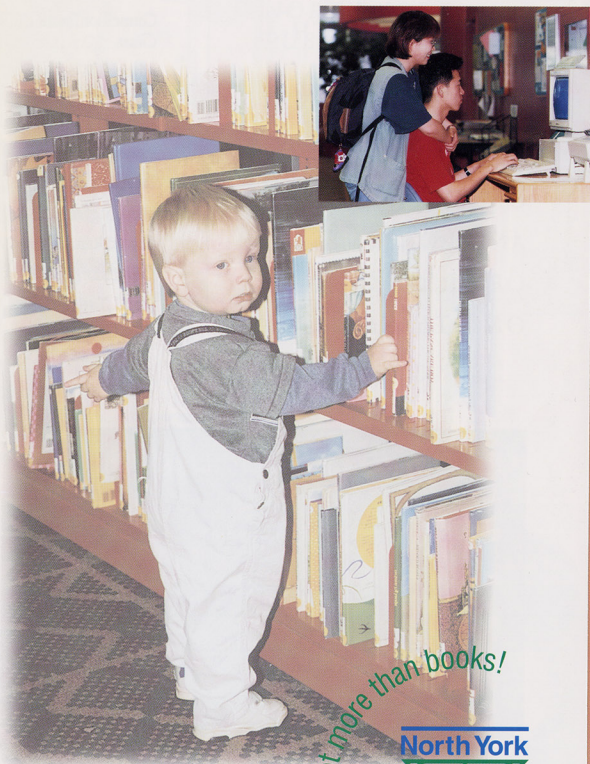


1996

REPORT TO THE COMMUNITY



...a lot more than books!



NORTH YORK PUBLIC LIBRARY

FROM THE BOARD CHAIR

FROM THE CEO

FROM THE FRIENDS • OUR USERS SPEAK

HIGHLIGHTS OF 1996

PERFORMANCE HIGHLIGHTS • FINANCIAL REPORT

NORTH YORK PUBLIC LIBRARY BRANCHES • AHEAD FOR 1997

NORTH YORK PUBLIC LIBRARY

HERE ARE THE
HIGHLIGHTS OF
1996 AT NORTH
YORK PUBLIC
LIBRARY. IT WAS A
YEAR OF PROGRESS
ON MANY FRONTS
AND PORTENTS
OF GREAT CHANGE
ON OTHERS.

LIBRARY BOARD

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Director Information Technology
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Director Administrative Services

FRIENDS OF THE NORTH YORK PUBLIC LIBRARY: BOARD OF DIRECTORS

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Joan Roberts, *Secretary*
Kathleen Hopton, *Treasurer*
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Arminta Thomas, *Office*
Diana Wedge, *Membership*
Josephine Bryant, *Ex Officio*

NORTH YORK PUBLIC LIBRARY MISSION STATEMENT

- To foster a spirit of exploration, a joy of reading, and the pursuit of knowledge.
- To serve all people within the diverse and complex society of North York.
- To provide freedom of access to information for life-long learning, works to entertain and enrich, and information for daily living.



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FROM THE BOARD CHAIR

"...LEARNING,
KNOWLEDGE,
EXPLORATION AND
EQUAL ACCESS..."



We continued our Regional Branch modernization program with a bright and vibrant new renovation at Downsview. We can now look forward to continued high quality service from this, one of our oldest branches.

Technology was the operative word as Internet access and training for staff and users grew and moved outward from Central Library's new and innovative Gateway Services Department.

New partnerships with the National Film Board and the North York Board of Education at Victoria Park Secondary School demonstrated how the public library can walk hand-in-hand with both educational and creative institutions.

With the announcement of municipal amalgamation, our plans for the future will undoubtedly change. However, I have no doubt that staff will continue to provide excellent service to the citizens of North York both next year and into the future.

Councillor Frank Di Giorgio
Chair, North York Public Library Board

This year we have looked toward the future from a number of perspectives. We created a new and progressive Mission Statement with a vision of knowledge, exploration and equal access for all North Yorkers. We developed a new Three-Year Business Plan that turned staff and public input into an action plan.



FROM THE BOARD CHAIR

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FROM THE CEO

"...SYMBOLS OF
THE EVOLUTION OF
LIBRARY SERVICE IN
NORTH YORK."



