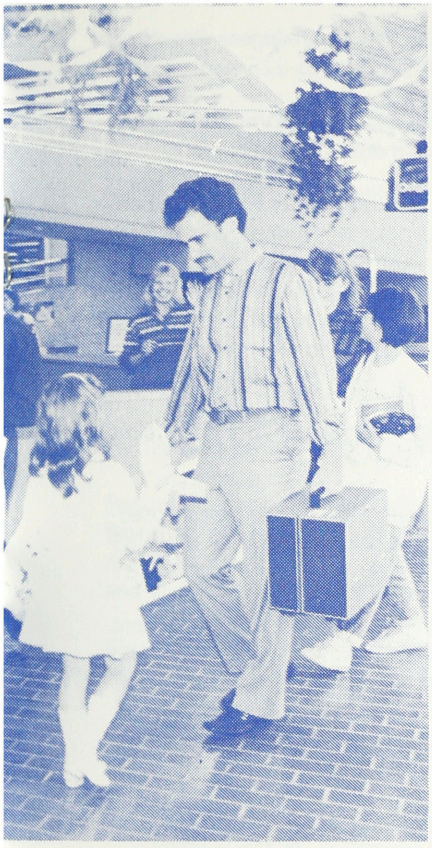
A program was set up to make braille children's material available in the Children's Department of Central Library. Previously, children's items in braille were available only through the Mobile Outreach Department.













COMMUNITY SERVICES

QL Search and UTLAS Refcatss systems were added to the Library's Information Network, increasing its online resources to more than 500 databases held in nine database systems. The use of an electronic mail system increased the speed and efficiency of interlibrary loans by allowing staff to communicate directly with other large library systems.

One of the Library's two Bookmobiles was completely renovated and several changes were incorporated in the Bookmobile Schedule to meet the needs of the community at 22 weekly stops.

The Audio Visual Services Department compiled a 100-page filmography, **The Eyes Have It**, a list of titles which can be fully enjoyed by those with hearing impairments.

Five new bibliographies listed titles for children who have disabilities. **Braille Books For Children**, titles currently available in braille; **Listen While I Tell You**, talking books for children; **Big Is Better**, large print for children; **Let Your Fingers Do The Talking**, illustrated books for pre-school and primary grade children, in which each word is accompanied by its sign; and **Hey No Problem**, high-interest, low-vocabulary books which are packed with action, were compiled by staff. The booklists were designed to reach people who would otherwise be unaware that the Library provides these special materials for children.

Invitational screenings for special interest groups were held to provide information about new films on prenatal care, outdoor recreation and mental retardation.

3,100 people registered to borrow from a collection of 1,150 videocassettes, which includes closed-captioned, how-to productions and 200 multilingual titles. Videos were borrowed a total of 75,219 times, or about 65 loans each.

Literacy staff worked with the Metro Toronto Association for the Mentally Retarded, Employment and Immigration Canada, Flemington Resource Group, the Metropolitan Separate School Board and other community agencies to help adults to develop basic reading and writing skills. Under staff direction, Literacy students set up a self-help group and continued to publish a monthly newsletter, **The Reader's Voice**. In all, 360 students, including 118 new students, worked with volunteer tutors on a one-to-one basis to develop reading and writing skills.

Staff in Mobile Outreach Services compiled an annotated list of large print books, for publication in 1987. Talking book circulation increased by 10.84%, from 12,919 in 1985 to 14,320 in 1986.

Outreach Puppeteers attracted a combined audience of 1,889 children and adults to 16 puppet play performances.

A Wintario Grant allowed staff in the LINK Community Information and Referral Service to computerize operations, including the maintenance of a Child Care Information Database developed by the North York Inter-Agency Council.

DON MILLS AREA

Don Mills Area Branch celebrated its 25th Anniversary in November. Local residents, as well as current and former staff members gathered at the branch to celebrate a quarter-century of service to the Don Mills community.





A six-month pay-typewriter program was so successful that the service was made permanent.

Preparations for video lending services through Don Mills Area Branch were completed.

Brookbanks Community Branch achieved an increase in pre-school clientele after staff introduced the library to several local day care centres.

Grades 12 and 13 students from Victoria Park Secondary School based one of their writing classes on a research program set up in cooperation with Brookbanks Community Branch. The students studied storytelling sessions at the branch, then returned to class to write children's stories based on their observations.

Flemington Park Community Branch added a Black Heritage/West Indian Collection.

A crafts program for pre-schoolers helped to increase circulation on Wednesdays, by 33% at Victoria Village Community Branch.

## DOWNSVIEW AREA

Circulation of materials at Downsview Area Branch totalled 277,815, an increase of 6.3% over 1985.

Requests for answers to questions increased substantially over 1985 at all three Downsview Area Branches. At Downsview Branch, the increase totalled 55.94% from 26,155 requests during 1985 to 40,787 requests in 1986; at Amesbury Park it was 56.53%, from 13,345 in 1985 to 20,890 in 1986 and at Black Creek by 12.32%, from 11,504 to 12,922 for the same periods.

