

1995

# REPORT TO THE COMMUNITY



NORTH YORK PUBLIC LIBRARY

FROM THE BOARD CHAIR

REPORT FROM THE CEO

OUR VOLUNTEERS • FROM OUR USERS

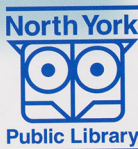
HIGHLIGHTS OF 1995 • AHEAD FOR 1996

FINANCIAL REPORT

NORTH YORK PUBLIC LIBRARY BRANCHES



... a lot more than books!





# NORTH YORK PUBLIC LIBRARY

## 1995 REPORT TO THE COMMUNITY

*Innovative technology, award-winning services, dedicated volunteers and future planning: these themes came to the fore as North York Public Library served the City with Heart through 1995. In facts, figures and photos, here are highlights of NYPL's forty-fifth year of operation.*

*It's our books you love. Despite the onrushing wave of technology, more than 70% of the items you borrowed in 1995 were books. Twenty percent were audio visual materials.*

## LIBRARY BOARD

Councillor Frank Di Giorgio  
*Chair*

Councillor Michael Feldman  
*Vice-Chair*  
(February - September)

Mitchell Weisberg  
*Vice-Chair*  
(September - December)

Councillor John Filion  
(February - November)

Esme Christine Lall

Denzil Minnan-Wong  
(December)

Mark Nightingale

Harold Randall

Councillor Gina Severino

John L. Taylor

## EXECUTIVE STAFF

Josephine Bryant  
*Chief Executive Officer &  
Secretary-Treasurer*

Linda Mackenzie  
*Deputy Chief Executive Officer*

Vickery Bowles  
*Director Public Services*

Gordon Thomson  
*Director Information Technology*

Sid Mowder  
*Director Administrative Services*

## FRIENDS OF THE NORTH YORK PUBLIC LIBRARY

### BOARD OF DIRECTORS

Margaret Higgins, *Chair*

Pat Robertson, *Vice-Chair*

Sharon Rollins, *Secretary*

Kathleen Hopton, *Treasurer*

Josephine Bryant, *Ex Officio*

Sheena Gailis, *Office Committee*

Judy McCabe,  
*Fundraising Committee*

Barbara Yanover, *Social Committee*

Georgina Alfoldi,  
*Programming Committee*

Diana Wedge,  
*Membership Committee*



# FROM THE BOARD CHAIR

"...INNOVATION  
AND FIRST-CLASS  
LIBRARY SERVICE."

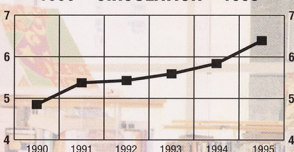


It seems such a short time ago that I was shaking hands with incoming members of the new Library Board as we began a new three-year term. Now we can look back on our first year together as one of success and satisfaction.

We saw a renovated York Woods Library Theatre open to an enthusiastic community reception in September. We watched as library circulation topped 6 million items for the first time. We saw our first full-text magazine database added to our electronic resource collection.

Our Board received public recognition for two of our programs in the form of major awards. Our renowned Adult Literacy Program won The Canadian Library Trustee Association's Achievement in Literacy Award, and our Cataloguing Department won the Canadian Library Association's Award for Achievement in Technical Services.

1990 • CIRCULATION • 1995



At the end of the year we put in motion an ambitious planning process which, when finished, will set a course for innovation and first-class library service for three more years.

As a trustee, I am proud of our admirable record. As a City Councillor, I am proud of this city's determined support. And as a citizen of North York, I am proud and grateful for a public library system that is admired across the country.

Councillor Frank Di Giorgio  
Chair, North York Public  
Library Board



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# REPORT FROM THE CEO

## "A COMMITMENT TO NEW WAYS OF DOING BUSINESS."



The great challenge for 1995 and beyond is finding ways to meet the increasing demands of the community within our diminishing resources. Out of our public consultations came requests for more electronic resources, more evening service, better communications, more videos, larger multi-cultural collections and a continued emphasis on printed material.

Meeting the demands for growth and change will continue to take innovation, hard work and a commitment to new ways of doing business.