As a public library, we strive to provide information in ways that are efficient and accessible to our users. Today that includes more electronic formats than ever before. In 1996, we established the Gateway Services Department in Central Library as a way of promoting our electronic resources and providing a training centre to educate the public in their usage.

In Gateway Services, users can browse the World Wide Web on new Internet workstations. They can search the online catalogues of NYPL, the National Library, the Library of Congress and more. Or they can find full-text magazine articles on the Masterfile periodical database. Researchers can use a variety of sophisticated CD-ROM reference products on multimedia workstations or they can borrow from our collection of circulating

CD-ROMs. These electronic tools are provided in many NYPL locations, but only in Gateway Services do they form a single comprehensive research package coupled with appropriate training.

Gateway services was busy from the moment it opened on May 9 and it is not unusual to see all workstations in use. Our new User Education Centre in Gateway Services has also built up a substantial clientele. It was created as a prototype training centre to help the public and staff stay abreast of current and future technology. Many of the courses developed there are now being used at other branches. Both Gateway Services and its User Education Centre are symbols of the evolution of library service in North York.

Our Internet Home Page made its first appearance on the World Wide Web on the day Gateway Services was launched. It offers access to our online catalogue, links to exciting Web sites, access to a world of information, and gives users a new way to bring the library into to their homes.

In addition, the growing number of Internet terminals in our branches gives Internet access to library users who may not have it otherwise.

In equally important news, 1996 saw renovations being completed at Brookbanks and Victoria Village Community Branches, as well as a major overhaul at Downsview Regional Branch. Looking good as new, the 35-year-old branch is now ready for years more service.

We also made positive changes in important operational areas. Our new *Three-Year Business Plan 1996-1998* will ensure that NYPL remains responsive to the needs of the city for the foreseeable future. Our working relationship with the City of North York grew stronger as the library's Design and Printing Department began taking on the design and publicity production needs of all City of North York departments.

Partnerships grew in other areas as well, first and foremost with the National Film Board, who placed

1,500 video titles in our collection and used our Gateway Services Centre to launch its interactive children's Web site. A pilot project that saw CATNYP online catalogue workstations placed in Victoria Park Secondary School was completed in 1996, paving the way for closer ties with the North York Board of Education.

The end of the year brought the announcement of an amalgamation of all Metropolitan Toronto municipalities into one large city. This means that 1997 will be a busy year, a year of working towards fully integrated library service in the new City of Toronto. However, until plans are formulated it is 'business as usual' at North York Public Library. Our patrons may be assured that staff will continue to work productively and innovatively to ensure a high level of library service for all.

Josephine Bryant

Josephine Bryant
Chief Executive Officer &
Secretary-Treasurer



FROM THE FRIENDS

"...A WONDERFUL
SENSE OF OPTIMISM
AND ENTHUSIASM."



It is with great pride that I claim an association with the 140-member Friends of the North York Public Library. We try to make a good

library even better through fundraising, cultural events and more.

We are particularly proud of the support we have been able to offer to the cause of literacy at the library. For the past two years The Friends has funded the entire Leading to Reading program at Fairview Regional Branch. This program pairs volunteer tutors with primary school children in an effort to bring their reading and writing skills

up to speed. Not only does it help children build self-esteem through improved literacy, it also helps give them the "library habit."

In the past two years we have been able to give Leading to Reading \$60,000 in much-needed funding, largely because of Book Ends, our bookstore for withdrawn library materials. Our volunteers work hard to make Book Ends work and we are looking forward to celebrating a great milestone in 1997 when we pass the \$100,000 mark in Book Ends sales.

Raising money for a good cause is just one reason why working with the Friends is so gratifying. Another is meeting and being part of a team of wonderful volunteers. Whether it be planning an event like the Annual Author Afternoon with June Callwood, or just helping to put a mailing together, there is a wonderful sense of optimism and enthusiasm among all of the Friends.

I am proud to be a member of The Friends of the North York Public Library. More importantly, I am proud of all those who give so generously of their time and energy to make sure the library always has Friends.

Pat Robertson

Pat Robertson
Chair, Friends of the
North York
Public Library

OUR USERS SPEAK

"I would like to comment on how valuable the alternative databases you are currently offering are to my research and writing of children's literature. I constantly use CBCA, KIOSK, ERIC, Masterfile and Books in Print. Thank you for the wonderful services you provide."

