

THE BOROUGH OF ETOBICOKE  
PUBLIC LIBRARY

**ANNUAL REPORTS**

**1981**





A N N U A L   R E P O R T S  
1981

CONTENTS

- (1) Report of the Chairman
- (2) Report of the Director of Public Library Service
- (3) Staff Reports:
  - a) Report of the Deputy Director
  - b) Report of the Area Librarian, Southern Area
  - c) Report of the Area Librarian, Centre Area
  - d) Report of the Area Librarian, Northern Area
  - e) Report of the Head of the Central Library
  - f) Report of the Head of Technical Services
  - g) Report of the Co-ordinator of Adult Services
  - h) Report of the Co-ordinator of Children's Services
- (4) Statistics



ANNUAL REPORT  
OF THE  
DIRECTOR OF PUBLIC LIBRARY SERVICE  
TO  
THE BOROUGH OF ETOBICOKE PUBLIC LIBRARY BOARD  
1981

---

In April 1981 Goals and Objectives for public library service in the Borough of Etobicoke were approved by the Library Board. Although the direction for the year had already been established, it seems appropriate that the Annual Report for 1981 document progress within the framework of the Goals and Objectives.

The PRINCIPAL GOAL of the Etobicoke Public Library is incorporated in the following statement:

*To provide community oriented public library services which support the informational, educational, cultural, leisure and rehabilitative requirements of the people of the Borough of Etobicoke. To administer these services in a responsive and cost effective manner; to make them available and accessible throughout the Borough; to actively promote their widest use.*

*These services are provided under the provisions of the Public Libraries Act, Revised Statutes of Ontario, 1970, Chapter 381, as amended.*

From this are derived several supporting goals and objectives. This report will not attempt to deal with specific objectives. However, it will address in general terms the progress which has occurred as it applied to the individual "Goal Statements".

cont'd...



COMMUNITY

Goal: *To focus on the communities of the Borough, recognizing the Library's responsibility to provide services that respond to the needs of each community.*

This goal affirms the Library's commitment to the principle that effective public library service must be planned to respond to the requirements of those who live and work in the communities served. It requires that a plan for library development incorporate continuous community assessment and the identification of groups with particular needs and interests.

It was not anticipated that the "Plan for the Development of Library Service in the Borough of Etobicoke" be finalized in 1981. However, there was significant progress. The task of designing the first set of Community Profiles was completed. The availability of an objective body of data relating to each community combined with the intuitive perceptions of the staff was effectively utilized in the process of budget preparation which began in the Fall. Each Branch identified and prioritized specific target groups to be served in 1982. Materials, programmes, staffing and hours of opening were defined in response to the Community Profiles and directed to specific target groups. The concept of planned community library service at the local level will require improved definition and precision. Considered as a first exercise, the results are significant.

SERVICES

Goal: *To make available community oriented public library services which are accessible throughout the Borough of Etobicoke; to ensure that these services are economically efficient.*

This goal requires that service priorities be established, that appropriate levels of service be determined and that services be developed in co-operation with other agencies, libraries and information centres. In large measure, it re-affirms the PRINCIPAL GOAL or "Mission Statement". It also requires that the service be evaluated on a regular basis.

cont'd...



This goal is and will continue to be an axiom of public library service in Etobicoke. The service extends beyond the simple provision of library materials. It also requires staff who are capable of assisting the public in their use. It includes the planning and implementation of programmes which are a component of the informational role of the public library; it also provides space for groups of "information seekers" who prefer to develop their own programmes.

In 1981, questions answered by the staff involving the use of library materials amounted to 178,122 which is 47,211 more than 1980. A total of 4,371 programmes conducted by the staff were attended by 66,886 persons. Library buildings were used by 969 community groups drawing an audience of 19,564. In both cases, this was an increase over previous years.

In addition, prompted by the Services Goal, service priorities at both the local and system level were defined. The development of planning criteria to be included in the planning document provided improved definition of the services appropriate for a Central Library, District and Community Branches and Extension Services. With the development of specific objectives, priorities and target groups, greater precision in evaluating service will be possible at the end of 1982.

#### STAFF RESOURCES

Goal: *To support the service goals of the  
Library with qualified staff.*

This goal requires qualified and committed staff who are encouraged to participate in the policy formulation and planning process. It requires that communication among all levels of staff be improved and that an opportunity for professional development consistent with the Goals and Objectives of the Library system be provided.

It was recognized from the start that the task of achieving the objectives inherent in this goal required concentrated effort. The first priority was to establish the credibility of the personnel function as competent, consistent and equitable.

cont'd...



This process began in June 1981 with the hiring of a new Personnel Officer. The area of Personnel Policies and Procedures was identified as a priority. In November, the task of gathering relevant and comparable data from other library systems and organizations was started. When completed in 1982, this will permit a comprehensive review by the staff and the Library Board.

Also in November, the Board approved a policy statement which directs that staff compensation be reasonably competitive with other library systems in Metropolitan Toronto. This requires an examination of existing salaries and the present salary administration plan. In December, the decision was made to engage management consultants to undertake a review of the above. This will commence in January 1982.

In the area of staff development, an unprecedented number of staff attended job related conferences, seminars, courses and workshops. The emphasis on planning, resource management and accountability which began in 1981, along with the impact of societal and technological change on libraries, make it imperative that funds continue to be allocated to staff training and development. Improved definition of the requirements and future direction of this activity will occur in 1982.

There were a number of retirements during the year and this provided some opportunity for "upward mobility". The positions of Area Librarian and two vacant Branch Head positions were filled from within the existing personnel establishment. Where outside hiring has been necessary, the principles underlying the Staff Resources Goal have been followed.

The task of developing an effective communications network will continue to be a priority. The organization structure implemented in January 1981 represents a beginning and the meetings and task forces associated with it have facilitated the information flow and expanded the decision-making process.

cont'd...



LIBRARY MATERIALS RESOURCES

Goal: *To develop and organize collections of material that support the Library's service goals.*

In 1981, \$821,423 was budgeted for the purchase of library materials, representing an increase of \$81,417 or 11% over 1980. Included in this amount is a \$31,000 Wintario Grant without which the increase would have been \$50,417 or 6.81%.

