

# ANNUAL REPORTS 1984

THE CITY OF  
ETOBICOKE  
PUBLIC  
LIBRARY  
BOARD



ETOBICOKE PUBLIC LIBRARIES

ETOBICOKE PUBLIC LIBRARY BOARD

1984

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THE CITY OF ETOBICOKE PUBLIC LIBRARY BOARD

ANNUAL REPORTS

1984

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ANNUAL REPORT  
OF THE  
CHAIRMAN  
THE CITY OF ETOBICOKE PUBLIC LIBRARY BOARD  
1984

The changing needs and interests of the Library's patrons are always of concern to the Trustees of the Etobicoke Public Library, and 1984 saw the Trustees focus particularly on direct public service. The aim was to provide better service but to do so within budget constraints.

During the early part of the 1980's, it became apparent that the Central Library (Richview Library) was becoming a victim of its own success. There was little space for books, the periodical section was overcrowded, the language labs blocked access to materials, there was insufficient room for the public to read and study and too much library material was stored away in inconvenient places. The Board of Trustees of the Etobicoke Public Library approached the City for funds to renovate the Library so that we could provide more space for books, magazines, tapes and other material, and, just as importantly, provide room for the public to use materials in the Library.

The City supported the Library Board and provided funds. Several Trustees toured libraries in Metropolitan Toronto that had been renovated; they then called for submissions from various architects and, ultimately chose Stinson, Montgomery & Sisam. Prior to closing the Library for the renovations, the Board held a public meeting on April 29, 1984 in order to explain the proposed changes and hear patron's views and suggestions. The Trustees hoped the Library would be closed for only a very short time; however, as the work of opening up walls and ceilings proceeded, and as the City examined our plans and inspected our building, it became apparent that Richview required much work (and expense) to bring it up to present day standards for safety and fire.

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Richview staff had the monumental job of packing and unpacking all the library material, and while the library was closed staff were temporarily relocated at other Etobicoke Libraries to take care of patron's needs. On January 2, 1985, Richview re-opened its doors and the staff and our patrons are acclimatizing themselves to their new surroundings.

The location of Etobicoke's Libraries is a result of decisions made long ago; and, in fact, no new libraries have been opened for 11 years. There is, in addition, very uneven distribution of libraries, there being five in the southern portion of Etobicoke (Humber Bay, Mimico, New Toronto, Long Branch, Alderwood). These five libraries are open for roughly the same number of hours each week, and each are closed one weekday; the books, magazines, etc. are much the same, and there is a limited range of programmes offered. The Trustees felt that Lakeshore Area residents might like the amalgamation of two neighbourhood libraries (New Toronto and Long Branch) into one larger one. A single, larger library would have longer hours, not close on a weekday and have Sunday Service in the winter. Programmes for other than young children could be provided and a better selection of programmes and books for adults given.

In order to facilitate full and informed discussion by Lakeshore residents, two neighbourhood meetings were held, one in New Toronto on May 14 and the other in Long Branch on May 15. Both meetings were well attended, library staff outlined the information they had gathered from Service Comment Forms and questions from the public were welcomed by the Chairman and Director of the Library.

Three Hundred and Fifty copies of a Discussion Paper "Library Service to the Southern Area" were printed and distributed and there were copies available for borrowing. We returned to the Lakeshore on September 24, 1984 to hear the public's verdict. There was overwhelming support for the two existing neighbourhood libraries, a high level of satisfaction with library service was expressed, and it was the view of virtually all present that the existing service level remain as it is. Contingent upon the City's continued funding, library service, then, will remain substantially the same for Lakeshore Area residents.

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The Board continues to be concerned over the uneven level of service available. There are no neighbourhood libraries west of Highway #427 or #27 north of the Queen Elizabeth Way. There are no neighbourhood libraries north of Albion Road. These communities are served by our aging bookmobile, the two-hour stops are catered to by carefully selected books and a very devoted and hardy staff. Nevertheless, we recognize that there are many shortcomings to the bookmobile service.

The Library is fortunate in having a committed band of volunteers who provide a service to children to help them read and enjoy the benefits of literature and learning. We value the volunteer's service highly and would like to thank them for their work.

Public libraries, as old established institutions, are governed by The Public Libraries Act. The Province has reviewed this and your Board has discussed the proposed changes at length. We have tried to guard our patrons' interest in order to ensure, as far as possible, that they may continue to enjoy access to a wide range of library materials.

No Chairman's Report is complete without acknowledging staff's contributions and this year is no exception. It has been a difficult time - tight budgets, heavy demand for services, and relocation of staff. On behalf of my fellow Trustees, I want to thank each and every one of them.