Sharon Stewart

"As a long-time resident of Bayview Village I have enjoyed the services of the Bayview Community Branch since its inception. One staff member in particular has been superlative. She has gone to considerable effort to acquire special titles for me, in some cases even borrowing them from universities in Canada and the U.S."

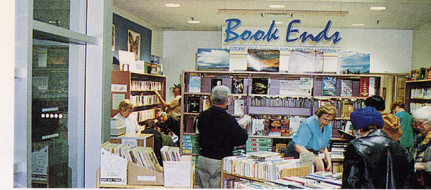
Jacob Weinstein

"While I was browsing in your Internet and CD-ROM area at Central Library, I overheard one of your staff patiently explaining to a senior citizen how to use the World Wide Web. Then I looked at the list of CD-ROMs accessible on the PCs and was very impressed. My son picked up a list of CD-ROMs available for borrowing and was in seventh heaven. Your staff have put up great lists of Web sites that can help people with research for school projects."

Michael Kinrys

"I will be 90 next year and use a walker, so I find the winter weather difficult. I have had to spend the winter indoors and your wonderful Home Library Service has proved invaluable. I have enjoyed the monthly visits by your friendly people, and the excellent selection of books and tapes has helped me pass an otherwise dreary winter.

Mrs. Gwen Burnett



HIGHLIGHTS OF 1996

THE GATES GO UP IN GATEWAY

May 9 saw a new innovation in public service at North York Public Library with the opening of the Gateway Services Department on the main floor of Central Library. The technology hub of NYPL, Gateway provides access to the Internet, CATNYP full-text magazine databases and the CD-ROM Network. There is also a circulating CD-ROM collection and staff trained in all these tools. The adjoining User Education Centre was designed specifically to offer training classes for the public and staff on using NYPL's electronic resources. Gateway's popularity in its first eight months of operation provided ample evidence that such departments will be a big part of libraries in the future.



NEW LEVEL OF CELEBRITY FOR AN OUTSTANDING PROGRAM

"One of the best-run programs in the land." That was how author/broadcaster June Callwood described NYPL's Writer-in-Residence program. She should know; Ms Callwood spent six months as Writer-in-Residence, ending her term in the spring. She reviewed 95 manuscripts, including many by published writers such as Jeanne Hopkins, a regular contributor of local history pieces to Metro newspapers. June also

NEW ERA DAWNS AT DOWNSVIEW



Thirty-five years after the sod was turned to begin construction of the Downsview Regional Branch in 1961, a grand opening celebration signalled a new life for NYPL's second-oldest branch. The doors re-opened on May 6 after a 10-month, \$1.1 million renovation that added 2,000 square feet of space to the branch and saw major structural and cosmetic changes. These included a new roof, entrance and elevator as well as new paint, carpet, lighting, equipment and furniture. The result: a brighter, spacious, more modern branch and a May 16 ceremony that celebrated Downsview's diverse cultural heritage.



facilitated many writing programs at the library during her tenure, and was the speaker at the Friends' Annual Author Afternoon. Her participation, made possible largely by a grant from the Ontario Ministry of Citizenship, Culture and Recreation, gave an already renowned program an added level of celebrity.

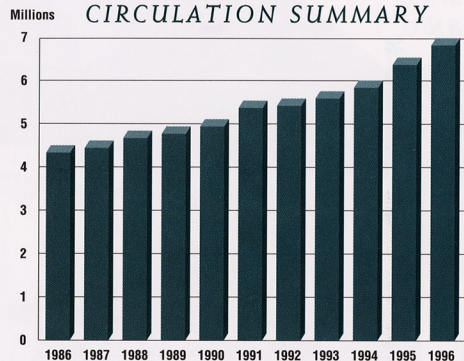
MAYOR MEL TURNS LITERACY PITCHMAN

Praudits to the Adult Literacy Department who came up with the idea of putting Mayor Lastman on a poster to promote literacy. The Mayor was more than willing to support the cause, posing in the library for award-winning *Toronto Star* photographer Boris Spremo. The posters could be found in bus shelters and community centres during the weeks around International Literacy Day on September 8. They subsequently appeared in local schools after teachers who saw them around the city requested them for their classrooms.