During the year, patrons borrowed a total of 2,345,378 books, pamphlets, periodicals, films, video cassettes, slides, records and cassettes. This represents an increase of 23,559 or 1.01% over the previous year for a per capita circulation of 7.96\* items, as compared to 7.95 items per capita in 1980.

As a result of the community focus which occurred in 1981, including the definition of specific target groups, the allocation of the funds provided for library materials in 1982 will relate more to community requirements. However, it is also evident that the questions which must be addressed next year are: policy, selection, acquisition and budget control.

PHYSICAL FACILITIES

Goal *To provide physical facilities to support comprehensive library services in the Borough of Etobicoke.*

A library system can examine the community, plan and design the service, purchase the material and hire the staff. However, delivery of the service requires a library outlet. If the physical facility is inappropriate, it will limit the ability to provide the service and increase its cost.

In 1980 and 1981 steps were taken to correct some of the most obvious defects in selected library buildings. The thrust was general maintenance and energy conservation. Windows and doors were replaced in five buildings and overhead circulating fans and night set-back systems were installed in several branches.

\* Based on a 1981 population figure of 294,655 obtained from the Provincial Assessment Department.

cont'd...



It was also recognized that the changes which were taking place in library buildings in other municipalities in Metropolitan Toronto had not been occurring in Etobicoke. Library service is not what it was ten or fifteen years ago and, in many cases, the Library's buildings had not been modified to reflect different service requirements.

The five-year capital programme drawn up in 1981 reflects the urgent need for change. Plans for the refurbishing of the Alderwood Branch were completed. Service limitations at the Central Library (Richview) were examined and, as a result, the Board approved a staff recommendation to convert the upper level to public service and the consequent re-location of the Support and Administrative Services to an alternate site. If funding is approved, this will represent a substantial beginning. However, it is only the beginning of a process which must take place over the next five years if the objectives of the Physical Facilities Goal are to be achieved.

#### PUBLIC RELATIONS AND PUBLICITY

Goal: *To develop a diversified public relations and publicity programme which will attract new patrons, generate increased library usage, promote awareness of all facets of library service and foster understanding and support.*

There was no change of direction in 1981 and the traditional means of informing the public about library activities were maintained - i.e. posters, press releases and a small amount of media advertising. The Library was without a Publicity Officer for the last quarter of the year and it was only with difficulty that the status quo was maintained. In December a Publicity Officer was hired. The primary task for 1982 will be to evaluate and to plan the future direction.

#### TECHNOLOGY

Goal: *To improve library services and the administration of these services through the effective use of changes in technology when appropriate.*

cont'd...



In the field of library automation, the principle activity was automated circulation control. In May a Request for Proposal was approved by the Board and responses were received from five vendors. A Selection Committee undertook the arduous evaluation process and both Board and Committee members attended vendor demonstrations and site visits. In October, at a Special Meeting of the Board, GEAC Canada Limited was selected to provide an automated system for the Library.

The activity in the final quarter of the year has been centred on contract negotiation and implementation planning. A draft contract has been completed for submission to the Board in January 1982. Discussion has taken place with the Etobicoke Board of Education to rent space in Silver Creek Public School for a computer site. An implementation schedule has been planned which calls for a tentative date of August 1982 for the first branch, with the completion of all branches by February 1984.

One of the most pressing and costly tasks associated with the introduction of an automated circulation control system is the conversion of the manual record of the Library's holdings to machine readable form. Although all new titles acquired since the automation of the catalogue support system are machine readable, retrospective conversion occurred only as "time permits". The imminent advent of an automated circulation control system introduced a sense of urgency. As a result, 18,762 manual records were converted in 1981, representing an increase of 14,745 over the previous year.

#### ORGANIZATION AND ADMINISTRATION

**Goal:** *To administer the material resources, the staff resources and the physical facilities of the library system according to principles which contribute to the achievement of the Goals and Objectives of the Library.*

cont'd...



In January 1981, the new organization structure approved by the Library Board in the previous year was implemented. The revised position of Deputy Director took affect; Area Librarians were appointed for the newly-created Districts of the North, Centre, South and the Central Library (Richview). For the latter, the mandate was enlarged to include other centralized public services including the Bookmobile and services to shut-ins and institutions.

The purpose of the re-organization is to decentralize the system to facilitate improved local response to the needs of individual communities; to permit co-operative planning and service delivery within each Area; to improve communication between the local level and the administration; to develop a middle management level to assist branch personnel and to provide a focus for consultation and advice; to increase the effectiveness and efficiency of the library organization; to provide a framework for the orderly implementation of the Goals, Objectives and Policies of the Library system.

This first year of implementation has produced some results. The "Area" or "middle" level of the organization has assumed a recognizable and accepted identity. It has also managed to turn its hand to several outstanding questions which could not be addressed successfully under the previous structure. There have been several examples of co-operative planning and the sharing of materials and staff. Communication and the information flow up, down and across the line has improved. Measured in terms of "beginnings", the results are fairly significant.

cont'd...



CONCLUSION

Many of the Branch and Department reports characterize 1981 as a year of change. The factors which made change inevitable were the new organization structure and the Goals and Objectives. The agents of change were the staff. They made change happen in 1981 and they made plans to change more in 1982. The challenge for the future is to manage this well. To quote once more from the PRINCIPAL GOAL:

*"To administer these services in a responsive and cost effective manner; to make them available and accessible throughout the Borough; to actively promote their widest use."*

Nancy M. Hall  
Director of Public Library Service

JANUARY 1982



A N N U A L   R E P O R T

of the  
DEPUTY DIRECTOR  
1981

---

1981 has been active and challenging for the Public Service of the Etobicoke Public Library.

The year began with the introduction of a new organizational structure incorporating an area concept for the management of library service. The four Area Librarians, representing the North, Center, South and Central Library, were all new to the style of operation now required by the revised structure. In addition, each area required different techniques of management. Initially the Area Librarians and the Deputy Director met on a weekly basis to handle expedient issues such as screening and hiring, continuing education requests and procedural matters. In addition, larger issues of materials selection, reporting structure, allocation of resources in service outlets and questions of managerial style were examined at length.

