

1988 Annual Report



**NORTH YORK PUBLIC LIBRARY
ANNUAL REPORT
1988**

The 1988 Library Board

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Chairman

Lorraine Williams
Vice-Chairman

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Campbell Hughes

Councillor Marie Labatte

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Nighat Sukhera

Malcolm Wilkinson

Susan Yates

Executive Staff

Josephine Stroh
Director

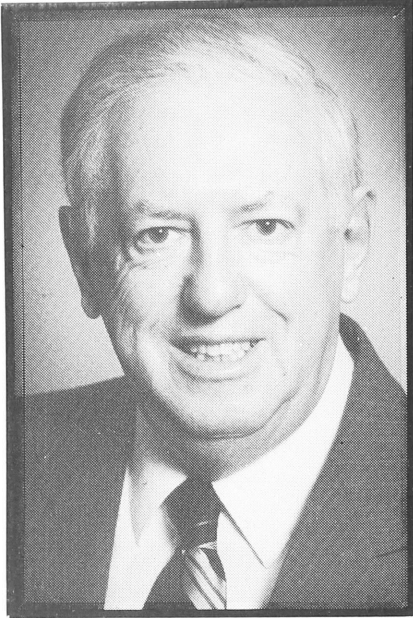
Linda Mackenzie
*Deputy Director,
Public Services*

Gordon Thomson
*Deputy Director,
Central Library*

Sid Mowder
*Assistant Director,
Administrative Services*

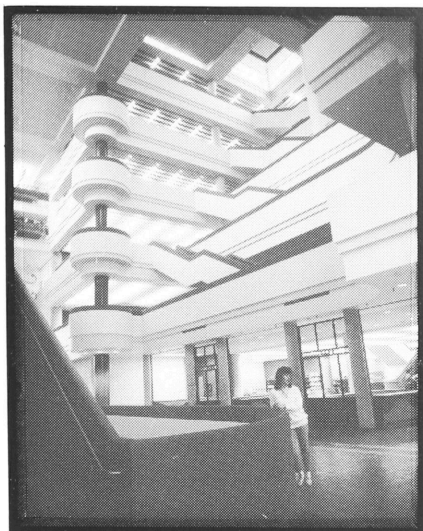
Jock Bryce
*Assistant Director,
Human Resources*

FROM THE CHAIRMAN: DREAMS AND CHALLENGES



Jack Wigham
Chairman
North York Public Library Board

"In 1988 we realized the dream of our first full year in the new Central Library. However, we also realized the challenges of keeping increased costs within budget, adding new people, re-adjusting even the most carefully considered plans, and selecting both a new Director and a Deputy Director of Public Services. But with the co-operation of NYPL staff, North York City Council, and each member of the Library Board, we met and overcame these challenges. It was a demanding year for the Board and for the system—demanding but rewarding. We all have good reason to look back on 1988 with pride and forward to 1989 with confidence."



NORTH YORK PUBLIC LIBRARY: A MAJOR METRO ATTRACTION

It is a little known fact that the North York Public Library system is a major Metropolitan Toronto attraction.

In 1988, our 19 branches hosted just under 3.5 million visits. By comparison, 1.3 million people saw the Metro Zoo, the same number toured the Royal Ontario Museum, and 1.7 million ascended the C.N. Tower.

We can be all the more proud of this achievement when we consider that we are not the only show in town—Metropolitan Toronto is served by seven major library systems.

We have still more reasons to be pleased with 1988. In May we celebrated Central Library's first full year of operation. It has lived up to our expectations and is admired not only by our own users and staff, but by library staff who visit us from systems across the country.

In 1988, we circulated 4.6 million items, up from 4.5 the previous year. Circulation of videos soared by 39 percent, records and cassettes by 46 percent, and compact discs by 168 percent. Use of non-circulating items increased to almost 4.7 million—up more than 16 percent from 1987.

In short, we continued to improve our system, and the numbers show that our users responded with enthusiasm.