This year saw the opening of the new York Woods Library Theatre, a fully-equipped theatre providing community groups with a stunning venue for performances and presentations. After 30 years of service, the Downsview Regional Branch closed for major renovations, and both the Hillcrest and Pleasant View Community Branches marked 20 years of service with renovations and celebrations.

Growth comes also in the form of new technologies, particularly in relation to the field of electronic resources. While continuing to provide traditional library services, our staff has done a superb job of implementing an array of new services. This has allowed NYPL to evolve and to stay abreast of an ever-increasing world of information as we continue to move closer to a practical realization of the concept of the library without walls.

No product illustrates this concept more than our new Masterfile database. Providing full-text articles from 650 magazines, and citations from 1,900 more, this reference tool can be used not only by library visitors, but also by people dialing in from home or the office. Thus, for the first time in Ontario, 'remote' users can print articles from publications that were previously available only inside the library.

Two other important services were also automated. As of last fall, library patrons have been able to reserve items without staff assistance. In addition, anyone can access their own borrower record to review items on loan, reserves, overdue or fines. Like Masterfile, all of these resources can be accessed from outside the library by anyone with a computer and a modem. Such capabilities offer great promise for the expansion of public library service into homes and educational institutions.

The importance of technology to the library continues to grow as more and more services are provided online and the library solidifies its presence on the World Wide Web. This growing significance was formally acknowledged in 1995 when, as part of a management re-organization, a new public service division was created to manage and implement electronic resources and training.

In addition to an increase in services, this year saw an increase in the number of items circulated as we topped the 6 million item mark, up 9% from 1994.

Making such headway takes on greater significance when put into the context of an overall vision of the library's future. In 1995, staff and the Board began work on a Three Year Plan that will lead us through 1998. The plan will rely heavily on public input gathered last fall, and on staff at all levels whose creativity and innovation will be instrumental in its implementation.

Our continued success through 1995 is in no small part due to the guidance of our Library Board under Councillor Di Giorgio, and the continued support of the Mayor and City Council.



In the midst of a decade of tremendous flux two things never change: our community of users and our commitment to providing them with first-class public library service. With these priorities foremost in our minds we plan together for 1996 and beyond.

*Josephine Bryant*

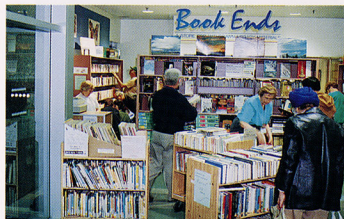
Josephine Bryant  
Chief Executive Officer &  
Secretary-Treasurer





# OUR VOLUNTEERS

## CHARITABLE HEARTS IMPROVING LIBRARY SERVICE



**Friends of the Library (founded 1991):** 153 members strong, the Friends mounted cultural events and ran the Book Ends book store to raise \$36,000 for Literacy causes during the group's fifth year of operation.

**LINK Community Information & Referral Service (founded 1971):** 22 volunteers helped provide walk-in and telephone patrons with information about community services available in North York.

**Mobile Outreach (founded late 1970s):** 22 volunteers helped circulate library materials at institutions where deposit collections are housed.

**Youth Advisory Groups (founded 1991):** Seven 'YAGS' numbering nearly 50 teens met at branches to help library staff decide on young adult services and collections.

The devotion of well over 600 volunteers in 1995 allowed us to provide important programs that budgets might not otherwise have been able to support. Thanks go to all the generous spirits who helped provide the following programs:

**Adult Literacy (founded 1978):** 150 volunteer tutors working out of six libraries helped 150 adults improve their everyday reading skills.

**Leading to Reading (founded 1979 at York Woods, 1986 at Fairview):** 85 volunteers in the York Woods Region (right) and 87 at Fairview Regional Branch helped an equal number of children 7-12 improve reading skills to their grade level.

**Rap 'n' Read Drop-in (founded 1991):** 60 volunteers aged 16-55 met one-on-one with young adult students at York Woods Regional Branch to help with homework and build confidence and self-esteem.