Downsview Area Branch added compact discs to its collections to meet public demand; planning began for the addition of a video collection during 1987.

The Toy Library at Downsview continued to be popular as more and more young families moved into the area.

## FAIRVIEW AREA

More than 1,000,000 items were loaned from Fairview Area Branch and its three Community Branches.

Fairview Area Branch celebrated its 10th Anniversary in May; Bayview Community Branch's 20th Anniversary took place in November.

Librarians at Fairview began to expand collections to meet public demand. They concentrated on improving collections in several subject areas, including classic fiction, holocaust and science fair materials, information on cosmetology and the industrial revolution. As well, staff developed a special collection of materials for a Personal Finance Centre which has become very popular.

Ongoing club activities at Hillcrest and Pleasant View Community Branches attracted large numbers of young adults. Hillcrest provided an After Four Club, and Pleasant View a Lunch Club. Both programs gave students in grades 6 and over an opportunity to meet at the library and do homework.



## YORK WOODS AREA

Staff compiled **Beyond Bre'r Rabbit**, a bibliography of children's literature written by and about Black people.

Young adult clients were served well by York Woods Area Branch. Several programs, based on multicultural themes, employment and video production, attracted many new borrowers to the branch.

A Wintario Grant in the amount of \$9,900 helped to expand and enhance the West Indian/Black Heritage collection at York Woods Area Branch.

Woodview Park Community Branch continued its community involvement in the North Weston Resources Group, a family of social agencies in the area.

The multilingual collection at Humber Summit was expanded to include East Indian languages. More than 50 children participated in a reading practice program during the summer, and staff developed plans for the creation of a Young Adult Area.

## SERVICE CAME FIRST

Through all our changes, Library staff continued North York Public Library's long tradition of top-quality public service. At the check-out desks and in the many departments which provide support services, it was our staff who kept branches operating efficiently. Our support personnel, working quietly, unseen by the public, smoothed the way and solved problems without ever meeting the researchers and borrowers who benefitted from their dedicated performance.

## COLLECTION DEVELOPMENT

Collection Development staff ordered a wide range of books, records, cassettes, compact discs, periodicals, government documents, vertical file and multilingual materials in 26 languages, for both adults and children.

Librarians maintained close contact with publishers to keep abreast of trends and to develop collections which would best satisfy the needs of the various North York communities.

Staff participated in Metro's French Ad Hoc Committee, and at the national level, worked with the Canadian Library Association's **Committee on Multicultural Services in Public Libraries of Canada**.

## COLLECTIONS ACCESS SYSTEMS

Staff added 186,641 items to the Library collection, 161,764 books and 24,877 records, cassettes and compact discs.

More than 34,000 volumes were prepared for the shelves of the new Central Library.





6,845 copies of 2,689 book and sound recording titles in French were added to the collection.

The multilingual collection continued to provide materials to people whose first language is not English or French. 5,878 book titles and 3,154 sound recording titles were added to the multilingual collection and, for the first time, Armenian, Persian and Turkish materials were selected and added.

## COMPUTER SERVICES CENTRE

A new ATLAS (A Total Library Automated System) was installed and tested at 19 library branches. The new system provides a VAX 8650 mainframe computer manufactured by Digital Equipment Corporation of Canada with software developed by Data Research Associates, whose state-of-the-art automated systems are designed specifically to handle public library needs. When it becomes operational in 1987, ATLAS will quadruple the Library's computer capacity with a system which can be expanded as the need arises.

An ATLAS Training Program, developed over a 2-month period, prepared 12 staff members to become trainers. They, in turn, conducted ATLAS workshops for their colleagues across the city.

Work began on the preparation of a new procedures manual to support the computer system.

## EMPLOYEE RELATIONS

Staff continued to recruit, select and maintain benefits programs for all full-time and part-time employees.

Fire fighting and driver education programs were conducted for appropriate staff.

A program to provide counselling referral for staff who require it was set up in cooperation with the Family Services Association.

16 workshops, conducted in conjunction with the Public Relations and Programs Department, helped to equip public service staff with the skills to provide supportive assistance in all situations.

Four system-wide forums on the future brought management and staff together to discuss current and future directions for the Library. A question period at the close of each forum gave staff an opportunity to speak with the Director and Deputy Directors about any issues which concerned them.

## PLANNING DEPARTMENT

Cost performance indicators for various library service activities were developed.

Library user surveys were conducted at Centennial, Woodview Park and Yorkdale Community Branches, and at Northwood Book Deposit.

The impact of major library branches opening in large library systems in Ontario and Quebec were studied to assess the potential impact of the opening of North York's new Central Library.





## PLANT DEPARTMENT

Staff completed more than 3,000 work orders, including construction of checkout desks for several branches, cable installation for the ATLAS computer system and a comprehensive program of on-going preventative maintenance.

