

THE
BOROUGH
OF
ETOBICOKE
PUBLIC
LIBRARY
BOARD

**ANNUAL
REPORTS
1982**



THE BOROUGH OF ETOBICOKE PUBLIC LIBRARY

ANNUAL REPORTS

1982

CONTENTS

1. Report of the CHAIRMAN
2. Report of the DIRECTOR
3. PUBLIC SERVICE Reports
 - (a) Introduction - Deputy Director
 - (b) Report of the Division Head, Southern Area
 - (c) Report of the Division Head, Centre Area
 - (d) Report of the Division Head, Northern Area
 - (e) Report of the Division Head, Central Library
4. TECHNICAL SERVICES Reports
 - (a) Report of the Acting Division Head,
Technical Services
5. STATISTICS
 - (a) Use of Library Collections
 - (b) Programmes and Group Activities
 - (c) Summary of Library Collections
 - (d) Personnel

ANNUAL REPORT
OF THE
CHAIRMAN
THE BOROUGH OF ETOBICOKE PUBLIC LIBRARY BOARD
1982

1982 was a year of great significance because of the number of special projects which were undertaken and accomplished. Before reporting on these projects I would like to commend the members of the Library Board for their willing acceptance of a much heavier work load as represented by longer agendas for the Board and its Committees and by special meetings which were necessary when decisions could not wait until the dates of the Regular Meetings. The work of the Board, of course, would not have been possible except for the extra work done by the Library Administration in planning, reviewing or formulating proposals and documentation for the consideration of the Board. The Board is very aware and appreciative of the extra effort made by the members of the Senior Administration of the Library, who at the same time were responsible for administering the on-going operations of the Library -- which in 1982 showed an increase of 9.5% in circulation to 2,571,918 items.

In the fall of 1981, the bid of GEAC Canada Limited for the supply of computer equipment for an automated circulation control system was accepted. Negotiation of the contract was time consuming because of the necessity of assuring that the Library's specifications for the system and the Company's responsibility in meeting them were clearly stated. The contract was completed in February 1982. This was followed by the delivery of the equipment shortly after and the commencement of training of the staff in the use of it.

Barcoding of materials on a branch-by-branch basis started and new barcoded patron cards began to be issued. Although there were some delays occasioned by software problems that had to be resolved, the first branch to be automated went live on the system on November 29, 1982 -- only slightly behind schedule. It is to be hoped that most of the remaining branches will be on the system by the end of 1983.

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It had long been recognized that the space in Richview Library for the Administrative Offices -- especially the Business Office -- was quite inadequate for efficient operation. In addition, new space was required for the Computer Room. Moving the Administrative Offices and the Technical Services Offices to a new location would release space in Richview Library so that the expansion and re-organization of the public service functions of that Library as the Main Library of the System, as it is now designated, could be made. Fortunately, we were able to negotiate with the Board of Education of Etobicoke for most of the Silver Creek Junior School which was closed on June 30, 1982. Delays in finalizing the lease agreement delayed commencement of the renovation of the building until August. The move to the new quarters is to be made in January 1983.

Some three years ago the Board initiated a programme of renovating the branches. Until 1982, the renovations consisted mostly of energy-saving changes such as double glazed windows and set-back controls on heating and cooling systems. However, in 1982 funds were available to renovate and refurbish the Alderwood Branch. This was accomplished during the fall so that as of the year-end, except possibly for a few items of furniture, the project was complete and normal service in the branch restored. It is to the great credit of the members of the Alderwood staff that public service was continued all during the period of renovation except for two or three days during the laying of carpeting and flooring. However, the greater proportion of the Library collections had to be moved into storage to permit the renovation to be done. The Board hopes that over the next several years all the other branches can be renovated and refurbished. In its capital funds budget proposed to the Borough Council for 1983, provision has been made for the renovation and refurbishing of the Richview Library.

The Board greatly appreciates the support received from the Council of the Borough of Etobicoke by providing the capital funding which made the foregoing projects possible of fulfillment.

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Early in 1982 the Board employed a consulting firm to compare salaries paid to staff in the Etobicoke Public Library with salaries paid by the other Boards in Metropolitan Toronto -- since it is the policy of the Board that salaries should be comparable with those paid by the other Boards -- to recommend changes in salary scales and to evaluate the positions in the Etobicoke Public Library system. This evaluation was done by a special staff committee under the direction of the consultants. The Board greatly appreciates the work done by the members of this committee. As a result of this review, new salary scales were approved for Librarians, Library support and administrative support positions. Twenty-six positions were re-classified.

The Board responded to recommendations made in a few of the 15 reports issued by the task groups of the Ontario Public Libraries Programme Review initiated by the Ontario Government in the fall of 1980. The Ministry of Citizenship and Culture is expected to issue a paper in January 1983 outlining changes it proposes in the Public Libraries Act and in the organization of public library services in the Province to which the Board should respond.