To our volunteers:  
Thanks. Where would we be without you?

## FROM OUR USERS

"My New Year's resolution is to express my appreciation for your wonderful service to us, the shut-ins, through your unfailing supply of appropriate reading material. My requests and my tastes have been catered to and the selections delivered to me have become increasingly interesting."

Katherine Symons

"Each time I go to the Humber Summit library, the friendly staff go out of their way to meet my needs as a teacher and avid reader. For example, if I'm browsing around the library for a particular book, they literally approach me and ask if I need assistance. Now that's service!"

Lori D'Aversa

"I would like to commend the entire staff for the excellent service, and especially for the personal care and interest they take with each person. For instance, when I inquire about a book or movie which is not in the library, the staff order it from another branch, phone me and make sure I get it as soon as possible."

Mrs. Lea Bar-Lewan

"I'm amazed and delighted to find Leonard Bernstein's Young People's Concerts, Maya Angelou's I KNOW WHY THE CAGED BIRD SINGS and even the latest Jeff Healey release which hasn't been on the market for that long. Good work!"

Ardene Shapiro

"I congratulate you on your increased menu of academic and library catalogues. I find it a wonderful idea and a real time-saver which allows me to find a resource from so many public and university libraries. I do a lot of research at your library and I'm sure now, with this great new service, I'll be able to use it even more often."

Eva C. Karpinski





# HIGHLIGHTS OF 1995

## HOME IMPROVEMENTS



A year of extensive renovations to some of our oldest buildings was characterized by an opening and a closing. In September, Mayor Mel Lastman (top left photo) joined (left to right)



Board Chair Councillor Frank Di Giorgio, CEO Josephine Bryant and Councillor Peter Li Preti to open the new

280-seat York Woods Library Theatre (bottom left). Community participation in three celebrations bespoke the enthusiasm that greeted this new facility. In June, Downsview Regional Branch closed its doors for a 10-month, \$1.3 million overhaul that will add 2,000 square feet of floor space, a new roof, entrance, elevator, new paint, carpet, lighting, equipment and furniture. At the Community Branch level, Hillcrest and Pleasant View both celebrated 20 years of service with renovations that included new carpeting, complete painting and functional improvements. The Community Branch renovation program continues in 1996.

## HONoured GUESTS

A hit parade of celebrity appearances started in February with a reading by former CBC news anchor Knowlton Nash (top right).



It closed at year-end as author/broadcaster June Callwood (bottom left) finished the first half of her six-month

term as Writer-in-Residence. In between, we hosted visits by journalist/broadcaster Ann Medina, storyteller and football star Mike (Pinball) Clemons, mystery writer Eric Wright and award-winning authors Nino Ricci and M.G. Vassanji.

*We're smilin' about Dial-in! You used our Dial-in Access service to check library catalogues nearly 100,000 times in 1995! Use it now to access full-text magazine databases too.*

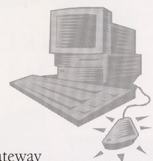
## TAKE IT AWAY!

Library visitors used our materials in record numbers again this year. We not only beat the 6 million item mark, we smashed it. We circulated 6.4 million items, up 9% from 5.8 million in 1994. Regional Branches as a whole were up 9%, with Fairview once again breaking the 1 million mark.

Central Library circulation was also up by 9%, Community Branches by 8%, and Community Services (Bookmobile, Mobile Outreach) by a whopping 20%. Video usage continues to soar, with circulation up by 19%.

# AHEAD FOR 1996

■ NYPL takes up residence on the Internet, introducing its interactive *Home Page* on the World Wide Web.