THE COLLECTION: SATISFYING THE DEMAND

In 1988 we carefully defined purchasing guidelines for each branch and department, with a view to maintaining specific collections at specific locations. We also purchased fewer copies of a greater number of titles, so it is no surprise that we acquired 15 percent more titles in 1988 than in 1987. This included upgrading the reference collections at all Community Branches to serve local demands for reference material.

In achieving this objective we also achieved two others that will help satisfy increasing public demand.

The first was to strengthen our multicultural collections. With a 49 percent increase in our multicultural collection budget (due in large part to Ministry grants) we were able to expand our multicultural and French titles by 72.5 percent.

We weeded French collections at Bathurst Heights, Brookbanks, Central and York Woods in anticipation of new acquisitions that resulted from the 1988 completion of a French materials needs-analysis. We also established enhanced adult collections in Japanese at Don Mills and in Portuguese at Downsview, and allotted \$10,000 to upgrade our Spanish collection over the coming year.

The second collections area that saw significant enhancement in 1988 was non-book formats. The increasing popularity of high-tech items such as records, cassettes, compact discs and video-cassettes means that our users—especially young people—expect to find these materials at the branches. In 1988 we responded to this demand by expanding our non-book collection by 62.4 percent.



But serving the community means more than programming computers: it means helping people, and especially people with special needs.

We are a community leader in providing services for people with disabilities. Conducting accessibility studies at all branches; increasing interloans of talking books; providing more funds to purchase talking books for our Mobile Outreach service; installing a complete disabled-microcomputer service at Central Library; offering sign language courses through the Information Network Office in co-operation with the Metropolitan Separate School Board, and the development by Central Library staff of a special collection for young adults with developmental disabilities: these are just some of the 1988 achievements that will serve those of our users who have disabilities.

In 1988 we continued to help adults who have limited reading and writing skills. Our contribution to co-sponsoring a conference on International Literacy Day with the Metropolitan Toronto Movement for Literacy was an unqualified success that widely publicized our Adult Literacy Program. And, spurred on by the continued success of our Adult Literacy drop-ins at York Woods and Downsview, we initiated a third such program at Fairview.

In short, all of our Adult Literacy groups, including the class co-sponsored with Seneca College, showed marked attendance increases in 1988. But perhaps the crowning achievement of the Adult Literacy program, and the most moving symbol of North York Public Library's commitment to reach out to all segments of the community, was the release of the book *Only on Tuesdays* - a collection of literacy exercises and creative work published jointly by staff and Central Library's Tuesday Night Group of developmentally disabled learners.



COMMUNITY SERVICES: REACHING OUT

Our investigations in 1988 into leading-edge technology—especially CD-ROM-based public access catalogue units—and our success in educating staff in the use and benefits of microcomputers will ensure that North York Public Library maintains contact with a community that is speeding into “The Information Age”. These efforts are showing immediate payback: LINK Community Information and Referral Service at Central Library, for example, substantially upgraded its database in 1988 and added a Personal Computer in the reception area to allow walk-in users to access information more easily.

Well out of public view in the North York Public Library system is a network of departments without which there would be no North York Public Library. This is the Support Services Group.

Our Plant Department provides the most obvious example. In 1988 these people helped perform significant building renovations and additions at Bayview, Don Mills, Fairview, York Woods and the Collection Services Building. They helped reduce 400 noted deficiencies at the fledgling Central Library to a mere 5 by year-end. Their high and varied level of skill became most apparent when, in 1988, library systems from Calgary, Dartmouth, Oakville and Ottawa requested the specifications for our bookmobiles—bookmobiles originally designed by our Plant Department.

Human Resources also played a major role in achieving 1988 objectives. We adopted an Employment Equity Policy Statement which, when implemented in program form, will help us achieve and maintain proportional representation of designated group members on our staff.