One of the most interesting developments during the year was the proposal of the Administrators of Borough & City Libraries (ABC) for a Participatory Discussion Mechanism for the review and study of projects and services which might be undertaken on a co-operative basis by the seven Library Boards in Metropolitan Toronto. Two projects have already been proposed. These are awaiting agreement by the seven Boards. This Board has already approved the projects. It is expected that this Mechanism will result in more co-operative or co-ordinated library services as well as more regionally provided services in the future.

It is with regret that I must state that four members are leaving the Board as of December 31, 1982. Mr. Jack Vanstone decided not to apply for re-appointment after six years of service -- the first three as a Committee Chairman and the past three years as Chairman of the Board, having also been Vice-Chairman of the Board in his third year. During the past three years under his leadership much has been accomplished in new developments and

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re-organization. The other three Trustees, due to time constraints, felt it necessary to resign from the Board. Mr. Lawson Allison served on the Board for two years and also on two of its Committees. Miss Angela Smith served for three years, was a member of two Committees and in one year was Chairman of one of the Committees. Mr. George Turek, the senior member of the Board, served for 8 of his 10 years as a Committee Chairman. The Board and indeed all the citizens of Etobicoke owe a great debt of gratitude to these members of the Board who have given so unstintingly of their time, their knowledge and their talents in service to the Etobicoke Public Library.

The year 1982 was a great year -- a year of much hard work but of much accomplishment. Not only were the four special projects, referred to earlier, completed but the Library System provided more service to the citizens of Etobicoke than ever before. For this I extend my appreciation to the Director, Mrs. Nancy Hall, the other members of the Library Administration, all the other members of the staff and the members of the Board, who collectively made it all possible.

Technological evolution in the fields of computers, information and communications presents a real challenge for the future. The Etobicoke Public Library must find a means of integrating its three computer systems - it must encourage the development of interfaces of catalogue computer systems so that, together with those of other libraries, it may be combined into a Metro-wide, Provincial and even National bibliographic network to provide for the sharing of resources through inter-library loan systems. It must consider how information can be provided to its patrons through access to on-line data bases, microfiche and video discs and the impact of TELIDON upon the Library, both as a supplier and user of information. Some changes will not be optional, as for example in increasing instances, information traditionally available in print format is only available on microfiche or in on-line data bases. The Library will be required to make decisions in the next few years with respect to these new technologies with the view of providing the best possible library services to satisfy the needs of the citizens of Etobicoke, particularly in the field of information, in the most efficient and cost effective manner. The future should be very interesting.

George L. Court
Vice-Chairman and Acting Chairman

JANUARY 1983

ANNUAL REPORT
OF THE
DIRECTOR OF PUBLIC LIBRARY SERVICE
1982

The activity that took place in the Etobicoke Public Library during 1982 is without precedent. The normal work associated with serving the public, such as the circulation of material, assistance in the use of material, programmes and community outreach accelerated at a rate which has exceeded all previous experience. In addition, many of the staff were involved with and affected by developments which were unique to 1982. In short, it was a year of intense pressure and considerable achievement.

The traditional or normal activities may be summarized as follows:

USE OF LIBRARY COLLECTIONS

Total circulation of library materials for the year was 2,571,918 items. This represents an increase of 223,540 or 9.52% over 1981 for a circulation of 8.67* items per capita. The extent of this increase over 1981 can be illustrated by the following table:

TABLE I
Total Circulation 1981/1982

	<u>Circulation</u>	<u>Increase over previous year</u> <u>Number</u>	<u>%</u>	<u>Per Capita</u> <u>Circulation</u>
1981	2,348,378	26,024	1.12	7.96
1982	2,571,918	223,540	9.52	8.67

It is difficult to make a definitive statement to explain the increased use of Library resources in 1982. It cannot be attributed to population growth or to more accessible services. Experience has shown, however, that public library use tends to increase in a recessive economic climate. It is also reasonable to suppose that the analysis and planning that has taken place over the past few years -- the focus on community characteristics, the subsequent identification of groups to be served, the transfer of dollars to these areas and an improved publicity programme -- have had some impact on increased use.

* Based on a 1982 population figure of 296,767 obtained from the Provincial Assessment Department.