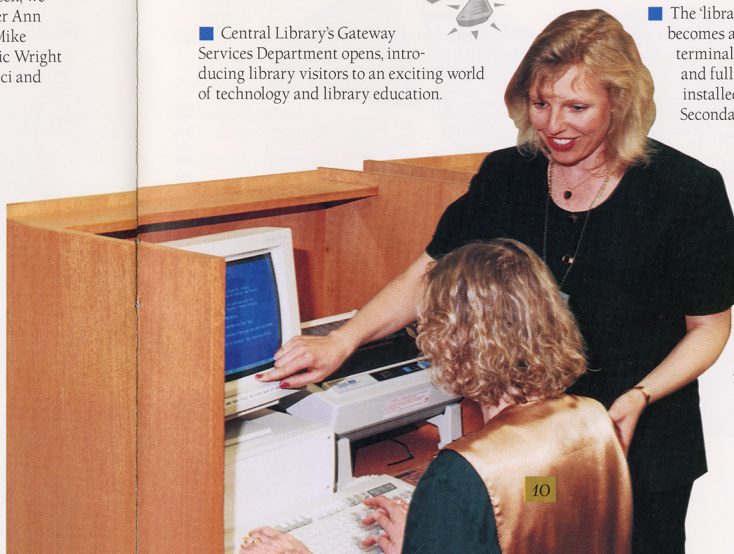
■ Central Library's Gateway Services Department opens, introducing library visitors to an exciting world of technology and library education.

■ The 'Debit Card' debuts, allowing patrons to use a single prepaid card to purchase such services as photocopying and computer printing, and to pay fines and borrow material.

■ The 'library without walls' becomes a reality as CATNYP terminals with catalogues and full-text databases are installed at Victoria Park Secondary School.

■ A rejuvenated Downsview Regional Branch re-opens in spring after extensive renovations.

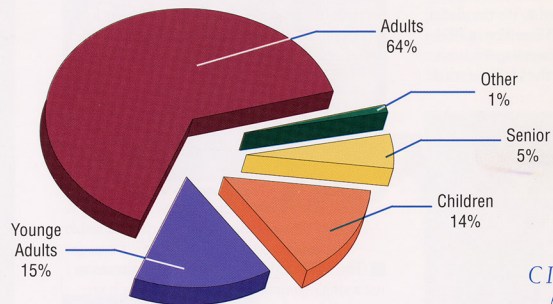
■ The future is charted as the new *Three Year Plan* is adopted and implemented.