Particular emphasis has been placed on methods and techniques of communication -- upward, downward and laterally. The openness of the meetings has led to some fresh approaches to old problems. There were some staff changes during this period. In late summer of 1981 the Area Librarian for the Center Area resigned. A new Area Librarian will begin in January 1982. New Branch Heads for the Rexdale and Alderwood Libraries were appointed in late 1981.

The past year was the beginning of an evolving process with its focus on the Public Service. It is anticipated that the Area Librarians will continue to develop the potential displayed in their areas and to hone their own managerial skills. An effective liason has been developed between the Technical Services unit and the Public Service that is truly open and productive. The Business Office and the Personnel function are working with the Area Librarians to achieve a more unified approach to the public service goals defined by the Library Board and detailed by the Area Librarians and the branch staff.



In 1982 it is planned to continue the process that has begun by working with the Public Service Co-ordinators, using their experience to assist in the achievement of branch goals.

The process of incorporating change can often be exhausting and frustrating. This same process can also be exciting and rewarding. The principal rewards will be achieved over the long term from observing the burst of creativity that staff are enabled to display in their daily work. Such enthusiasm and ability are incorporated by a process that is recognized and turned to a productive, effective benefit for the public. With hard work, and persistence, this process will continue to develop in 1982 by drawing upon the considerable resources that exist among the personnel of the Etobicoke Public Library.

J. Arbuckle

JANUARY 1982



ANNUAL REPORT  
of the  
AREA LIBRARIAN, Southern Area  
1981

---

The "area" concept came into effect in February, 1981. This plan has resulted in a great many changes that have made library service more responsive to the public. The Southern Area has benefitted greatly from this challenge and the credit should go to the Branch Heads and staff who have been co-operative, creative and productive.

The Southern Area Branch Heads have met on a regular basis with the Area Librarian to discuss the collections in the branches. While duplication of many titles is necessary, it was possible to draw up a plan of specialization in subject areas that would give the public more direct access to technical and special interest material, thereby assuring the residents that their needs will be more fully met in local branches.

These discussions led to a more comprehensive understanding of materials selection for the branches, thus greatly assisting the librarian responsible for buying new titles. This information was gathered in good time to be useful for the new book selection procedures for adult book buying, and it has helped to focus more clearly on objectives when drawing up the 1982 planning and budget requirements.

When the Area Librarian was appointed, a decision was made to temporarily transfer her into the Long Branch Library for six months. The librarian in charge of Long Branch moved to Mimico. This proved to be a most useful exchange. Further knowledge was gained of the clientele, of individual branch collections, and staff.

With the coming of Retrospective conversion, the respective staffs weeded collections with the result that the collections look more up-to-date and interesting. More space was gained at Long Branch so that the public could relax in comfortable surroundings.

cont'd...



The Alderwood Library has had a particularly eventful year. During the prolonged absence of the Branch Head, the remaining staff ran the branch and planned for 1982. With the decision to renovate, many hours were spent re-defining the role of this community library. Over a six month period, extensive weeding of the collections, and discussions concerning the revision of hours of service, occurred. Consequently, a new staffing plan was drawn up. Considerable time was spent discussing possible floor plans for the refurbishment of the building. In late 1981, a new Branch Head of Alderwood was announced.

The New Toronto Library has also been busy weeding the adult book collections. The Branch Head was the first selector for the area under the new selection procedures. This branch continues to show an increase in the circulation of children's materials and in the film service. Although considerable time and effort have been spent in developing a more cohesive operation in the Southern Area, it is necessary to continue to observe the principle of responding to the unique needs and individual community profile of each area.

The new format for 1982 budgets required frequent consultation with the staff of all the branches. Discussions on materials and collections provided the basis for good budgeting. As discussions proceeded on target groups it became clear that changing the hours of service at the Mimico and Alderwood Libraries would be beneficial to the public and bring about more effective use of staff. It is possible to open Mimico on Wednesday, and thus provide the area with six days a week service. Some useful ideas for future programming came to light, which will be pursued in 1982. The Children's librarians have been effective in programming, and it will be interesting to see the results of past effort in 1982.

The process of examining collections will continue during 1982. Plans for target groups and programming will be implemented and the area looks forward to automated circulation.

cont'd...



The role of the Area Librarian is to assist the staff to fulfill the goals and objectives of the Library system by supplying encouragement, information and support. Much of the Area Librarian's work is in the area of communications and passing information and ideas up and down the line. The staff of the Southern Area are eager to give better library service, to try new ideas, and to be responsive to the community.

Beth Willoughby

JANUARY 1982



ANNUAL REPORT  
of the  
AREA LIBRARIAN, Centre Area  
1981

---

The past year has in many ways had its greatest impact on the three libraries in the centre of Etobicoke, namely Brentwood, Eatonville, and Humber Bay. With organizational change, staff turnover, retirements and illnesses, the staff in these branches displayed the ability to carry on and, in some cases, to make positive and creative plans and suggestions.

The supervisory staff at Brentwood have been committed to making the branch successful and to halting the circulation slide that has marked the previous 5 years. Imagination, determination and hard work has gone into the collection and the programming. The building itself continues to present problems because of the three-floor layout and the enormous collection.

The staff at this library in particular are dealing with new responsibilities and the librarian supervisors consistently display determination to make Brentwood successful.

Eatonville continues to be, in many respects, an overused building. Again, physical constraints limit the staff's ability to respond appropriately to the needs of the public. The large area, unserved by public libraries west of Highway #427, continues to feed into this library along the prevailing west to east traffic flow. It is anticipated that the area plan will discuss strategies for service in the Western part of the Borough in detail.

Humber Bay is a lively and successful branch with a fresh, well organized collection and imaginative programming. Once again, the aged building and its physical drawbacks limit the potential of this friendly community library. The staff, particularly in Eatonville and Humber Bay, have commented on the increase in ethnic groups that use the libraries. Oriental, East Indian, and a current influx of Polish immigrants are visible and appear to be committed library users. A task force has been developed to address the complex question of service to the multilingual community in each Area.

cont'd...