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The following tables compare the circulation in 1982 with 1981 by category of material:

TABLE II
Circulation by Materials Category

	<u>1981 Circulation</u>	<u>1982 Circulation</u>	<u>1982 Increase Number</u>	<u>%</u>
Print Material	2,163,756	2,355,092	191,336	8.84%
16mm Films	37,683	42,294	4,611	12.24%
Other A-V Material	<u>146,939</u>	<u>174,532</u>	<u>27,593</u>	<u>18.78%</u>
	2,348,378	2,571,918	223,540	9.52%

TABLE III
Materials Category as a Percent of Total Circulation

	<u>1981</u>	<u>1982</u>
Print Material	92.1%	91.6%
16mm Films	1.6%	1.6%
Other A-V Material	<u>6.3%</u>	<u>6.8%</u>
	100.0%	100.0%

In terms of volume, the most substantial increase occurred in the circulation of printed material, which is to be expected. The largest percentage increase is in the "Other A-V" category (18.78%) which includes 8mm films, filmstrips, slides, recordings and audio cassettes. To some extent this may be attributed to the Video Cassette Collection introduced at Albion during the year. The increase in circulation of 16mm films is the result of greater activity at Richview and New Toronto. As can be seen from Table III, the figures for each category as a percent of the total circulation remain fairly constant from 1981.

The use of library collections is also measured by the number of information questions received by the staff. In 1982, a total of 185,577 were received for an increase of 7,455 or 4.19%.

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LIBRARY PROGRAMMES

In 1982, the staff conducted a total of 5,817 library programmes - an increase of 1,446 over 1981. Audience attendance rose by 26,484 for a total for the year of 93,370 persons. Special programmes included a three-day Chinese Festival at the Central Library, the "Pirates Treasure Hunt" summer reading programme in all branches and a summer micro-computer programme for children at Albion. In addition, the Library system hosted an increased number of story hours, class visits, film programmes and programmes of topical interest or concern to the community. In general, programming was directed towards specific target groups identified as priorities for each branch.

In addition, various groups in the community made use of the Public Library for their own programmes. Space was booked for 1,525 events for a total audience participation of 23,327. The number of room bookings increased by 556 over the previous year, indicating a growing public expectation in this area.

In summary, the normal on-going services provided by the Public Library were heavily used by Borough residents. This has been a trend for the past three years. The unique feature for 1982 is the accelerated rate of growth. Additional to the traditional service activities are several special projects which had and will continue to have considerable impact on the Library system:

LIBRARY AUTOMATION

In February 1982, a contract was signed with GEAC Canada Limited for an automated circulation control system. In March, the GEAC mini-computer was installed at the Library's computer site at Silver Creek School. By December, the first branch (Rexdale) was issuing material on the automated system.

The process of introducing an automated system is complicated and costly. The implementation programme extends over a period of almost two years. If the process for overdue materials is to be maintained, it is necessary to operate both a manual and an automated system in tandem during this time.

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In addition, all material must be bar-coded and entered in the data base. Running parallel to this is the task of converting the Library catalogue to machine-readable form. This process began in 1979 with the introduction of the COM catalogue. In 1981 an additional 18,762 records were converted, augmented in 1982 by 46,205 records. To date, funds have been available for the hiring of temporary staff to accomplish both the bar-coding and conversion without curtailing service to the public.

The impact of this activity on the Library system in 1982 was considerable. It required intensive administrative and management effort, a high degree of technical expertise, the planning and implementation of a complex staff training programme and additional work and expense in terms of publicity brochures and media coverage. And, what is most important, it generates pressure for the Public and Technical Services sectors where staff must acquire different skills, suffer constant interruptions to their routines and, at the same time, cope with an unprecedented service demand. Until the completion of the implementation programme in early 1984, this will continue to be a major effort.

PERSONNEL

In the Personnel area the major undertaking was the implementation of a Salary Administration Study. The first objective was to give expression to the Board's policy that salaries be reasonably competitive with other public library systems in Metropolitan Toronto; the second, to establish a fair system of compensation based on sound principles of job evaluation with the emphasis on credibility, objectivity and internal equity. In order to assist in this process a firm of consultants with experience in salary administration was engaged by the Board. A Job Evaluation Committee composed of staff members was formed and trained and all positions were reviewed on the basis of the consultant's job evaluation manual. General salary improvements and re-alignment measures were implemented in July. In addition, funds were placed in reserve for further re-classification purposes pending complete analysis of the data produced by the study. This was completed in December with the further re-classification of twenty-six positions and the adoption of a new classification structure.

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As a result of the study, a formal position evaluation system is in place based on a new manual which is relevant to today's situation and a trained in-house staff Job Evaluation Committee for on-going review of both existing and new positions. For the future, some of the position re-classifications have been appealed by the staff concerned and a process is in place to ensure that each is reviewed. The study also high-lighted the inadequacy of existing position descriptions and job titles. This question will be addressed in 1983 by a staff Job Analysis Committee.

A salary review exercise of this magnitude is a large undertaking and it has been an arduous and sometimes difficult exercise. However, the framework for a system of job analysis and compensation is now in place.

A second project initiated in the Personnel area was that of a Personnel Policies and Procedures Review. The task of gathering relevant and comparable data from other organizations began in 1981. In late 1982, a Personnel Policies and Procedures Analyst was hired on a temporary basis to assist in this review exercise. It is intended that new or revised policies be ready for Board consideration by the end of the first quarter of 1983.