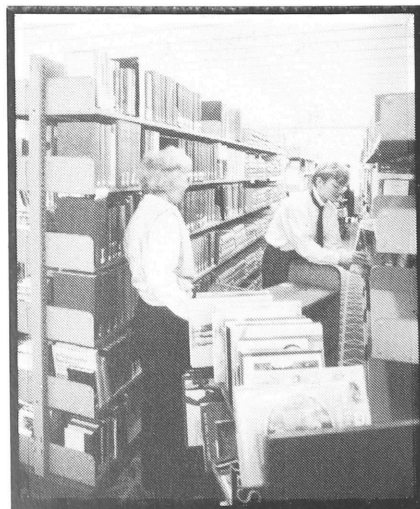
The Training and Development branch of Human Resources expanded an already successful syllabus. We continued our emphasis on management and supervisory skills workshops, revamped the orientation program for new staff, developed a customer service program designed specifically for the library environment, and augmented health and safety and other training programs.

Computer Services, who work closely with Training and Development, enhanced our public service capabilities by installing ATLAS Version 2.0 in 1988 and teaching its new features to staff. Computer Services also played a role in helping the Accounting Department implement a new payroll system as part of its drive to automate as many of its procedures as possible.

Our Public Relations and Programs Department also benefitted from computer technology in 1988 with the implementation of a Ventura desktop publishing system for in-house typesetting and graphics. This enriches the look of all our promotional material. Public Relations and Programs also brought *Director's Series* speakers Bob White and Raymond Moriyama into the library, as well as *Author's Evening* celebrity Janette Turner-Hospital. With them came publicity and capacity crowds.

In 1988 we said farewell to our first Writer-in-Residence, Heather Robertson, and welcomed our second, Constance Beresford-Howe. Both appointments were made possible by grants from the Ministry of Culture and Communications, and attracted talented writers eager for professional guidance. We hope that the admirable contributions of these authors in 1988 foreshadow a continuation of this program.

SUPPORT SERVICES: MAINTAINING THE FOUNDATIONS



THE FUTURE: PLANNING FOR GROWTH



Josephine Stroh

Josephine Stroh
Director
North York Public Library

The 1988 approval to build the new Jane-Sheppard Community Branch, and the ongoing negotiations for the Bathurst Heights Regional Branch re-development are fitting symbols of our continuing efforts to manage growing demands within specific segments of the North York community.

And boding well for the future of our entire library system is the development of our new Five-Year Plan. An amalgamation of efforts from all Board members and North York Public Library staff, this plan is slated for implementation in 1990. United behind the "Working Together" theme, we solicited input through six public meetings held in the fall of 1988. Staff were also involved in this information-gathering process through meetings and questionnaires. From the results of these and other studies we produced a report and evaluation that will be used to create recommendations for further development of the Five-Year Plan during 1989.

The budget figures you see at the end of this document play an obvious role in the success of this plan. But achieving our goals depends on more than dollars. It goes without saying - but should never be left unsaid - that it is because of the skills and dedication of our staff, from Deputy Directors to Volunteers, that we are hailed Canada wide as a leader among public libraries. Nor can we underestimate the devotion and combined effort of North York City Council and our 13 Library Board Trustees whose decisive guidance provides the map by which we steer our course. With the unfailing commitment of all these people to providing quality community service, the successes of 1988 will surely continue into 1989.

FINANCIAL STATEMENT

	1988	1987
Revenues	\$27,758,566	\$24,896,133
City of North York	89.9%	
Grants	5.7%	
Other Revenues	4.1%	
Previous Year's Surplus	0.3%	
Expenditures	\$27,476,090	\$24,813,897
Library Service to the Public	61.9%	
Services Supplied by City and Others	12.8%	
Library Materials	10.3%	
Debenture Costs	5.5%	
Equipment and Furnishings	5.4%	
Supplies and Sundries	3.7%	
Taxes, Licenses, Insurance, Unrecovered	0.4%	

North York Public Library Board
Statement of Revenue and Ex-
penditure for the year ending
December 31, 1988.