The revised adult materials selection process incorporates collection profiles and an Area selector. This approach appears to work with reasonable success in the three Centre Area branches, and gives many opportunities for branch input. A shifting purchasing emphasis, based on data collection and analysis, to more new titles and a large paperback collection appears to be displaying benefits in increased patron satisfaction. The circulation surveys will be repeated in 1982 and the results will continue to be used to develop purchasing profiles for the Centre Area libraries.

Increasing attempts at community outreach have met with varying levels of success. In one case, a librarian has received no response to her letters offering information and service. In another case, a children's librarian is being inundated with requests from schools and day care units that were just waiting to be invited. The branch staff will continue to refine the outreach and programming services in consultation with the Area Librarian and each other.

The branches in the Centre Area deserve and need attention and support and, with the arrival of the new Area Librarian in January, 1982, these units should receive the guidance and encouragement required.

The Area concept of public library service is still relatively undeveloped in the Centre of the Borough. However, the ground work has begun and the initiative displayed by staff shows promise for the future. The Centre Area plan should be concluded in 1982 and this plan will assist the libraries to chart a successful programme for the future.

prepared by: Jennifer Arbuckle  
Deputy Director

JANUARY 1982



ANNUAL REPORT  
of the  
AREA LIBRARIAN, Northern Area  
1981

---

The adoption of the area concept of library service early this year brought into focus the unique aspects of the service area that exists north of the Macdonald-Cartier Freeway. An area of 17.18 square miles, hampered by inadequate public transit with an expanding population (62,877 plus) is served by two libraries located within a mile of each other, four bookmobile stops and several deposit collections.

The proximity of Albion and Rexdale has traditionally meant sharing some users. Traffic patterns, and Shopper's World Albion have helped to make the transition between branches natural for many of those seeking information or material. For several years Albion has handled Rexdale's subject requests and this year title requests and reserves were channelled through Albion's interloan section.

A separate circulation count conducted the week of November 15 to November 21 revealed the following information:

	<u>Adult</u>		<u>B &amp; G</u>		<u>TOTAL</u>
	<u>Number</u>	<u>%</u>	<u>Number</u>	<u>%</u>	<u>Number</u>
ALBION	5,572	72.7	2,086	27.2	7,658
REXDALE	1,156	70.9	474	29.1	1,630
AREA	6,728	72.4	2,560	27.5	9,288

While circulation has increased compared to the comparable week in 1980, the percentage of children's material circulated has decreased by 3.1%. It is planned to undertake a separate count in March and November 1982 in order to determine what trends can be identified.

cont'd...



In late 1981 a branch head was appointed for the Rexdale Library. In the coming year the emphasis will be the development of recognizable and realistic service goals. Changes in hours of operation and staffing patterns will assist in the community branch's development. Early in 1982 priority will be given to weeding the collection since Rexdale is scheduled to be the first outlet to acquire automated circulation control. Albion staff, with their knowledge of the district library services, will assist the Rexdale personnel in building a popular collection.

In October the Audio-Visual Department at Albion began circulating 1/2 inch video cassettes. Although the collection was small and dominated by feature films this pilot project has been a success. During 1982 the collection will expand and efforts will be made to acquire more cassettes suitable for use with children.

After seven and one half years, the Art Rental Service was discontinued with little notice or comment by borrowers or artists. The 1982 budget includes funds for a circulating collection of art reproductions. This service has proven extremely popular in neighbouring library systems.

To develop effective area service more information is required about the activities of the Extension Service within the Northern Area. Regular communication and co-operative planning between the staffs of Extension and the Northern Area will be expedited in the coming year. An example of such an activity is the investigation of bookmobile stops east of Islington Avenue. These stops have existed for over ten years and imagination is required to investigate alternative forms of service. Resolution of this matter will provide opportunities for the provision of service to the growing subdivisions west of Highway 427, districts now devoid of any community focal points such as schools or community centres.

In 1982 staff will be involved in system committees, library task forces and special projects. These activities provide valuable insights into the operation of the Library system and they are a means of sharing experience and providing for staff development. Given the tasks to be accomplished 1982 will be a busy year for everyone.

Cleo Stewart

JANUARY 1982



ANNUAL REPORT  
of the  
HEAD OF THE CENTRAL LIBRARY  
1981

---

It hardly seems eleven months ago that Extension Services and the Richview Library tentatively approached a new partnership. Now the "new" arrangement is so successfully and effectively in place, it seems difficult to remember how things were managed before.

The Central Library has organized itself into five "branches": Extension Services, Boys and Girls, Circulation, 16mm Films, and Information. This is not as improbable an alliance as it might seem to be - in common is the desire to invite the public into the most pleasant and productive possible use of an excellent service. The many strategies employed to do this mean that staff provide each other with insight, inspiration and encouragement.

A good deal of sharing of staff resources has already taken place: Richview librarians are being trained to provide service to shut-in borrowers; Extension staff have participated in some of the Richview librarians' training and will spend some hours on the reference desk; Richview staff have co-ordinated a successful program for pre-school mothers; a number of reference staff have visited nursing homes, and are developing programmes for teachers. A single selector chooses materials for the Adult Department and for Extension Services. Rigorous weeding programmes have turned the book sale into a lucrative enterprise. Extension Services supervisors have attended what used to be the Richview librarians' meetings. An attempt is being made to stream the circulation assistants through both the Boys and Girls and the 16mm Film Departments and the "branches" or department heads meet once a month to plan, discuss and exchange information.

Perhaps the most successful and productive demonstration of the area concept has been the method used by formulating the 1982 budget. Every department submitted suggested target groups in the community and these were subsequently prioritized by the department heads' group. Out of this process emerged four major target groups. The "action plans" for each are being co-ordinated by one of the department heads who will report back to the group as a whole on progress in each area. The targeted segments of the community were chosen based

cont'd...



on the observations and experience of the staff who work directly with the public rather than a prescribed or historical role. These discussions also gave each of the department heads the opportunity to perceive the activity of her individual "branch" in the larger area context.