A third project, which was completed during the year, was the introduction of a staff grievance procedure under the label "Questions Deserve Answers". This is the final result of a co-operative objective shared by the two staff Associations, the Administration and the Library Board.

PHYSICAL FACILITIES

In 1982, Capital funds were received for the general refurbishing of the Alderwood Branch. The plan included a changed layout of the service area, new shelving, furniture and circulation desk, drywalling and painting, carpeting and washroom facilities for the handicapped. Most of the work was completed by the end of December. Library buildings in Etobicoke do not match those of other Metropolitan Toronto municipalities in terms of efficient function or appearance. It is to be hoped that the Alderwood refurbishing is the beginning of an on-going project.

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In 1981 a report was prepared on the Richview Library as a first step in an analysis of its role as the Central Library for the Borough of Etobicoke. The problem of "too little space" was identified. In order to deal with this and to provide more effective operation of the administrative and support functions, the decision was made to seek an alternative location for the latter.

In August a lease agreement was signed with the Etobicoke Board of Education for a large portion of Silver Creek School to house the Administrative and Support Services. The process of modifying an existing building for library related purposes has been arduous and costly. However, the move which will occur in January 1983 will permit a more efficient operation and at the same time provide the additional space required for the Central Library services. The latter will require extensive Capital funding for 1983 if the plan is to be realized.

CONCLUSION

As stated earlier in this report, it was a year without precedent. Some projects, such as the planning process which was initiated in 1981, were temporarily shelved. The staff were squeezed between an intensive demand for public service and changes related to automation, personnel and buildings. It is to their credit that they worked hard and complained little. It is to be hoped that the service demand will continue. For the rest -- the message for 1983 from the staff is clear -- fewer new projects. What is required is time to adjust to the momentum generated in 1982; time to complete existing projects; time to examine and manage the inevitable "spin-offs" that accelerated activity produces.

NANCY M. HALL
DIRECTOR OF PUBLIC LIBRARY SERVICE

JANUARY 1983

ANNUAL REPORTS
OF THE
PUBLIC SERVICE
1982

DEPUTY DIRECTOR OF PUBLIC LIBRARY SERVICE

INTRODUCTION

1982 has been a year of developing the public service framework that was designed and approved by The Borough of Etobicoke Public Library Board in 1980. This framework was set in place in 1981 for the purpose of carrying out the GOALS AND OBJECTIVES of the Library system.

The past year saw the planning process in action. Each Library, under the supervision of an Area manager, directed its efforts toward specified target groups. Action plans designed to serve these groups were monitored throughout the year in an effort to judge the success of staff effort and expenditure of funds in Etobicoke's varied library communities.

Borough-wide target groups were examined. Investigation of specified service areas were undertaken by several task groups. A new reporting procedure was developed to expedite the transmittal of progress reports concerning The Borough of Etobicoke Public Library Board's GOALS AND OBJECTIVES.

Under the guidance of energetic Library managers, the Area structure became a working vehicle to accomplish agreed-upon objectives. As a consequence, in 1982 the statistics of the Library system substantially surpassed those of the previous years in most areas.

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The coming year will be challenging and exciting. Consolidation of effort will be necessary to build upon the accomplishments of 1982. Major emphasis will be on the primary target groups established in 1983. Enhanced accessibility of library service to the residents of the Borough will be a priority, as will further investigation of means of efficient and effective delivery of this service.

Work on achieving the GOALS AND OBJECTIVES continues to proceed. It is a collective effort fired by adequate funding, hard work, conscientious personnel, and sheer determination. Perhaps most necessary is a belief in the value of the product that is delivered. The proof of this value is the patronage of the entire community.

The following reports describe public service activities and achievements in 1982.

JENNIFER MILNE
DEPUTY DIRECTOR

ANNUAL REPORTS
OF THE
PUBLIC SERVICE

1982

DIVISION HEAD, SOUTHERN AREA

The circulation of library materials in the Southern Area branches has shown a marked increase over the 1981 figures. At the end of December, 1982, the increase to the end of the month was 28,516 items. These branches are following a system-wide trend, but the general response to library activities has also been favourable. Many of the "behind-the-scene" activities by the staff have generated interest and a good response from users.

The change of hours at two branches, Alderwood and Mimico, have drawn people into the Libraries at times that are more convenient for them. The Wednesday opening at Mimico Library has proved very popular.

In preparation for the conversion of the catalogue to machine readable form, the task of weeding books in poor condition and containing out-of-date information had been done thoroughly. Alderwood, Long Branch and Mimico have completed this task, and New Toronto is progressing well. The decision that Richview would hold the "stack" collection for the Etobicoke system was timely; it has given the older Libraries direction in defining our collections.

In selecting new books for the adult collection, the emphasis has been on current high demand material, the ever popular paperbacks, records and tapes. In the field of non-fiction, selection is in the popular areas of biography, travel, current affairs, and the branch areas of specialization. "How-to-do" books and up-to-date material in various subject fields were purchased to meet demands.

