The background of the entire page is a light gray grid of small squares. Scattered across this grid are several small squares in dark green and blue. In the upper right quadrant, there is a larger blue diamond shape with a small white square in its center. The text '1989 Annual Report' is centered in the lower half of the page.

# 1989 Annual Report





**NORTH YORK PUBLIC LIBRARY  
ANNUAL REPORT  
1989**

**The 1989 Library Board**

Jack Wigham  
*Chairman*

Councillor Barry Burton  
*Vice-Chairman*

Linda Abrams

Lindley Massiah

Councillor Jim McGuffin

Kerle Palin

Stephnie Payne

Berenice Pepe

Harold Randall

Councillor Judy Sgro

Nighat Sukhera

Lorraine Williams

Susan Yates

**Executive Staff**

Josephine Bryant  
*Chief Executive Officer*

Linda Mackenzie  
*Director Public Services*  
*Deputy Chief Executive Officer*

Gordon Thomson  
*Director Public Services*  
*Deputy Chief Executive Officer*

Sid Mowder  
*Director Administrative Services*

Jock Bryce  
*Director Human Resources*

## THE CHAIRMAN'S MESSAGE: A LIBRARY FOR THE '90s

*"As we move into a new decade and celebrate our 40th Anniversary, we at North York Public Library look back on 1989 as a year of consolidation. We operated within budget while continuing to provide progressive library service, once again taking the lead in defining the role of the new, modern public library in Canada.*

*With tight municipal budgets the order of the day, 1990 will once again be a challenging year for us. However, NYPL is a system whose resourceful staff has never let the encumbrances of finance stand in the way of new and exciting services. There will be more progress this year and it will be as ingenious as ever.*

*I am confident that with consideration and co-operation between staff, management, the Library Board and City Council, the 40th Anniversary year will be a memorable one, setting a course of quality service and innovation for the '90s."*



Jack Wigham  
Chairman  
North York Public Library Board



## THE YEAR IN PROFILE

### THE COLLECTION: THE 'NON-BOOK' IS HERE TO STAY!

The 'non-book' format continues to change the face of the modern public library, and North York is no exception. Of the 54,595 titles acquired in 1989, 26.6 percent were sound recordings, videos, and software programs.

Compact disc use increased dramatically, with CD collections appearing in all community branches. Our video collection also underwent rapid growth: new collections were established at Fairview, York Woods and Bathurst Heights Regional Branches. Central Library users embraced the Audio Visual Department's new bookable video collection, and screenings at the library are becoming increasingly popular. In addition, library audiences viewing 16mm films increased by 20 percent to 415,000, with the use of in-house viewing facilities up 135 percent.



Computer software is our newest innovation in the non-book format. In 1989 1,500 Apple and IBM public domain software programs were acquired and placed in circulation as a pilot project at the Don Mills Regional Branch. With the popularity of this new service almost equalling that of videos within only two months of operation, future expansion to other branches is highly likely.

Books, however, continue to be the mainstay of our collection, with the acquisition of multicultural reading material an ongoing commitment. In 1989, 15 percent of all items received were in one of 32 languages other than English. We continued to monitor these collections closely so that multilingual material at specific branches changed along with the surrounding ethnic populations.

The Acquisitions Department played a key role as usual in upgrading our collection. More of the acquisitions process became automated in 1989, and library patrons can now find out if a new item is on order and can place a reserve on it even before it is received. While such innovations are exciting, maintenance of existing material is just as important: in 1989 the Acquisitions Department rebound more than 14,000 books so that they could be kept in circulation.

## PUBLIC SERVICE: BROADENING THE SCOPE

Books remain the lifeblood of the library, but our scope is much broader than just the items you can borrow. We have branched out to serve the extended needs of our users.

Central Library remains the cornerstone of our system, with turnstile counts climbing to record levels in 1989. People came to Central to borrow over 1 million items, and to use our popular online search service, participate in a diverse range of programs and more. They attended such special events as the Michelle Landsberg *Annual Author Evening* and the *Director's Series* featuring Vicki Keith, Jean Augustine and Stevie Cameron. They brought their work to Writer-in-Residence Constance Beresford-Howe who read and critiqued over 100 manuscripts.

We continued to meet public needs across all NYPL regions, the highlight being the opening of the Jane Sheppard Community Branch in the Jane-Sheppard Mall on November 17. Nine area schools around the new branch now enjoy the benefits of the large children's collection housed there, and circulation figures for Jane Sheppard during its first Saturday of operation were the highest among all community branches.

Other areas in the system responded to the service needs of the public in a variety of ways in 1989. For example:

- Bathurst Heights Regional Branch became our fourth location to offer Sunday service.

- Our regional branches now offer a new 'copy card' service for frequent users of the photocopiers, eliminating the need for small change.

- Regional branches installed drop boxes that allow users to return borrowed materials when libraries are closed.

- The York Woods 'Leading to Reading' program continues to thrive; four part-time students now work daily with 80-100 children enrolled at each of Woodview Park and Humber Summit Community Branches.

- Development of the Flemington Park Community Branch collection to better reflect the needs of its multicultural community resulted in circulation increasing 15 percent over 1988.