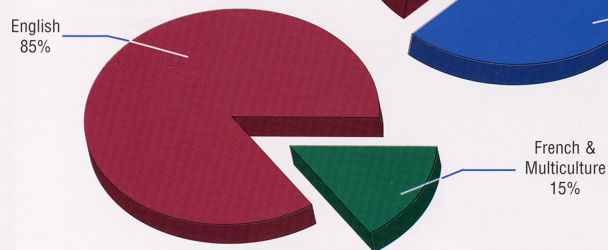


# PERFORMANCE HIGHLIGHTS

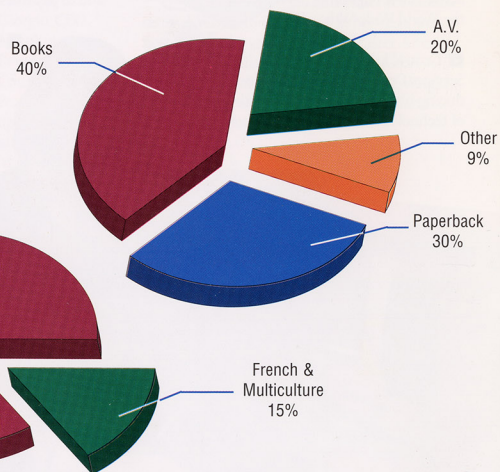
## REGISTERED BORROWERS



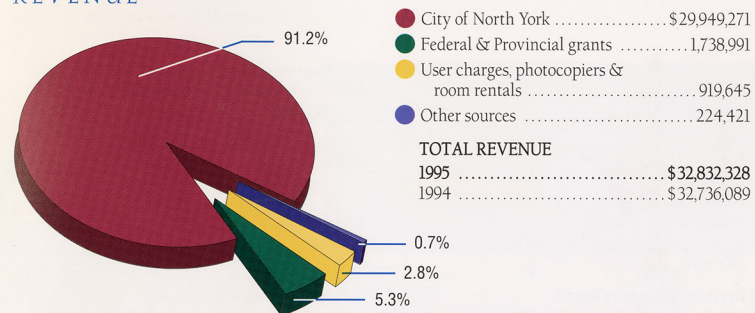
## FRENCH & MULTICULTURAL CIRCULATION



## CIRCULATION BY MATERIAL TYPE



## REVENUE



### TOTAL REVENUE

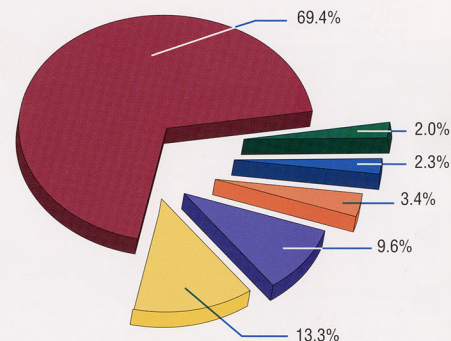
1995	\$32,832,328
1994	\$32,736,089

## EXPENDITURES

Staff costs	\$22,793,579
Purchase of services	4,378,548
Library materials	3,165,083
Debt charges, taxes & appropriation to reserve	1,098,302
Materials & supplies	759,045
Buildings, equipment, furnishings	637,771

### TOTAL EXPENDITURES

1995	\$32,832,328
1994	\$32,736,089





A full financial report is available upon request from the Finance Department.




# NORTH YORK PUBLIC LIBRARY BRANCHES


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


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


 **Barbara Frum Library**  
20 Covington Rd., North York M6A 3C1  
395-5440


 **Bayview Community Branch**  
2901 Bayview Ave., North York M2K 1E6  
395-5460


**Black Creek Community Branch**  
2141 Jane St., North York M3M 1A2  
395-5470

 **Brookbanks Community Branch**  
210 Brookbanks Dr., North York M3A 2T8  
395-5480


 **Centennial Community Branch**  
578 Finch Ave. W, North York M2R 1N7  
395-5490

 **Central Library**  
5120 Yonge St., North York M2N 5N9  
395-5700


 **Don Mills Regional Branch**  
888 Lawrence Ave. E., North York M3C 1P6  
395-5710


 **Downsview Regional Branch**  
2793 Keele St., North York M3M 2G3  
395-5720

 **Executive Offices**  
5120 Yonge St., North York M2N 5N9  
395-5500

 **Fairview Regional Branch**  
35 Fairview Mall Dr., North York M2J 4S4  
395-5750

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

 **Hillcrest Community Branch**  
5801 Leslie St., North York M2H 1J8  
395-5830


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

 **Jane Sheppard  
Community Branch**  
Jane Sheppard Mall,  
Unit 11, 2721 Jane St.,  
North York M3L 1S3  
395-5966

 **Pleasant View  
Community Branch**  
575 Van Horne Ave.,  
North York M3J 4S8  
395-5940

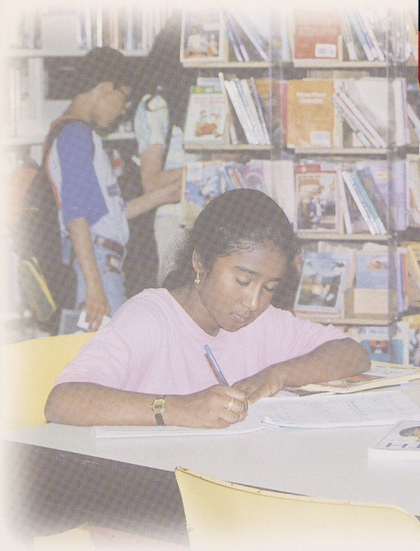
**Victoria Village  
Community Branch**  
184 Sloane Ave.,  
North York M4A 2C4  
395-5950

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

 **York Woods Regional Branch**  
1785 Finch Ave. W.,  
North York M3N 1M6  
(Finch & Tobermory)  
395-5980

*The Adults have it! Libraries are for children,  
but we won't forget the 64% of our 384,135  
registered borrowers in 1995 who were  
adults. Twenty-nine percent were children  
and young adults.*





*We speak your language.*