The Childrens' Librarians have also been working through their collections discarding worn and out-of-date material. Adjustments in the 1983 budgets reflect the growing popularity of paperbacks, board books, records, cassettes, and games.

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The renovations at Alderwood Library are almost complete. This project has generated a lot of interest among other staff who are casting a critical eye on their branches, seeking to improve the branch appearance by cleaning, painting, rearranging and refurbishing. The Alderwood patrons have been loyal and supportive during the hectic weeks of renovation, and the staff have coped admirably with the makeshift conditions. Circulation of library materials did not drop as much as expected.

The work done with selected target groups has been largely successful. One result has been a balance of adult programming directed to the various segments of the community; seniors, "stay-at-home" mothers, young adults, and particular interest groups. The programme on "Signing" at New Toronto has been over-subscribed.

The programmes for children have been innovative and well received. The evening story-time at Long Branch was very popular, and the Wednesday afternoon films at Mimico were well attended. Class visits, Saturday programmes, special events co-sponsored with the Community schools, and holiday activities continued throughout the year.

In addition to the work done on specific target groups, several activities arose during the year that required staff programming and participation. Staff took part in the Lakeshore Festival, Womens' Health Day, and Seniors' Health Day at LAMP, as well as the Canada Day Parade. The activities of the summer reading programme received concentrated effort on the part of all staff. The Head of Long Branch Library worked with the newly formed Long Branch Historical Society, and an agreement was reached whereby the Society's files will be housed in the Library.

Staff involvement with community agencies has been considerable. The Branch Heads held meetings with the community school supervisors, which have been fruitful for the Libraries, as their co-operation and support have made some library programmes possible. Library staff are involved with various organizations such as LAMP, Senior Clubs, Community Centres, and the schools. Various staff members have been involved in committee work within the Library system. The Branch Heads continued to meet on a regular basis to discuss activities within the Library system and to talk over activities and problems of mutual concern in the Southern Area.

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Of consuming interest this year has been the implementation of the automated circulation system. The terminal is in place at Long Branch, and one will be installed shortly at Alderwood. The staff of Long Branch and Alderwood are trained and both branches should be operating in the near future. The flood of activity involved in this process has kept the staff of all branches extremely busy throughout 1982. This activity will continue into 1983.

The Branch Heads have spent considerable time planning for 1983. Work on some 1982 target groups will continue into 1983. There will also be unexpected calls on library resources from the community, to which every effort will be made to respond.

As people re-evaluate their economic situation, they become aware of the wealth of services available through their local library. The staff in this Area foresee a very busy year ahead.

BETH WILLOUGHBY
DIVISION HEAD, SOUTHERN AREA

ANNUAL REPORT
OF THE
CENTRE AREA

1982

DIVISION HEAD, CENTRE AREA

1982 was in many respects a year of unprecedented and vigorous activity in the Centre Area. The staff of the three branches rose to the challenge of developing action plans and priorities for service based on identified target groups. As a result, many accomplishments have occurred which relate to the Etobicoke Public Library Goals and Objectives, especially those concerned with the community, service, and material resources.

The Branches devoted a great deal of time and energy to the ongoing necessity of assessing their communities and providing services and activities related to the needs of the community. This took the form of outreach and programming. Some of the Children's Librarians visited the schools in the Area (there are a total of 30 public and separate schools in the Centre Area) as well as the day care centres and nursery schools. Brentwood Library provided several Pre-school storytimes as well as Tales for Two; Eatonville had two Pre-school programmes per week and Humber Bay, one. Saturday programmes for children as well as special events such as the Etobicoke Children's Theatre occurred at all Branches. Class visits to the Libraries from schools & nurseries are an ongoing activity. Humber Bay Branch has had considerable success with library visits of students from nearby VISA schools as well as ESL and TESOL groups in the community. The meeting room at Eatonville Branch was heavily used by the Board of Education for ESL and upgrading classes.

Staff at all Branches are involved in community activities such as membership on the Advisory Boards of Park Lawn and Islington Community Schools and the Kingsway Business Association. Eatonville provided advice to residents of Highbourne Lodge who were setting up a small library. Also, when the Kingsway Baptist Church provided space to Brentwood Library for a children's programme, valuable contacts were established which will enable greater cooperation in the future.

Programming for adults was certainly not neglected: film programmes of thematic interest (e.g. travel, feature films, royalty) were shown at all branches. "Tea

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and Books" discussion groups at Brentwood and Humber Bay continued to attract a loyal audience. The Investors Syndicate group spoke at Eatonville, while Humber Bay, despite its limited facilities, had successful programmes dealing with crafts, and a highly popular series on wills, presented by CLEO.

