

1992 ANNUAL REPORT

From the Board Chair



As a North York City Councillor, I see municipal funding being reduced in difficult times. City-funded organizations are being asked to put their dreams for new services on hold.

At North York Public Library, staff are addressing increased demand in the face of zero percent funding growth. The results have been magnificent.

Look at our new Barbara Frum Library. Look at the technological innovations. Look at another year of increased circulation. Imagine such great strides being made in the midst of staff and management cutbacks by attrition!

Co-operation between Library and City staff has been exemplary. Special thanks go to Malcolm Wilkinson, citizen Chair of our Joint City/Library Task Group, whose work resulted in the merger of our Human Resources Department and several accounting functions with their counterparts at City Hall.

City Council continues to recognize the value of the Library as an important public institution and to support it accordingly. The Library Board continues to guide the decision-making process. Staff continue to make it work. And our public continues to make it all worth while.

I thank you all. Here's to 1993!

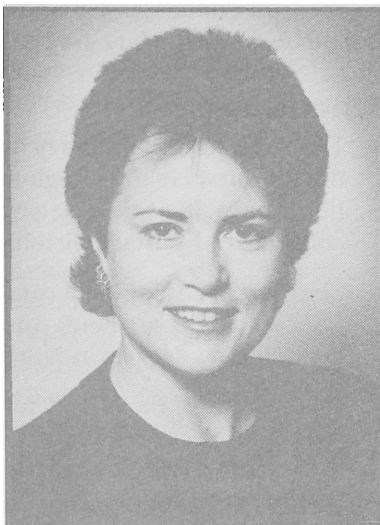
A handwritten signature in cursive script that reads "Barry Burton".

Councillor Barry Burton
Chair, North York Public Library Board

From the Chief Executive Officer

Our public is our priority, and excellent public service is our mandate. I offer my sincerest thanks to the Library Board and staff for their dedication to this goal during 1992.

I am grateful to staff for maintaining quality service and implementing many new ideas despite cutbacks. Achieving this has meant finding ways of doing the same tasks at less cost. Our new SynreVoice system for automating repetitive phone tasks is a prime example of staff resourcefulness.



This year we opened a new library, completed building programs for Don Mills and Downsview Regional Branches and saw our vision for a new York Woods Library Theatre realized with a \$1 million provincial grant.

We are seeing the Friends of the North York Public Library evolve as a fundraising group. They are supporting literacy programs and services that would otherwise be in jeopardy, and they have laid the groundwork for a permanent bookstore.

We upgraded our computer communications systems to make way for a more sophisticated online catalogue in 1993 and expanded our innovative CD-ROM Reference Service.

We did all this while managing record circulation levels.

Our staff and Board have made me very proud.

Josephine Bryant
Josephine Bryant
Chief Executive Officer

1992 in Review

North York Public Library undertook many projects and initiatives in 1992. Here are some of the highlights:

Milestones

- The Barbara Frum Library opened in September, replacing the Bathurst Heights Regional Branch. With double the floor space, it offers new services such as computers for children and portable listening centres.
- The last remaining card catalogue, housed in the Canadiana Department, was closed, marking the end of an era in library service in North York.
- The Friends of the North York Public Library came of age in its second year of operation, donating \$19,000 to the library to help fund Literacy initiatives and Children's Book Week Festival projects.
- Author visits included readings by Pierre Berton, Howard Engel, Jay Ingram and Nino Ricci, and workshops by Writer-in-Residence M. T. Kelly, who critiqued over 80 manuscripts during his six-month term.
- Armour Heights Community Branch celebrated 10 years of service, Amesbury Park Community Branch celebrated 25 years, and Downsview Regional Branch marked 30 years.

Increased Usage

- Circulation increased by 1% despite a 3.1% reduction in service hours due to spending restraints.
- Library program attendance increased by 7.4% despite a 12% recessionary drop in the number of programs offered.
- Online Search requests increased by 24.9%.
- 15,664 children used the Central Library Children's Computer Centre.
- 3,134 children took part in the Summer Reading Club.
- Quick Telephone Information answered more than 60,000 questions.