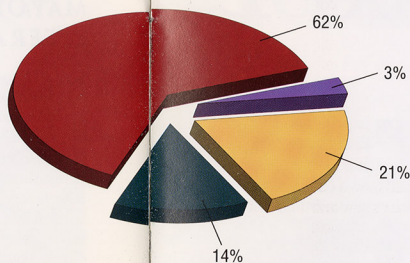
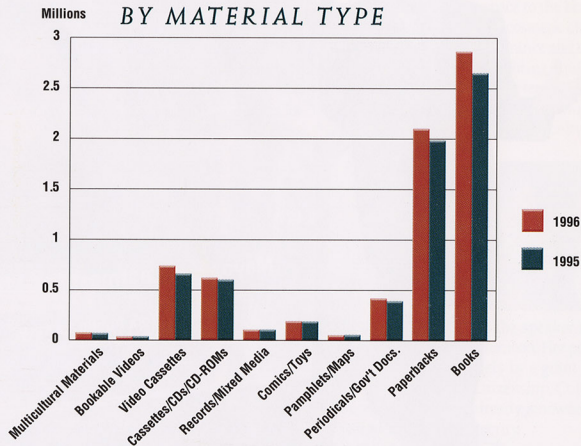
PERFORMANCE HIGHLIGHTS

10-YEAR CIRCULATION SUMMARY



Total circulation
growth, 1986-96: 58%

CIRCULATION BY MATERIAL TYPE

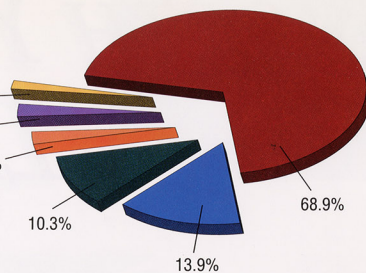


BORROWER TRANSACTIONS

- Adults: 62%
 - Young Adults: 14%
 - Children: 21%
 - Other: 3%
- (Other includes staff, Home Library Service, special needs, corporate, interloan and volunteer.)

REVENUE

- City of North York \$30,261,668
 - Federal & Provincial grants 1,398,887
 - User charges, photocopies & room rentals 1,101,135
 - Other sources 33,232
- TOTAL REVENUE**
 1996 \$32,794,922
 1995 \$32,832,328

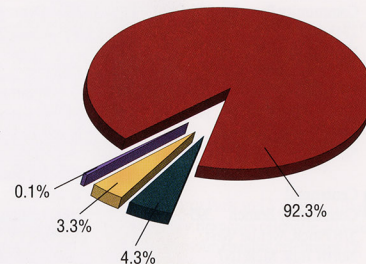


EXPENDITURES

- Staff costs \$22,616,650
- Purchase of services 4,560,658
- Library materials 3,371,083
- Debt charges, taxes & appropriation to reserve 871,714
- Materials & supplies 782,283
- Buildings, equipment, furnishings 592,534

TOTAL EXPENDITURES

- 1996 \$32,794,922
- 1995 \$32,832,328





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

NORTH YORK PUBLIC LIBRARY BRANCHES


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


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

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


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

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

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


 **Centennial
Community Branch** 395-5490
578 Finch Avenue West,
North York M2R 1N7


 **Central Library** 395-5535
5120 Yonge Street,
North York M2N 5N9


 **Don Mills
Regional Branch** 395-5710
888 Lawrence Avenue East,
North York M3C 1P6


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


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


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

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

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


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

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

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

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

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

 **York Woods
Regional Branch** 395-5980
1785 Finch Avenue West,
North York M3N 1M6
(Finch & Tobermory)

Web Site:
<http://www.nypl.north-york.on.ca>

AHEAD FOR 1997

■ Total annual circulation passes the 7-million mark.

■ Computer upgrades at NYPL pave the way for a graphic version of the CATNYP online catalogue.

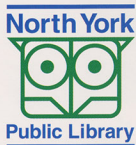
■ Upgrades and renovations take place at York Woods Regional Branch and Centennial, Flemingdon Park and Bayview Community Branches. Centennial public service space doubles.

■ Circulating CD-ROM collections expand to all Regional Branches.

■ Amesbury Park and Victoria Village Community Branches celebrate 30 years of service; Armour Heights celebrates 15; Central Library celebrates 10.



...a lot more than books!



Web Site: <http://www.nypl.north-york.on.ca>