The collections in the Branches were enhanced by higher volume purchasing of paperbacks for all ages, and of bestsellers and more popular fiction and non-fiction materials. Weeding received top priority in Humber Bay and Eatonville due to RECON activities, and Brentwood continued its "attack" on the stacks: over 18,000 volumes were withdrawn from Brentwood's adult collection in 1982.

The level of programming has increased attendance figures for Branch programmes in 1982, and as is the case throughout the Library systems, circulation has also increased in the Centre Area. Brentwood Branch had the highest increase over 1981, at 16.8%, which is extremely encouraging after years of decline. Humber Bay increased by 3.8%, and Eatonville, which is already extended far beyond its limits, rose by 6.2%.

Activities surrounding automation have had their effect on the Centre Area as all of Humber Bay staff were fully trained, as well as some Brentwood staff. Staff now await the magic day when Humber Bay will "come up" and be fully on-line.

The staff complement at Humber Bay remained stable in 1982, while Brentwood and Eatonville both coped with several resignations, gapping and subsequent hirings. However, staff of the Area participated in a broad range of committee and other activities: Book Selection, Implementation Committee, Multicultural Task Force, Interloan Committee, Public Service/Technical Services Committee, the Children's Services Guild of OLA. Participation in tours of the Bibliographic Centre, Richview Library, and attendance at the OLA conference involved many staff.

1982 was not without some hardships. A new Area Librarian and a still relatively recent Area concept resulted in a slow start to the year. Staff shortages and the difficulties caused by inadequate physical facilities presented occasional trials and tribulations.

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However, looking toward 1983, it is hoped that a regular Area meeting structure will provide the support required to provide a cohesive approach to the Centre Area. With system target groups, an attempt can be made to build a consolidated approach to such groups as the multicultural communities and the young adult. Area collections and services will be examined in light of the revised role statement for Brentwood Library. Staff exchanges, a few of which occurred in 1982, will be developed and carried out in 1983. And, of course, it is hoped that all Centre Area branches will be fully on-line by the end of 1983.

The past year has been stimulating, encouraging and one of considerable exploration and development, although not without its occasional frustrations. The staff of the Area are to be congratulated for their concern, dedication, enthusiasm, and hard work during 1982.

LESLEY NORTH
DIVISION HEAD, CENTRE AREA

ANNUAL REPORTS
OF THE
PUBLIC SERVICE

1982

DIVISION HEAD, NORTHERN AREA

Introduction

The Northern Area houses 21.2% of the population of the Borough of Etobicoke in 19.8% of the Borough's housing units. The average household size is 3.28 persons compared with the Borough average of 2.78.

New subdivisions and high-rise developments accommodating many young families, over-crowded schools and school construction contrast with established residential areas housing an aging population and imminent school closures. Such elements combined with the Metro-wide increase in library use and activities related to the introduction of the automated library system have resulted in a busy and challenging year.

Circulation

The Northern Area has been part of the up-surge in library use. Total circulation has increased as follows:

Albion	14.8%
Rexdale	9.9%
Area	13.9%

While impossible to verify, the staff believe the concentrated effort to supply high-demand titles and paperbacks accounts, in part, for the 10.9% increase in print material.

Video cassettes constitute 35.6% of Albion's non-print circulation. This media advertises and sells itself and is easy to acquire. However present circulation routines are labour intensive and erode staff time available for other Audio-Visual Department services.

Automation

On November 29, 1982 Rexdale Branch went 'on-line' and inaugurated automated circulation for the Etobicoke Public Library system. Being the first in any

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venture is not without peril and this was no exception. In many areas Rexdale was the testing and/or proving ground. Everyone concerned learned as they went along and it is anticipated the lessons learned will ease the transition as other branches go 'on-line'.

Albion staff members served on the Implementation Committee. They were involved in work on the system and on the training team. By the end of the year the RECON team had arrived to extract Albion shelf list cards as the initial step of the implementation schedule.

Rexdale Branch

Rexdale Branch has undergone a series of changes in 1982. The new hours and the altered staffing pattern have permitted the flexibility needed to extend services and offer a variety of programmes. Extensive weeding has resulted in an attractive and popular collection enhanced by the purchase of paperbacks, high-demand items and materials to strengthen weak areas. Programming for all ages was a priority. This ranged from the introduction of the 'Tales for Twos' series and a baby-sitting course for teen-agers to inviting the residents of Kipling Acres to participate in the programme targeted for adults. Contact established with area schools, day care centres and community groups provide a base for 1983 action plans. This was achieved while preparing for and becoming the first Etobicoke branch to go 'on-line' on the automated library system.

Albion District Library

The pace continues to accelerate with the growth in the area. The economic climate has put increased pressure on those areas of the collection specifically job related. Concurrently materials such as paperbacks, records, video cassettes, and best-selling fiction have provided users with inexpensive recreation.