Public Services

- The CD-ROM Reference Network was introduced in 12 locations to allow patrons to search periodical indexes on computer.
- By year end, the Automated Reserve Notifier was informing 700 patrons a day that reserved items were ready for pick-up, freeing up 10 person/weeks of staff time annually.
- The video loan period increased from one day to seven.
- More than 1,388 activity programs included children's storytimes, babytimes, craft sessions, seasonal specials, young adult drop-ins, author readings, job-search classes, cultural celebrations, health seminars, parenting classes, English as a Second Language classes, films, business and financial workshops, book discussion groups and senior social groups.
- Public and staff mounted more than 150 displays in display cases across the system.
- Dial-in Access from home computers to the online catalogue began in January and totalled 2,500 calls.
- Staff purchased 53,063 titles (129,419 items) for the collections, 15% in languages other than English.
- Youth Advisory Groups of young adult community representatives were formed to help staff plan and improve young adult services and collections.
- Long-term accessibility efforts continued, with the new Barbara Frum Library and Woodview Park Community Branch joining the list of accessible branches.
- Adult Literacy Department staff and learners began helping Public Health Department staff to rewrite public information pieces into clear language.

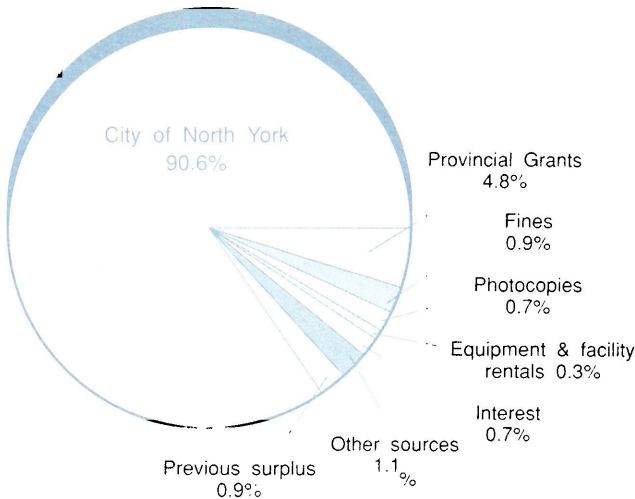
On the books for '93

- Additions and renovations will rejuvenate Don Mills and Downsview Regional Branches.
- The York Woods Library Theatre will be rebuilt to modern community theatre standards.
- Book Drops will be in place at all branches, allowing patrons to return material after hours at any library.

Financial and Circulation Highlights

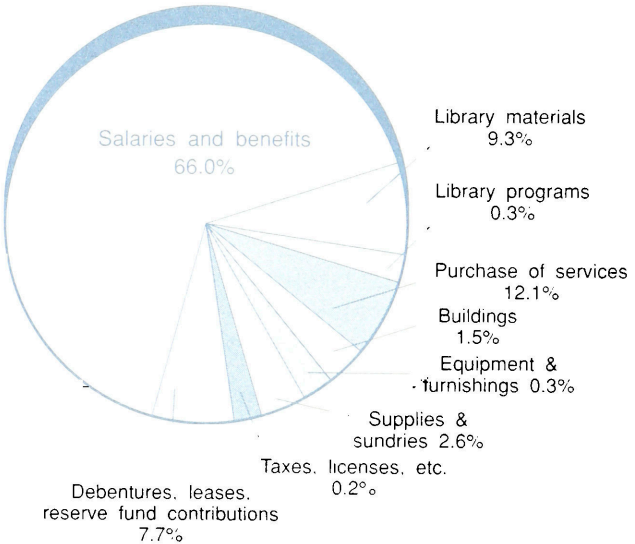
The Board's money came from:

City of North York	\$32,505,408
Provincia. Grants	1,720,821
Fines	324,298
Photocopies	254,022
Equipment & facility rentals	118,185
Interest	236,211
Other sources	393,034
Previous surplus	311,885
Total revenues, 1992:	\$ 35,863,864
1991:	\$ 35,151,602