Before the Gladys Allison Building closed, Plant staff updated heating, air conditioning and electrical systems and replaced all locks at the warehouse where most of the book stock was placed in storage, and at the temporary public service outlet on Sheppard Avenue.

Staff gutted one of the Library's two Bookmobiles, built and installed new furnishings and applied new finishes throughout. Hydro hookups were installed at seven Bookmobile Stops to increase the lifetime of Bookmobile generators and to reduce down time.

A room was built to exacting specifications at the Library's Services Building, to house the new computer.

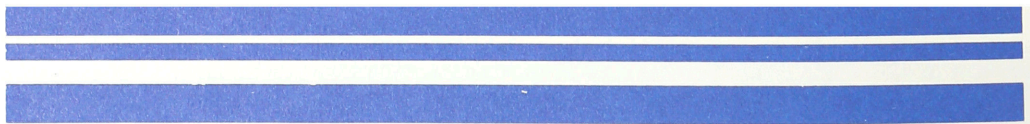
## PUBLIC RELATIONS AND PROGRAMS

Three authors' evenings were presented; one with Marie Clair Blais, another with Lynn Gordon and a third with Howard Engel.

A special program with John Neville, Artistic Director of the Stratford Festival and Christopher Newton, Artistic Director of the Shaw Festival, gave a full-house audience at Fairview Library theatre an opportunity to ask questions about the theatre scene in Canada, as seen by two of its foremost experts.

Staff publicized and co-ordinated local participation in a **Put These Authors in Their Place** contest designed to raise the image of libraries across Metropolitan Toronto. The contest invited bus, subway and streetcar riders to match famous Canadian authors with the areas they wrote about. A total of 12 North York residents won prizes in the contest.

More than 5,000 children attended theatre productions at local branches, performed by a group of students hired under a **Challenge '86** Seed Grant, provided by Employment and Immigration Canada.





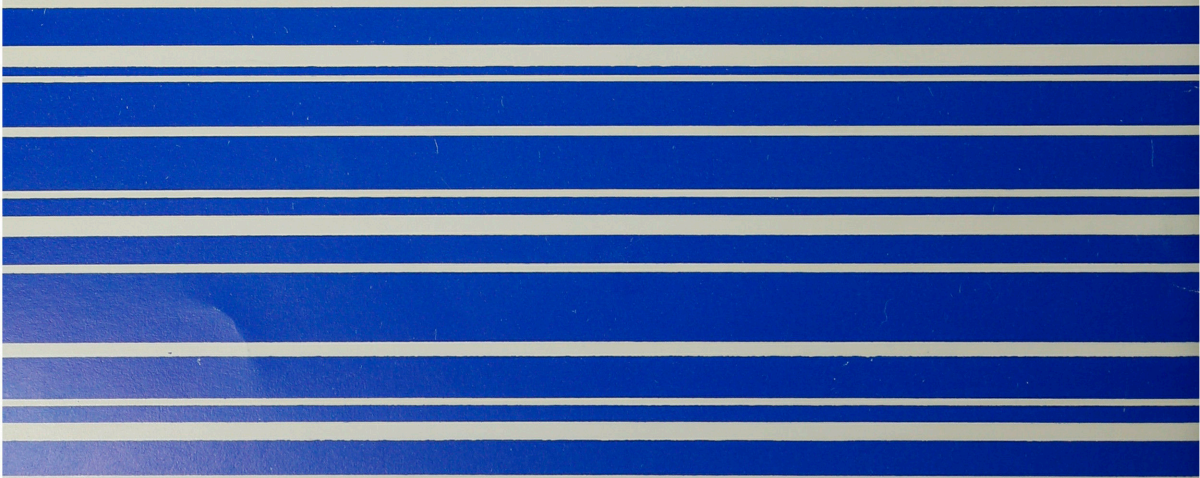
# FINANCIAL STATEMENT

## NORTH YORK PUBLIC LIBRARY BOARD REVENUE FUND

Statement of Revenue and Expenditure  
For the Year Ended December 31, 1986

	1986 Actual	1985 Actual
<b>EXPENDITURES</b>		
Staff costs	13,031,948	11,800,622
Materials and supplies	525,849	586,131
Equipment and furnishings	1,127,858	198,082
Library materials	2,502,566	2,258,819
Purchase of services	2,609,706	2,262,281
Taxes, licences, insurance unrecovered	51,105	51,116
Debenture costs	831,704	1,434,554
Contingency	20,159	6,965
<b>TOTAL EXPENDITURES</b>	20,700,895	18,598,570
<b>REVENUES</b>		
City of North York	18,469,500	17,029,172
Grants	1,449,472	1,303,336
Other revenues	1,011,042	678,760
Surplus	435,251	22,551
<b>TOTAL REVENUES</b>	21,365,265	19,033,821
<b>ACCUMULATED NET REVENUE END OF YEAR</b>	664,370	435,251





North York Public Library