Programming was varied and provides a base for 1983 action plans. The business series exposed area business personnel to Albion's resources and provided direction for the future. While designed for children, the micro-computer pilot project demonstrated over-whelmingly the interest this technology holds for all ages. The feasibility and direction of micro-computer programming is being explored.

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Conclusion

During 1982 the concept of "Area" became a natural part of thinking about and planning for library service. The newness had worn off and staff began to feel more comfortable. System goals such as the automated library system became a reality and brought the computer world to the library user. To some this meant registering for a red and white patron badge. Others observed the activity of the terminal as they borrowed library materials.

This has been a stimulating and difficult year as staff adapted to new ideas and situations while facing increasing demands for service. 1983 promises to be an exciting and challenging year.

CLEO STEWART
DIVISION HEAD, NORTHERN AREA

ANNUAL REPORTS
OF THE
PUBLIC SERVICE
1932

DIVISION HEAD, CENTRAL LIBRARY

1982 has been a most successful year for the Central Library. Automated circulation control will enable staff to determine what areas of the collection are receiving increased use. Currently, it is possible to comment on the overall 1982 circulation increase of approximately 7.3%. This increase is comprised of over 58,000 items.

Central Library staff have conducted direct service programmes for each of thirteen designated target groups. Circulation of multilingual materials continues to increase. Programming and collection analyses for multilingual users suggest that use by this group could be further increased in 1983. Analyses have been done of selected collection areas such as the stacks area, fiction, periodicals, and reference. Although time-consuming, this exercise has provided a start in developing guidelines for the size and nature of the Central Library collection.

During 1982, 84 people joined the Shut-In service. 72% are Talking Book users and 15% use Large Print materials. Of the 84 new users, 72 require materials which are in limited supply. Although the Talking Book collection has only 3,400 titles, 49% of the total users now registered as Shut-Ins use this service.

1982 was the year when a great deal of data was collected for future planning and decision making. For example, requests for a videotape collection have become more frequent, as have use demands on the Local History collection.

In preparation for the automated circulation control system, work on the Central Library catalogues is under way and will be a priority in 1983.

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Preliminary discussion between Division Heads and the Central Library staff concerning Bookmobile service suggests that a survey and analysis of the service would be useful.

The programming and collection use experiences of 1982 have helped to establish priorities for the proposed rearrangement of the building in 1983, should adequate funding be acquired. Increasing use of the already overcrowded 16mm Film Department will necessitate provision of more inviting and manageable space.

The Central Library staff has worked with dedication and energy to achieve goals set for 1982. Staff are to be congratulated for making 1982 a successful year.

1983 will be the year when the achievements of 1982 will be consolidated into a service plan for a refurbished Central Library.

MICHELE TOPA
DIVISION HEAD, CENTRAL LIBRARY

ANNUAL REPORT
OF THE
TECHNICAL SERVICES DIVISION
1982

Technical Services activity in 1982 focused on automation. Work in automation included installation of the GEAC 8000 mini-computer, retrospective conversion, bar-coding, staff training and new procedures.

Although delayed until March, the installation of Etobicoke Public Library's mini-computer "TOBI" was very successful. TOBI was "brought up" in a record two days. Program testing and staff training began soon after. The system became operational in June on a regular basis for retrospective conversion input. As well, a core group of staff were trained by GEAC on Patron Registration and Circulation techniques. The shelf list card software was loaded and put into full production by the end of summer. By the end of September the two new computer operators were in residence at Silver Creek. Problems in loading the data base from the UTLAS system and problems with the loading of the Circulation data base delayed bringing Rexdale on-line until November 29. By the end of December the next branch, Humber Bay, was ready to go on-line also.

Major changes at UTLAS, including the creation of Dual CATSS in January and a move to a new location in August, provided some pockets of "downtime" for Technical Services. However, the UTLAS service continued to improve dramatically in both product delivery and data base response time. As a result, the Cataloguing, Catalogue Preparation, and Processing Sections were able to keep the workflow current until late Fall when all Catalogue Preparation staff were trained on the GEAC MARC system. Completely new procedures, including bar-coding of new materials, both print and non-print, were incorporated into the Division's workflow.

As Branches continued weeding their collections preparing for conversion to the automated circulation system, withdrawals received in Technical Services increased by 21% (or 13,048 items). The emphasis changed from withdrawals from the manual data base to those in the automated data base.

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In May data input staff were hired and trained for retrospective conversion work. By the end of the year holdings from six branches had been converted into the automated data base and a seventh branch had been started. Software problems on GEAC necessitated considerable "downtime" and caused delays in inputting.

A six person bar-coding team began work in the Fall to provide the link between the automated data base and the new circulation system. The Library was able to keep branches open during bar-coding without a great deal of disruption to branch or staff patrons.

The Order Department was able to keep work current right up to the end of 1982 despite the inevitable buying trips in the Fall. Equipment and software problems on the Univac-based Order/Acquisitions system continued to hamper work in the Section. The automated system, however, still continues to be faster and more effective than the old manual routines.