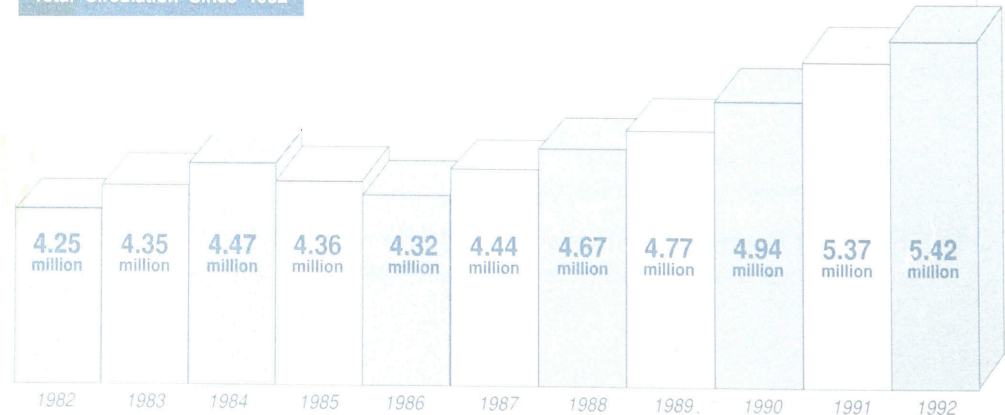


The money was spent on:

Salaries and benefits	\$23,107,635
Library materials	3,260,971
Library programs	99,136
Purchase of services	4,235,962
Buildings	538,406
Equipment & furnishings	101,890
Supplies & sundries	920,655
Taxes, licenses, etc.	73,070
Debentures, leases, reserve fund contributions	2,696,609
Total expenditures, 1992:	\$ 35,034,334
1991:	\$ 34,839,717



Total Circulation Since 1982



Friends of the North York Public Library

In just two years of operation, the Friends have established themselves as a dynamic and progressive group that can make a difference. In 1992 they donated \$19,000 to Library literacy initiatives and the Children's Design-a-Bookmark Contest. Cultural events such as their annual author reading, the second series of Cushion Concerts, and help at special library events remain a staple of their activities. The Annual Giant Book Sale of withdrawn materials proved so successful in 1992 that plans are now in place for a permanent store to open in the Central Library Concourse in the fall of 1993.

1992

Board of Directors

Phyllis Chisvin (Chair)
Gerry Tomany (Vice-Chair)
Josephine Bryant (ex officio)
Margaret Higgins
Kathleen Hopton
Arnold Miller
Mary Nutley
Judy Price
Pat Robertson
Deborah Whatley

1992 Members

Eileen Allen
Irene Arkin
Olive Arkless
M. Arndt
Virginia Atkins
Susan Back & Family
Hilda L. Bailey
Barbara Barak & Family
Frances Bass
Juana Berinstein
Deborah Berman & Family
Frank Besser
Christopher Brands
Arnold E. Brill
Izrail Broymtman
Josephine Bryant & Family
Wayne Burnett
Councillor Barry N. Burton
Debbie Caddies
Capt. Douglas K. Campbell
Carol Chandelier
Joan Clement
Prudence Clunie
Heather Davies
Heather Davis
Carol Downey
Cheryl Eames
Diana Fink
Daryl Fridenberg
Sheena Gailis
Ana Gandolfi
Lewis J. Getgood
Nancy Giffen
Lydia Godin
Phyllis Goldman & Family
Ken Haggerty
Eva Halasz