Lastly, I would like to thank my colleagues on the Board for their support. We have had a full and productive year working for a service which we believe has a value in itself, but it has been worthwhile.

MARGARET HODDINOTT  
CHAIRMAN



ANNUAL REPORT  
OF THE  
DIRECTOR OF PUBLIC LIBRARY SERVICE

1984

In 1984, the Etobicoke Public Library continued as before to lend hard cover books, paperback books, talking books, multilanguage books, easy to read books, general and special interest magazines, sound recordings, audio cassettes, video cassettes, 16mm films and picture prints. It continued to provide programmes for all ages covering a wide range of community interests. It continued special seasonal events such as the Summer Reading Programme for children and "Library in the Parks" for those who prefer the out-of-doors when the weather is good. It continued to participate with the community in the celebration of notable happenings such as its own Bicentennial tribute to Etobicoke's multicultural heritage ("Cultural Carousel") and the Long Branch Cottager's Week. Staff retired and were hired. Library materials were selected, ordered and processed. From afar, no doubt perceived as a fairly conventional year.

Upon closer examination, not so. On the contrary, there were three phenomena which, if not critical for the year itself, will exercise considerable impact on what lies ahead. These are as follows:

- (1) The renovation of the Central Library (Richview).
- (2) The library automation programme.
- (3) Dialogue with the Southern Area Community.

RENOVATION OF THE CENTRAL LIBRARY (RICHVIEW)

In late 1983, the Library Board engaged the architectural firm of Stinson, Montgomery and Sisam to proceed with the design and renovation of the Central Library. The staff task group responsible for the on-going management of the renovation programme was the Staff Project Co-ordinating Committee (S.P.C.C.) consisting of senior Administrators, the Physical Facilities Manager, the Division Head (Central Library), the Architect and the Project Consultant.

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Emanating from this group, and at times part of it, were various individuals or sub-groups from the Central Library, the Business Office, Technical Services and the Administrative Offices. Once a month, and on occasion more frequently, the S.P.C.C. reported to the Project Committee of the Library Board.

During the first six months of the year and prior to construction, the S.P.C.C. turned its attention to the incredible amount of detail requiring investigation, decision and follow-up implementation. Electronic security systems were examined, costed and finally rejected. The requirements for a telephone system were analysed, an R.F.P. prepared, vendor presentations and site visits undertaken, responses evaluated and finally a decision with a recommendation to purchase placed before the Board. Specifications in the form of an R.F.P. were also prepared for another major expenditure - shelving. The design of the circulation desk, significant in terms of placement of computer terminals and the effective control and movement of patrons and library materials, provoked considerable discussion including visits to other libraries and a series of "decisions and revisions". Because of restraints imposed by the budget, furniture and equipment purchases were minimal. They were, however, time consuming as the Committee sought to obtain the "best for less". Fortunately, thanks to a Canada Works grant, it was possible to refinish much of the existing furniture, thus permitting a recycling process.

Although it was necessary to close the building during the construction phase, two services were maintained in other locations. Extension Services functioned from the Albion Meeting Room while the 16mm Film Service was transferred to New Toronto. An attempt was made to provide a "Richview Service Point" with a twice weekly Bookmobile stop in the parking lot. The stop, however, received only minimal use by the public.

It became apparent almost immediately that the renovation programme would require two major evacuations - one of staff; the other of library materials and equipment. In the case of staff, unpaid leave of absence was approved where possible. The majority, however, took up assignments in other branches and departments. In terms of planning and organizing, it was a major undertaking.

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Of equal magnitude, and at times almost overwhelming in complexity of detail, were the operational requirements for the removal of furniture, equipment and the collection. The question of critical importance was - "where to?" Thanks to the generosity and co-operation of the Commissioner of Parks and Recreation and the Director of Education, warehouse space without cost to the Library Board was obtained from the former for the collection while the equipment was stored, also free of charge, in the Special Purpose Room at Silver Creek. In order to minimize moving costs, control of the removal operation was retained by the Richview staff, including all packing, labelling and organization at the storage site.

In the final month, the process was reversed: the collection returned to the shelves, new, old and refinished furniture found its place and terminals for the circulation system and on-line catalogue added a "1984" dimension to the Library.

In retrospect, the most alarming component of the total renovation process was the number of costly changes required in order to meet the fire and safety standards of the Building Code - sprinklers, ceilings, hallways, enclosed openings between floors, to name but a few. Although upgrading was anticipated, the amount exceeded expectations and the process was further complicated by a "new" Building Code. On the positive side, it called for the adoption of parsimonious attitudes which at times added a dimension of creativity to the project. For the future, however, a "cautionary note".