Throughout the year, staff took time from their daily duties to train new staff, write new procedures, draw up plans for the Silver Creek installation, input patron registration forms and sort out RECON problems... in general, carrying an extra heavy workload with good humour and their usual expertise.

BARBARA DUYCK
ACTING DIVISION HEAD
TECHNICAL SERVICES.

PROGRAMMES AND GROUP ACTIVITIES

	1981		1982	
	<u>NUMBER</u>	<u>AUDIENCE</u>	<u>NUMBER</u>	<u>AUDIENCE</u>
<u>PROGRAMMES CONDUCTED BY LIBRARY STAFF:</u>				
IN THE LIBRARY				
Story Hours	<u>719</u>	<u>10,014</u>	<u>834</u>	<u>12,374</u>
School Classes	<u>804</u>	<u>16,645</u>	<u>940</u>	<u>20,149</u>
Film Programmes	<u>1,134</u>	<u>23,060</u>	<u>2,056</u>	<u>34,210</u>
Projectionist Training	<u>530</u>	<u>592</u>	<u>402</u>	<u>402</u>
Other	<u>1,068</u>	<u>13,975</u>	<u>1,317</u>	<u>17,484</u>
TOTAL	<u>4,255</u>	<u>64,286</u>	<u>5,549</u>	<u>84,619</u>
IN THE COMMUNITY				
Story Hours	<u>28</u>	<u>533</u>	<u>52</u>	<u>879</u>
School Visits	<u>30</u>	<u>752</u>	<u>137</u>	<u>4,438</u>
Film Programmes	<u>18</u>	<u>643</u>	<u>5</u>	<u>157</u>
Other	<u>40</u>	<u>672</u>	<u>74</u>	<u>3,277</u>
TOTAL	<u>116</u>	<u>2,600</u>	<u>268</u>	<u>8,751</u>
TOTAL PROGRAMMES CONDUCTED BY STAFF	<u>4,371</u>	<u>66,886</u>	<u>5,817</u>	<u>93,370</u>
USE OF LIBRARY FACILITIES BY COMMUNITY GROUPS:				
	<u>969</u>	<u>19,564</u>	<u>1,525</u>	<u>23,327</u>
TOTAL PROGRAMMES AND GROUP ACTIVITIES:	<u>5,340</u>	<u>86,450</u>	<u>7,342</u>	<u>116,697</u>

USE OF LIBRARY COLLECTIONS

CIRCULATION OF LIBRARY MATERIALS:

	<u>1981</u>	<u>1982</u>
SOUTHERN AREA		
Alderwood	<u>61,225</u>	<u>60,988</u>
Long Branch	<u>98,840</u>	<u>104,405</u>
Mimico	<u>111,029</u>	<u>122,476</u>
New Toronto	<u>91,708</u>	<u>103,449</u>
	<u>362,802</u>	<u>391,318</u>
CENTRE AREA		
Brentwood	<u>281,518</u>	<u>328,879</u>
Eatonville	<u>374,179</u>	<u>397,237</u>
Humber Bay	<u>74,455</u>	<u>77,292</u>
	<u>730,152</u>	<u>803,408</u>
NORTHERN AREA		
Albion	<u>370,821</u>	<u>425,691</u>
Rexdale	<u>85,291</u>	<u>93,716</u>
	<u>456,112</u>	<u>519,407</u>
CENTRAL LIBRARY		
Richview	<u>665,635</u>	<u>722,075</u>
Extension Services		
- Bookmobile	<u>103,948</u>	<u>109,167</u>
- Shut-in	<u>29,729</u>	<u>26,543</u>
	<u>133,677</u>	<u>135,710</u>
	<u>799,312</u>	<u>857,785</u>
	<u>2,348,378</u>	<u>2,571,918</u>
INTERLIBRARY LOANS TO OTHER LIBRARIES		
Requests	<u>3,282</u>	<u>4,306</u>
Received	<u>2,474</u>	<u>3,169</u>
Loaned	<u>2,280</u>	<u>2,563</u>
<u>INFORMATION QUESTIONS:</u>	<u>178,122</u>	<u>185,577</u>

PERSONNEL (page 2)

<u>STAFF CHANGES</u> (All positions including established and non-established, except for Pages)	<u>Full-Time</u>	<u>Part-Time & Temporary</u>
New Employees	18	24
Retirements	1	-
Resignations	19	10
Promotions	9	1
Transfers	2	-
Reclassifications (All positions were re-classified due to a special salary administration study.)		
Maternity Leaves	4	-
Long Term Disability	5	-
	Yearly Total	
	Year End Total	

STUDY LEAVE

Requests for Study Leave Hours	-
Requests for Reimbursement: Courses to be taken	1
Courses completed	3
	-