- Hundreds of students, their teachers and parents visited Bayview Community Branch in conjunction with a student art exhibit held in co-operation with local schools at Bayview Village Mall.



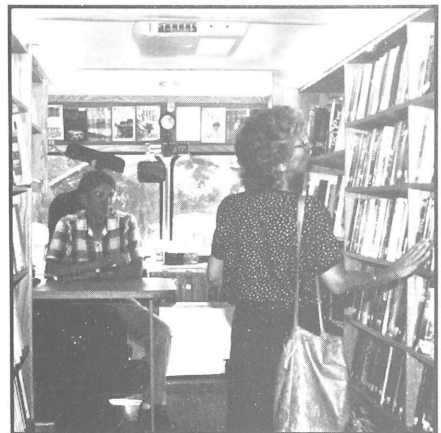
## REACHING OUT: A LIBRARY FOR EVERYONE

Reaching out to the community and making our libraries and services accessible to all were high priorities once again in 1989.

Continued assessment of the Book-mobile Service resulted in two stops moving and a new one being added so that 25 stops now serve areas not in direct proximity to one of our 20 library branches. We intensified promotion of the Mobile Outreach Service to seniors, and a new survey of our Shut-in and Talking Book patrons conducted in 1989 will ensure that these services help those who need it most.

In 1989 we made special efforts to promote library use within North York's multilingual population. 'May is Multicultural Month' celebrations encouraged people of many lands to participate in programs and view displays that honoured their cultures. Multicultural Month brought many people into the library this year for the first time.

Community involvement and service promotion remained a priority at every branch, with staff taking a larger role in public relations activities. The Public Relations & Programs Department used flyers, and public service announcements in community newspapers and radio to keep our collections, services and more than 1,000 library programs in the public eye. In addition, a total of 623 community groups distributed their literature through our branches.



We continued to reach out to persons with disabilities, ensuring that our branches are physically accessible to all. Central Library set the standard for leading-edge accessibility technology with such innovations as voice direction in elevators for the visually impaired. We also added more accessibility features to our regional and community branches, including:

- automatic doors at Amesbury Park, Brookbanks, Hillcrest and Pleasant View Community Branches;
- a handi-lift elevator at Brookbanks Community Branch;
- fire alarm strobe lights for the hearing impaired at Bayview, Black Creek and Yorkdale Community Branches;
- accessibility features in the washrooms at Don Mills Regional Branch;
- infra-red safety beams at York Woods and Fairview Regional Branches to prevent elevator doors from closing on the disabled.



# SUPPORT SERVICES: CONSOLIDATING OUR RESOURCES

In a year marked by budget constraints and the need for reduced spending, we consolidated internal resources, focusing on cost reduction, automation, staff development, and planning for the future.

Through an improved financial reporting format that allows managers to monitor budgets more closely than ever before, the Administrative Services Department improved our ability to cut operating costs for many years to come. The Plant Department's installation of a Honeywell BOSS system to monitor and control all heating, ventilation and air conditioning equipment in Central Library cut utility costs by \$50,000 in 1989 alone.

On the leading edge of library technology for the '90s, the Computer Services Department spearheaded a major computerization drive throughout the system. They installed a new Acquisitions system that will improve the monitoring of incoming inventory. They increased our operating efficiency by phasing in many more microcomputers for staff. To support these automation improvements, Computer Services offered PC training to an average of ten staff each day for a minimum of two days each week.

As part of our ongoing drive to ensure that all staff respond effectively and consistently to patron needs, the Human Resources Department developed and conducted *Contact Point* customer service seminars that will continue into 1990. Similar staff training activity included workshops in management, supervisory and secretarial skills, intercultural communication and race relations training, and first aid.

Finally, 1989 saw the formulation of a Five-Year Plan that will steer North York Public Library into the new decade. An organizational milestone in our history, it ensures that the quality of our collection and the high level of service that has characterized nearly four decades of library service in North York will continue into our 40th anniversary year and beyond.



CONTACT  
► Point ◄

## A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER: WORKING TOGETHER FOR THE FUTURE



*Josephine Bryant*

Josephine Bryant  
Chief Executive Officer

*"While we can be proud that our circulation continues to rise—in 1989 it reached 4.8 million, a 2.2 percent increase over 1988—no other item so accents 1989 as the completion of our inaugural Working Together Five-Year Plan.*

*This new planning concept that will guide our course to 1995 was an exciting achievement that crowned a decade already remarkable by the building of the flagship Central Library.*

*However, the grand scheme was not our only focus. We continued to reach out to the many communities that make up North York. In the same year that Woodview Park, our first community branch, celebrated its 25th anniversary, we opened our twentieth library, the Jane Shepard Community Branch. Circulation statistics from day one are indicative of its popularity and have justified the need for a branch in this community.*

*Our system expanded not just in physical locations but in services as well. All of the service improvements described in this document confirm our commitment to an important theme—keeping pace with increasing demands by our users for information and quick access to it.*

*Now the old decade has rolled into the new, and already we have begun to follow the new and innovative objectives set out for 1990. As pleased as I am with our recent accomplishments, I feel certain that with the continued support of our staff, the Library Board, and City Council, the new decade will outshine even the last."*

FINANCIAL STATEMENT