The weekly meetings of Area Librarians in turn provide an opportunity for the Area to assess its role in relation to the system as a whole. Each of the Areas is receiving and communicating back in an informed and sympathetic manner. The meetings are a convenient and supportive forum and an expedient working group for matters of concern to the system as a whole. Documentation for Board and Committee meetings, reporting devices such as the account summaries for library materials and the part-time variance reports facilitate monitoring current activities and assist in planning for the future. Discussion with both the Adult and Boys and Girls Co-ordinators simultaneously is an advantage and the contact with Technical Services, particularly concerning Retrospective conversion and the imminent automated circulation control, is invaluable. The minutes and agendas of the area meetings are photocopied and passed on to the department heads who are diligent about questioning and observing the contents. However, developing a method of quick, accurate and systematic communication is still a concern to the Central Library.

The staff are most encouraged by the proposal to relocate the Administrative and Support Services and it is to be hoped that the required funding will be approved. The additional space will greatly enhance the Central Library's ability to provide improved Central Library services to the public of the entire Borough.

The staff deserve high praise for the resourcefulness, energy and unfailing good humour they have shown in getting the area concept off to an auspicious beginning.

Michele Topa

JANUARY 1982



ANNUAL REPORT  
of the  
HEAD OF TECHNICAL SERVICES  
1981

---

1981 was a year of change in the Technical Services Division. As planning for a circulation control system moved ahead, a considerable impact was felt. The staff participated in the preparation of the Request for Proposal and on the Selection Committee. Once the vendor was selected, the Implementation Committee began to meet during the latter part of the year. Technical Services staff started work on several aspects of the implementation process including retrospective conversion, bar coding of the collections, patron registration and cards, system tables and staff training. All of these activities added a new dimension to the work of the Division.

In particular, a concerted effort was made to get the retrospective conversion project underway. Several of the regular staff complement began devoting most of their time to the project and others spent considerable time establishing procedures and training staff. During the second half of the year, temporary staff were hired to assist in this process and an additional terminal was installed. By September, the RECON project gained momentum with the result that the conversion of the children's catalogue was completed by mid December and work on the adult catalogue was started.

There was also a great deal of activity related to the library collections in 1981. In preparation for the conversion process and the implementation of the circulation control system, many branches undertook an extensive weeding of the collections. Consequently, there was a 43% increase (or, 19,983) in the number of withdrawals processed in Technical Services.

During December, a further step was taken to prepare the collections for RECON. Previously, the location of materials housed in the basement stack area of the Richview Library was not included in the Official Catalogue for the library system. It was decided to add this location to the records so that as the conversion of the adult catalogue proceeds, the corrected location will be input in the data base and will print in the COM catalogue. This will also assist in locating materials and in bar coding the stack collection.

cont'd...



Another change that occurred in 1981 involved the implementation of a new edition of the cataloguing rules. Workshops were held in the branches to inform the public service staff of the changes. More detailed training sessions were held for staff in the Cataloguing Department from January to March. Once the cataloguing staff was trained, a number of changes were made to update some headings, particularly those for government bodies. A total of 133 headings were changed and tabulated on a series of lists sent to branches during the autumn. The remainder of this work will be completed in 1982.

The ordering and receiving of new materials proceeded unevenly throughout the year. During the first quarter, a large amount of material was ordered and received. However, the ordering decreased significantly from May to September. This impacted on the flow of work in the Order Department and involved changes in staff duties and priorities.

Several other factors impacted on the work of the Order Department. 1981 was the first complete year of operation of the automated acquisitions/accounting system. The system has facilitated the ordering process and, as a result, the work moved through the Department more quickly than in the past. In addition, an analysis of the ordering and receiving statistics for the last five years shows a decrease in items received, perhaps an indication that the buying power of the materials budget may not be keeping pace with inflation. Both of these factors contributed to the ability of the Order Department to keep the work current throughout the year.

The performance of the automated systems used in Technical Services was closely monitored. In the Order Department, a number of difficulties were experienced early in the year and during the summer. However, a significant improvement was realized when a recurring hardware problem was diagnosed and corrected in the fall. The system has been operating smoothly since that time.

cont'd...



The performance of the UTLAS system was problematic throughout the entire year. System downtime was particularly high from January to April and then stabilized at between 5 and 6 per cent for the remainder of the year. Delivery of the COM catalogues was behind schedule and worsened during the year to the extent that the October 2 catalogue had not been delivered by the end of December. In spite of these difficulties, the staff persevered with the work. It is to their credit that the cataloguing of new materials was kept current and there was not a significant decrease in the volume of new materials processed.

Anne Bailey

JANUARY 1982



ANNUAL REPORT  
of the  
CO-ORDINATOR OF ADULT SERVICES  
1981

---

Change was the operative word in service to adults in 1981.

LIBRARY MATERIALS

The book selection process underwent a change in 1981 reflecting the re-organization of the administrative structure of the library system. The change means that not only staff input at the branch level has become more important for the area, but that staff must know the community they serve very well. Collection development profiles were prepared by each branch as a basis for selection of material. These will be revised regularly, assuring the relevance of the collection to the community.

During 1981 Albion discontinued the Art Rental program after 7-1/2 years. This was a unique service in Metro Toronto but the use of the collection did not justify the cost. It will be replaced by a collection of art reproductions which will be circulated much the same as other library materials.

A new service was begun late in the year when Albion began circulating 1/2 inch video tapes. This began October 19 and in two weeks, with no publicity, 68 tapes were circulated. The initial order included mainly movies on video, but it is planned in 1982 to add educational and children's tapes.

Collection maintenance and weeding received top priority in all branches in 1981. This was done to not only improve the look of and access to the materials, but to be prepared for the conversion to automation. We are all anticipating our entry into the automated circulation system in 1982. We realize it won't be simple, but its completion with the resultant accessible information on both the materials used and the patron should be worth the growing pains. It will mean a close examination of all our present procedures, with more changes ensuing.

cont'd...