In the final hours of the last working day of the year, the library was ready to re-open. The dismantling of the building, the period of construction, the "putting back together" had taken just under seven months, almost two months longer than originally anticipated. It was inevitable that the closing of the busiest circulating public library outlet in Metropolitan Toronto would adversely affect year-end statistics. This was indeed the case as 221,989 fewer items were borrowed than in 1983. Library use is dependent upon two things: a collection and access to a collection. Although a few specialized items were moved to other locations, the largest and most comprehensive collection in Etobicoke was not available. As for accessibility, it was for many not convenient to use other branches.

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Those Richview patrons who used other libraries seemed to focus on four branches which, at times, placed considerable strain on patrons, staff, collections and buildings. The following circulation statistics illustrate the increased borrowing which took place.

	<u>Circulation</u>		<u>Increase</u>	
	<u>1983</u>	<u>1984</u>		
Brentwood	369,521	442,963	73,442	19.9%
Eatonville	386,649	454,991	68,342	17.7%
Albion	457,773	519,162	61,389	13.4%
Rexdale	97,796	108,898	11,102	11.4%

The renovation and closing of Richview permeated the library system in 1984 - at times a ripple; on occasion a crashing wave. The public for the most part were gracious and tolerant. As the day for re-opening drew near, it was evident, however, that both library users and staff were more than ready for a return to the normal.

#### THE LIBRARY AUTOMATION PROGRAMME

By September of 1984, the automated circulation system was functioning in all branches, thus marking the completion of a process which had its beginnings in 1981. As one computer application (the circulation system) was moving into its final stages, planning and preparation for another (the on-line catalogue) were taking place. Software was converted and tested, terminal locations determined, equipment ordered, staff trained and publicity and public orientation prepared. By year-end, the on-line catalogue was operating in Alderwood, Extension Services, Humber Bay, New Toronto, Rexdale, Richview and Silver Creek.

It can be said that 1984 was the year when the automation programme seriously began to impact on library users. Delinquent patrons were identified and so informed at the circulation desk; new procedures for informing patrons of overdue material were in place. As with most new systems, there were the accompanying "bugs" which understandably caused some patrons to complain and at times made things awkward for the innocent staff member behind the desk.

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On the positive side, however, there is greater control over the lending of material; the reserving of requested material is done on a system-wide first come, first served basis, thus increasing accessibility; patrons can query outstanding material at the circulation desk; patrons can, at the on-line catalogue terminal "browse" through a machine readable data base of the library's catalogued holdings; and, for the first time in many years, all catalogued material is listed in one place, the on-line catalogue.

The year 1984 also saw the signing of a contract with NCR Canada Ltd. for a word processing system. Installation, implementation and staff orientation will commence in 1985. Although this will not impact directly on the public, for the staff and the Library Board there now exists considerable potential for improved storage and management of records and files.

#### DIALOGUE WITH THE SOUTHERN AREA COMMUNITY

In 1984, the Library Board and the staff began a process of dialogue with the Lakeshore Community. The focus for the talks was a "Discussion Paper" prepared by the Library and distributed in the community. Since Alderwood, Long Branch, New Toronto and Mimico are not served by an Area Library, the possibility of consolidating two existing neighbourhood outlets in favour of an area resource was discussed. The message received from the Lakeshore Community was 'we prefer things as they are'.

What is significant about these meetings is the fact that the consultation did take place before plans were formulated. This was affirmed by the Library Board in December of 1984 with the approval of the following resolution:

THAT citizens be included in the advisory process in connection with renovations, provision of new facilities, or changes in library services when deemed appropriate by the Board.

A commitment to discuss change with users of the service has been made.

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In conclusion, it was not a conventional year. The Richview renovation and closing, the automation programme and the dialogue with the Southern Area community represented unprecedented excursions into the world of the library patron. The year was significant because it witnessed the tentative beginnings of a new relationship between the Library and its users. The responsibility is to ensure that it works well.

To a dedicated Library Board and a very exceptional staff -- your talents, hard work, generous time, consideration and support were abundantly in evidence this year.

NANCY M. HALL  
DIRECTOR OF PUBLIC LIBRARY SERVICE



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DEPUTY DIRECTOR OF PUBLIC LIBRARY SERVICE

INTRODUCTION

1984 has been a year of dramatic change and challenge for the staff of the Etobicoke Public Libraries. All outlets in the public service are now incorporated into the automated circulation control system. This process was completed in mid-September when the Extension Services came on-line.