Milton & Ethel Harris
Family Foundation
Mariam Hasan
Russ Herman
Brian Higgins
Edward Murray Higgins
Junya Ho
Barbara Hooper
Wendy Hoover
Kim Huntley
Gina Jelinowicz
Patricia Jenkins
Carol & Henzel Jupiter
Ann Keller
Heather Kelly
Ruth Kingma
Florence LaBell
Mabel Lam
Joan Lampel
Elizabeth Lau
Mabel Lee
Christina Li
Anne Lichtenstein
Susan Lieberman
Elaine Lytle
Vivian Ma
Linda Mackenzie & Family
Brian Maguire
Jason Mandlowitz
Jordi Mandlowitz
Sister Margaret Ann
Ed McCabe
Judith McCabe
Jim McGillivray & Family
Jim McGuffin & Family
Jeryn McKeown & Family
Jean McMurray
John Mekdeci
Josette Midroni
Margaret Mikulinski
Arnold Miller
Hanna Miller
Marion Milne
Rose Monacelli
Harvey Mooradian
Karim Moosabhoy & Family
Marcelle Morel
Kerlene Morgan
Rob Mowat
Bette & Sid Mowder
Ann Mummenhoff
Betty Nilsen

Joanne E. Notte
Marcia Nutley
Mary & R. B. Nutley
Jean Orpwood
Marion Palter
Young-Sook Park
Pat Patterson
Betty Paul
Arthur Paulin
Deborah Pekilis
Berenice A. Pepe
Jane Petrie
Sylvia Petz
B. M. Pevzner
Cathy Phillips
Rachel Pitch & Family
Mrs. G. Press
Reg Prower
Doug Pruss
Joan Robinson
Ian Ross
Frieda Schaffel
Law See-Mo
Angela Sennik
Mary L. Shepherd
Bernice Sherman
Steven Shubert
Catherine Siemens
Rebecca Stein
Kurt Stiegwardt
Margaret Stott
Gloria Thomas
Gordon Thomson
Martina Thomson
Leto A. Tolentino
Laura Tortorelli
Margaret & Clarence
Trudeau
Magdalena Vander Kooy
Gary Waters
Donna Wells
Ethel Whalley
Jonathan Whatley
Ben Wicks
Malcolm Wilkinson
Mary Wilkinson
Lorraine Williams
Jill Young
Mannie Zeller
Shirin Ziaian

North York Public Library Branches



**Amesbury Park
Community Branch**
1565 Lawrence Ave. W. M6L 1A8
395-5420



**Armour Heights
Community Branch**
2140 Avenue Rd. M5M 4M7
395-5430



Barbara Frum Library
20 Covington Rd. M6A 3C1
395-5440



Bayview Community Branch
Bayview Village Shopping Centre
2901 Bayview Ave. M2K 1E6
395-5460

Black Creek Community Branch
2141 Jane St. M3M 1A2
395-5470



Brookbanks Community Branch
210 Brookbanks Dr. M3A 2T8
395-5480



Centennial Community Branch
578 Finch Ave. W. M2R 1N7
395-5490



Central Library
5120 Yonge St. M2N 5N9
395-5700

Don Mills Regional Branch
888 Lawrence Ave. E. M3C 1P6
395-5710

Downsview Regional Branch
2793 Keele St. M3M 2G3
395-5720



Executive Offices
5120 Yonge St. M2N 5N9
395-5500



Fairview Regional Branch
35 Fairview Mall Dr. M2J 4S4
395-5750



**Flemingdon Park
Community Branch**
29 St. Dennis Dr. M3C 3J3
395-5820



Hillcrest Community Branch
5801 Leslie St. M2H 1J8
395-5830

**Humber Summit
Community Branch**
2990 Islington Ave. M9L 2K6
395-5840



Jane Sheppard Community Branch
Jane Sheppard Mall
2721 Jane St. M3L 1S3
395-5966



Pleasant View Community Branch
575 Van Horne Ave. M2J 4S8
395-5940



**Victoria Village
Community Branch**
184 Sloane Ave. M4A 2C4
395-5950



**Woodview Park
Community Branch**
16-18 Bradstock Rd. M9M 1M8
395-5960



York Woods Regional Branch
1785 Finch Ave. W. M3N 1M6
395-5980

Yorkdale Community Branch
Yorkdale Shopping Centre
M6A 2T9
395-5970