#### COMMUNITY PARTICIPATION

Genuine efforts were made by staff in all branches to take the library into the community and to work with agencies operating in the area. This involved visiting schools, attending local inter-agency meetings, talking on library resources to interested groups, maintaining good working relationships with the various Community Schools, and membership on community committees and boards.

#### LIBRARY PROGRAMMES

In-library programmes in 1981 were often limited to those that could be done with a minimum of staff input. This involved working with groups such as Community Legal Education Ontario, Investors Syndicate, Ontario Sailing Association, Etobicoke Family Life Education Council. Film showings and book discussion groups were also popular in several branches. Humber Bay, where programming is a high priority, worked with both the Park Lawn Community School and Etobicoke Board of Education to present a series of special programmes. It is estimated that these programmes brought close to 500 people into that branch.

Richview had three showings of Chinese films during the year. The Asian population of Etobicoke has increased greatly the past few years, and these films were very well attended.

#### ADULT BASIC EDUCATION

The Etobicoke Board of Education increased the number of Basic Education classes held in the Borough, and in the library system. Long Branch continues with five mornings a week; Albion added three afternoons to five mornings; and, Eatonville was added with one morning and one afternoon a week. The library continued to provide material suitable for both the teachers and prospective students, but we are under increasing pressure from Literacy organizations to increase our contribution. What is needed in many instances is one-to-one teaching, and it is felt that the library is the ideal agent to train and link volunteer tutors with students. The Adult Basic Reader Committee will be investigating the ramifications of such in 1982.

cont'd...



THE INTERNATIONAL YEAR OF DISABLED PERSONS

A committee was established in 1980 to plan activities for the International Year of Disabled Persons. Several booklists and a filmography were prepared and a workshop was held at Richview to introduce the use of films to community personnel working with the disabled. Speakers on the subject were present at two of the Adult Services Division meetings, and a programme conducted for the staff of the Southern Area was held two consecutive Wednesday evenings.

SHUT-IN SERVICES

At the end of the year, Extension Services was serving over 230 shut-ins, of whom just under half were Talking Book users. There has been an increasing number of the shut-ins using Talking Books, and this has been felt by the support staff who clean and check them on return. A book deposit collection was put in Woods Manor during the year, bringing to nine the number of such collections in nursing homes and seniors buildings throughout the Borough.

Marian Gardiner

JANUARY 1982



ANNUAL REPORT  
of the  
CO-ORDINATOR OF CHILDREN'S SERVICES  
1981

---

INTERNATIONAL YEAR OF DISABLED PERSONS (IYDP)

1981 was the International Year of Disabled Persons and staff were involved at the local, provincial and national level. There were many school assignments relating to the disabled and requests for book talks on the subject which the Branches handled adroitly. A staff committee produced five brightly coloured, attractive bookmarks to honour the year. These proved immensely popular with patrons and many requests for copies were received from other libraries and community organizations. By September a second printing was necessary.

An Ontario Library Association Pre-Conference Workshop on "The Disabled and You - Getting It Together" was convened by a staff member. A second staff member chaired a committee which produced the booklet "Bibliography on Disabled Children", published by the Canadian Library Association, and also participated in a Canadian Library Association Workshop on "Library Services to Disabled Persons".

Tying in with IYDP, a small collection of books in signed English for use with deaf children was introduced in several Branches. The collection includes books on folk and fairy tales, food in signs, cars and trucks in signs and community activities. Their usefulness will be evaluated in about six months.

LIBRARY PROGRAMMES

(1) Programmes for Young Children

At the beginning of the year Alderwood noted a decline in the attendance at the pre-school story hour. However, it is now reported that the trend has been reversed due to the influx of several young families. The addition of an evening pre-school story hour at Albion to enable children of working mothers to participate has proved very successful.

Another programme for young children, which is an overwhelming success, is the "Tales for Two, which has been held at Richview, Albion and Brentwood.

cont'd...



This programme is provided for two-year olds accompanied by an adult. All presentations have been filled to capacity with registrations recorded for the next session. Rexdale is planning to introduce such a programme early in the new year.

(2) French Programmes

The French Club at Brentwood for four to six-year olds was an unqualified success. Many parents have signed up their children for a second session in 1982. Richview held a very successful programme of French films for children.

(3) Special Programmes

Special programmes were held in branches during the March break, summer months and Christmas week. The Etobicoke Children's Theatre performed in eight branches, often more than once. Other notable performances were Symphony Street, The Adams Family Marionettes and the McMichael Canadian Collection.

(4) Volunteer Reading Practice Programme

The Volunteer Reading Practice Programme at Albion has become an established community resource. Questionnaires to parents and teachers confirm the success of the programme. In 1981 the programme brought six hundred and fifty couples to the library. The same programme is also operating well at Brentwood. A beneficial meeting was held between Brentwood volunteers and members from the Etobicoke Education Clinic.

CLASS VISITS

Class visits were definitely on the upsurge during the year. Classes from five schools made initial visits to the Bookmobile resulting in a good increase in circulation. Staff from Richview and Extension Service began story telling sessions at the Kiddie Korner Nursery School at Willowridge. Brentwood and Rexdale have renewed and made new contacts with the local school, with the result that several new appointments have been set up for the new year.

cont'd...



Branches worked closely with nursery schools and day care centres. Specific Branches dealt with classes for the mentally handicapped, the physically handicapped and children with learning disabilities. Community schools, playschools and day camps brought children to the library during the summer. Groups of Cubs, Beavers and Brownies visited several Branches.

#### Community Participation

Staff members were actively involved with community events. They served on the Advisory Board of the James S. Bell Community School, the Advisory Board of Park Lawn Community School, Arts Etobicoke, Etobicoke Division of the Metropolitan Association for the Mentally Retarded, Board of Etobicoke Children's Theatre and judged public speaking contests at St. Teresa's School and St. Ambrose School.