The process of the Richview renovation, closure and re-opening affected most branches in a dramatic fashion. In some places, this meant a deluge of patrons and patron requests while in others it meant the arrival of staff and services "on loan" during the closure. Meanwhile, the process of a complex renovation proceeded with all the excitement and frustrations that are generally encountered in such an endeavour.

For the first time in recent years, the Library authorities met on a face-to-face basis with the user at four public meetings for the purpose of receiving direct patron input.

Studies on particular segments of the patron group were completed and presented with recommendations to the staff and Board. These studies included the Bookmobile User, the Multicultural Community and the Young Adult population of the City.

Cultural Carousel, the Long Branch Cottager's Week, the Summer Reading Programme and Library In the Parks were special initiatives that reached into the community in co-operation with the community.

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1985 will hold many new challenges for the staff and service of the Etobicoke Public Libraries. Among these are the implementation of on-line catalogues, the monitoring of the result of the service configuration of the Richview Library, an altered 16mm film service and the effects, as yet unknown, of the new Public Libraries Act.

Perhaps the major task in the midst of so much change is to maintain a sense of stability and a sense of purpose. In order to judge progress, it is necessary to know where the service is going and from whence it has come. All the changes from the past few years are for one end - efficient and more effective service delivery to the public. To this end the following Primary Goal has been developed and the entire planning process for the public service has been directed to this purpose for 1985, the "Year of the Book".

#### STATEMENT OF PURPOSE

"To maximize the ability of the patron to make use of the print collections by supplying and organizing more of what the user wants and/or needs in the area of print and information services, based upon available data analysis; and, subsequently, to develop a programme to increase the general public's awareness of library resources and facilities."

JENNIFER MILNE  
DEPUTY DIRECTOR



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DIVISION HEAD, SOUTHERN AREA

1984 was a year of exceptional activity in the Southern Area. Among the events that attracted patron interest and made the libraries highly visible in their respective communities were public meetings to discuss library service on the Lakeshore, the Long Branch Cottager's Week, the closing of the Central Library for renovations, the implementation of the "on-line" catalogues at Alderwood and New Toronto, and the Metro Library strike.

AREA PLANNING

The presentation of the Etobicoke Public Library Board's Library Service to the Southern Area of the City of Etobicoke: A Discussion Paper, at three public meetings, gave Lakeshore residents the opportunity to examine the concept of Area Service. These meetings drew large and responsive audiences. While there was some appreciation of the idea of Area Service, the overwhelming consensus of opinion was in favour of retaining Community Branch Service.

BRANCH ACTIVITIES

Adult programmes drew small but interested audiences, and the Community Schools continued to co-operate with the libraries in planning and producing programmes.

The Long Branch Cottager's Week in early July was supported by a special programme of activity at Long Branch Library. This programme was made possible with the help of a Wintario Bicentennial grant. Nearly 500 people attended the "Open House", and various programmes were presented during the week. The outcome was goodwill between the Library and the residents of the community.

The Children's Librarians continued to offer a full schedule of activities. Storytimes, Tales for Two's, class visits and programmes for the holiday periods drew the local children in large numbers.

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With the decision to centralize the Film Service at Richview, the New Toronto Library will no longer offer a full 16mm film service. However, the residents of the Lakeshore will be able to pick-up and return films at this Branch.

### COLLECTIONS

The staff at all Southern Area libraries have worked hard on the collections, weeding and ordering new items. Popular and high-demand materials such as new books and paperbacks consumed a large portion of the library materials budgets. Paperbacks and Board Books in the Children's departments are always in short supply. All branches have been developing strategies to encourage the Young Adult population to use the libraries. Service to this group continues to increase slowly. Senior citizens are a highly visible group, who use the Large Print collections extensively.

In consultation with the Multilingual Working Committee, the Library has revised the selection of materials in languages other than English that are to be held in each branch. The use of this material will be monitored closely in 1985.

Each library has selected a priority activity for 1985. It is anticipated that these activities will enhance the present library services offered. Budgets were examined carefully, particularly the non-fiction accounts, in order to provide as much up-to-date material as possible, in the subjects that are in demand. Community Branches rely heavily on the System's resources to provide for the special requests of the local users. It is expected that now that the Central Library has re-opened, the process of supplying requested material will be expedited.