#### Continuing Education

Several workshops were held during the year which staff attended. On the whole, workshops were excellent. Nine staff attended "New Trends in Children's Materials", sixteen the in-service programme at the Etobicoke Board of Education on "The Computer in the Library". Workshops were given at the Faculty of Library Science on "Children's Literature" and "Planning with Precision".

#### Staff Activities

The Ontario Library Association and the Canadian Library Association benefitted by staff participation. Staff chaired the OLA Children's Services Guild and the OLA Literacy Committee, served on the Children's Services Advisory Committee of the Libraries and Community Information Services, convened an OLA Workshop on micro-computers and served on the CLA Book Award Committee.

Finally, several staff members were recognized in print. Four members wrote articles and reviews for the "In Review"; one was the guest editor for the November/December issue of "The Emergency Librarian" and has been invited to serve on the CLA Publications Committee 1982-1983.

All this activity and service speaks for itself.

Constance Corkum

JANUARY 1982



## USE OF LIBRARY COLLECTIONS

### CIRCULATION OF LIBRARY MATERIALS:

	<u>1980</u>	<u>1981</u>
<b>SOUTHERN AREA</b>		
Alderwood	<u>59,287</u>	<u>61,225</u>
Long Branch	<u>97,116</u>	<u>98,840</u>
Mimico	<u>107,690</u>	<u>111,029</u>
New Toronto	<u>83,485</u>	<u>91,708</u>
	<u>347,578</u>	<u>362,802</u>
<b>CENTRE AREA</b>		
Brentwood	<u>286,081</u>	<u>281,518</u>
Eatonville	<u>375,659</u>	<u>374,179</u>
Humber Bay	<u>70,743</u>	<u>74,455</u>
	<u>732,483</u>	<u>730,152</u>
<b>NORTHERN AREA</b>		
Albion	<u>350,682</u>	<u>370,821</u>
Rexdale	<u>86,318</u>	<u>85,291</u>
	<u>437,000</u>	<u>456,112</u>
<b>CENTRAL LIBRARY</b>		
Richview	<u>670,046</u>	<u>662,635</u>
Extension Services		
- Bookmobile	<u>105,926</u>	<u>103,948</u>
- Shut-in	<u>29,321</u>	<u>29,729</u>
	<u>135,247</u>	<u>133,677</u>
	<u>805,293</u>	<u>796,312</u>
TOTAL	<u>2,322,354</u>	<u>2,345,378</u>
 <b>INTERLIBRARY LOANS TO OTHER LIBRARIES</b>		
Requests	<u>3,431</u>	<u>3,282</u>
Received	<u>2,667</u>	<u>2,474</u>
Loaned	<u>2,444</u>	<u>2,280</u>
<u>INFORMATION QUESTIONS:</u>	<u>130,911</u>	<u>178,122</u>



## PROGRAMMES AND GROUP ACTIVITIES

	<u>1980</u>		<u>1981</u>	
	<u>NUMBER</u>	<u>AUDIENCE</u>	<u>NUMBER</u>	<u>AUDIENCE</u>
<b><u>PROGRAMMES CONDUCTED BY LIBRARY STAFF:</u></b>				
<b>IN THE LIBRARY</b>				
Story Hours	<u>718</u>	<u>9,986</u>	<u>719</u>	<u>10,014</u>
School Classes	<u>787</u>	<u>16,948</u>	<u>804</u>	<u>16,645</u>
Film Programmes	<u>527</u>	<u>14,493</u>	<u>1,134</u>	<u>23,060</u>
Projectionist Training	<u>n/a</u>	<u>n/a</u>	<u>530</u>	<u>592</u>
Other	<u>1,770</u>	<u>11,555</u>	<u>1,068</u>	<u>13,975</u>
TOTAL	<u>3,802</u>	<u>52,982</u>	<u>4,255</u>	<u>64,286</u>
<b>IN THE COMMUNITY</b>				
Story Hours	<u>n/a</u>	<u>n/a</u>	<u>28</u>	<u>533</u>
School Visits	<u>9</u>	<u>426</u>	<u>30</u>	<u>752</u>
Film Programmes	<u>n/a</u>	<u>n/a</u>	<u>18</u>	<u>643</u>
Other	<u>54</u>	<u>1,262</u>	<u>40</u>	<u>672</u>
TOTAL	<u>63</u>	<u>1,688</u>	<u>116</u>	<u>2,600</u>
<b>TOTAL PROGRAMMES CONDUCTED BY STAFF</b>	<u>3,865</u>	<u>54,670</u>	<u>4,371</u>	<u>66,886</u>
<b>USE OF LIBRARY FACILITIES BY COMMUNITY GROUPS:</b>				
	<u>891</u>	<u>17,460</u>	<u>969</u>	<u>19,564</u>
<b>TOTAL PROGRAMMES AND GROUP ACTIVITIES:</b>	<u>4,756</u>	<u>72,130</u>	<u>5,340</u>	<u>86,450</u>



SUMMARY OF LIBRARY COLLECTIONS

1981

BOOKS		706,787
8mm FILMS		783
16mm FILMS		1,380
FILMSTRIPS		1,252
KITS		1,967
PHONORECORDS		40,242
PHONOTAPES		5,694
SLIDES		4,000
VIDEOTAPES		237
TALKING BOOKS		4,117
		<hr/>
		766,459
PERIODICAL SUBSCRIPTIONS		2,491
Print	2,402	
Microfilm	56	
Microfiche	33	
MICROFORM COLLECTIONS		86,831
Microfilm reels	6,906	
Microfiche	79,925	

NOTE: The above figures do not include short catalogued records and tapes or uncatalogued paperbacks, foreign language material, government documents and pamphlets.



## PROCESSING OF LIBRARY MATERIALS

<u>ORDERING OF LIBRARY MATERIALS</u>	<u>1980</u>	<u>1981</u>		
Orders Placed	<u>27,137</u>	<u>23,121</u>		
Orders Received	<u>21,681</u>	<u>21,614</u>		
Items Received	<u>59,766 *</u>	<u>61,730</u>		
	*Excludes buying trips			
<u>CATALOGUING OF LIBRARY MATERIALS</u>	<u>Titles Catalogued</u>		<u>Items Processed</u>	
	<u>1980</u>	<u>1981</u>	<u>1980</u>	<u>1981</u>
<b>BOOKS</b>				
New Titles	<u>11,098</u>	<u>11,427</u>	<u>n/avail.</u>	<u>n/avail.</u>
Added Titles	<u>9,854</u>	<u>9,282</u>	<u>"</u>	<u>"</u>
<b>TOTAL BOOKS</b>	<u>20,952</u>	<u>20,709</u>	<u>52,229</u>	<u>51,086</u>
<b>AUDIOVISUAL MATERIAL</b>				
Microfiche	<u>9</u>	<u>9</u>	<u>n/avail.</u>	<u>n/avail.</u>
8mm Films	<u>17</u>	<u>27</u>	<u>21</u>	<u>50</u>
Filmstrips	<u>55</u>	<u>37</u>	<u>72</u>	<u>64</u>
Kits	<u>108</u>	<u>94</u>	<u>457</u>	<u>335</u>
Videotapes	<u>-</u>	<u>1</u>	<u>-</u>	<u>1</u>
Phono Records	<u>3,568</u>	<u>3,087</u>	<u>7,305</u>	<u>5,239</u>
Phonotapes	<u>1,280</u>	<u>1,086</u>	<u>1,661</u>	<u>1,521</u>
<b>TOTAL AUDIOVISUAL</b>	<u>5,028</u>	<u>4,341</u>	<u>9,516</u>	<u>7,210</u>
<b>TOTAL</b>	<u>25,989</u>	<u>25,050</u>	<u>61,745</u>	<u>58,296</u>
<u>OTHER ACTIVITIES</u>	<u>1980</u>	<u>1981</u>		
Withdrawn and Transferred Material	<u>46,238</u>	<u>66,221</u>		
Recatalogued Material	<u>892</u>	<u>1,255</u>		
Manual Records Converted	<u>4,017</u>	<u>18,762</u>		



## CATALOGUED COLLECTIONS - SUMMARY OF ACTIVITY 1981

REA	TOTAL ITEMS December 1980		ITEMS ADDED 1981		ITEMS WITHDRAWN 1981		TOTAL ITEMS December 1981	
	Adult	Children's	Adult	Children's	Adult	Children's	Adult	Children's
<b>OUTHERN AREA</b>								
Alderwood	18,849	12,337	1,229	619	5,217	2,501	14,861	10,455
Long Branch	27,306	9,052	1,565	506	4,123	1,797	24,748	7,761
Mimico	39,814	12,666	1,903	817	3,515	1,032	38,202	12,451
New Toronto	44,343	12,196	1,566	765	3,155	2,583	42,754	10,378
Total	130,312	46,251	6,263	2,707	16,010	7,913	120,565	41,045
<b>ENTRE AREA</b>								
Brentwood	96,800	22,122	5,403	1,525	6,558	1,568	95,645	22,079
Eatonville	44,115	22,172	3,227	2,475	3,443	2,641	43,899	22,006
Humber Bay	11,487	9,397	1,217	576	1,416	639	11,288	9,334
Total	152,402	53,691	9,847	4,576	11,417	4,848	150,832	53,419
<b>ORTHERN AREA</b>								
Albion	102,269	30,430	7,937	2,251	3,102	1,463	107,104	31,218
Rexdale	20,775	12,503	1,263	834	1,559	1,377	20,479	11,960
Total	123,044	42,933	9,200	3,085	4,661	2,840	127,583	43,178
<b>ENTRAL LIBRARY</b>								
Richview	148,111	28,880	10,697	2,418	9,230	2,623	149,578	28,675
Extension Services	18,731	19,266	1,153	937	4,893	1,504	14,991	18,699
Total	166,842	48,146	11,850	3,355	14,123	4,127	164,569	47,374
YSTEM	6,850	-	809	-	282	-	7,377	-
<b>TOTAL</b>	<b>579,450</b>	<b>191,021</b>	<b>37,969</b>	<b>13,723</b>	<b>46,493</b>	<b>19,728</b>	<b>570,926</b>	<b>185,016</b>

NOTE: The above figures do not include microform, slides, short catalogued records and tapes, periodicals, films (8mm and 16mm), pamphlets, videotapes, or uncatalogued materials.



PERSONNEL

STAFF ESTABLISHMENT 1981:

		<u>Full Time</u>	<u>Part Time</u>
ADMINISTRATORS		<u>3</u>	<u>-</u>
LIBRARIANS			
Labour Grade	XIII	<u>7</u>	<u>-</u>
	XII	<u>4</u>	<u>-</u>
	XI	<u>12</u>	<u>-</u>
	X	<u>13</u>	<u>.45</u>
	IX	<u>23</u>	<u>4.32</u>
LIBRARY ASSISTANTS			
Labour Grade	XII	<u>1</u>	<u>-</u>
	X	<u>1</u>	<u>-</u>
	IX	<u>2</u>	<u>-</u>
	VII	<u>7</u>	<u>-</u>
	VI	<u>6</u>	<u>.28</u>
	V	<u>20</u>	<u>-</u>
	IV	<u>6</u>	<u>-</u>
	III	<u>62</u>	<u>13.02</u>
	II	<u>1</u>	<u>-</u>
TOTAL		<u>168</u>	<u>18.07 *</u>

\* Full Time Equivalent

STAFF CHANGES:

New Employees	<u>25</u>	<u>6</u>
Retirements	<u>7</u>	<u>-</u>
Resignations	<u>21</u>	<u>5</u>
Promotions	<u>6</u>	<u>-</u>
Transfers	<u>5</u>	<u>1</u>
Reclassifications	<u>2</u>	<u>-</u>
Maternity Leaves	<u>5</u>	<u>-</u>
Long-term Disability	<u>2</u>	<u>-</u>

CONTINUING EDUCATION:

Requests for Study Leave	<u>3</u>	<u>-</u>
Requests for Reimbursement - Courses to be Taken	<u>10</u>	<u>-</u>
Requests for Reimbursement - Courses Completed	<u>7</u>	<u>-</u>