### AUTOMATION

In June, the New Toronto Library came 'on-line'. Shortly thereafter, branches were able to put patrons' reserved titles directly into the automated circulation system, thereby eliminating the activity of transmitting this information to other libraries by means of teletype. In November, the Alderwood Library was the first Branch to have the 'on-line' catalogue installed and in use by the public. The reaction from the public who have used it has been favourable.

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STAFF

During the renovation period at the Central Library, Richview staff were deployed throughout the system to fill vacancies and to assist during vacation periods. A considerable volume of preparatory work related to the service mandate of the Central Library was accomplished during the closure.

Lakeshore staff participated in the Multicultural Workshops. Comments regarding this activity and other workshops indicate that staff are eager for new ideas that will assist them in serving the public. The Librarians continue to work co-operatively with the many organizations on the Lakeshore, including the Schools and Community Schools, the Long Branch Historical Society, the local Businessmen's Associations, L.A.M.P. and the Etobicoke Arts Council.

1984 has been a busy and fruitful year. In 1985, the staff of the Southern Area will continue to strive to give quality library service, to try new service ideas, and to be responsive to the communities that the Libraries serve.

BETH WILLOUGHBY  
DIVISION HEAD, SOUTHERN AREA





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DIVISION HEAD, CENTRE AREA

It could be said that 1984 was "the year of living dangerously" or, in E.P.L. newspeak "the year of Richview closing". Although it was only the latter half of the year, the Richview closing had a strong impact on the Centre Area, particularly at Eatonville and Brentwood.

CIRCULATION

Once Richview closed, what had been a steady circulation pattern began to change dramatically. Circulation at Brentwood and Eatonville went up and up, with some months showing increases as much as 25% over the same months in the previous year. By the end of December, Brentwood's overall circulation increase was 19.9% and Eatonville's was 17.7%. The overall increase for the Centre Area (to December 31) was 16.9%. Humber Bay's circulation remained fairly constant but showed a very slight decrease from 1983. The busiest months were March, July and October with the strike at Metro Central Library also causing increases in use in October.

It is necessary to recognize that such high circulation and activity brought some difficulties: long line-ups and constant queries about Richview strained public relations from time to time. However, the staff adjusted to these pressures and stresses and kept things running as smoothly as possible.

PROGRAMMES AND OUTREACH

Programming continued to be a major method of attracting patrons to the libraries. All three branches noticed increased attendance at, and demand for programmes for the under 5 age group. While statistics indicate a declining number of young children, it would appear that parents with young children are very evident in the Centre Area and demand more from their libraries. Story-times, Tales for Twos and Books for Babies programmes were always full.

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Brentwood's Children's Department continued the Stamp, Chess and Drama Clubs, and initiated a very successful after school reading club "Bookworm's Delight". A "Boating Safety" course presented by the Power Squadron, a Babysitting course and sessions of microcomputer courses for various ages were also popular. Special programmes for children such as Etobicoke Children's Theatre, Mr. David, and a French folksinger drew large groups. The Reader's Club and French Club continued, and additional programmes were implemented during the summer to accommodate the Richview patrons.

Children's programming at Eatonville began to consolidate and build in 1984. Activities for pre-schoolers were in demand, and Saturday programmes and a Friday evening series were initiated in 1984, as well as several special events.

Humber Bay Branch also tried to meet the demand for pre-school programmes and also offered such specials as a magic show, The Travelling Trunk Players and Changing Places Theatre. Saturday programmes continued and staff have now tailored these programmes to those types of activities in which the children seem to be most interested.

The Summer Reading Programme "Ghostly Pursuit" was a huge success in 1984 with higher numbers of children participating than in previous years at all Centre Area branches.

Tea and Books and travel film series were offered to Adults at all three branches and continued to be popular and well attended. Eatonville Branch expanded its Adult programmes in 1984 to include specials on Ukrainian egg painting, choosing colours, wills and a showcase of courses at Islington Community School. Adult programmes were very well received at Eatonville and it seems that they fill a community need, especially Seniors.

Humber Bay also offered some special programmes such as "Living with Teens and Surviving" and "Flowering Trees and Shrubs". A CPR training course was fully booked, as was the same course at Brentwood.

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Adult programmes at Brentwood included a Birdwatching course. However, the programme will not be repeated since most of those attending were not from the surrounding community. CLEO programmes rounded out the 1984 programming.

Children's Librarians spent considerable time visiting Schools, Day Care Centres and Nursery Schools to encourage librarians and teachers to bring classes and groups of children to the libraries. Such contacts had valuable side effects such as distribution of library publicity and thereby raising the profile of the libraries in the community. Humber Bay saw an increase in enrollment at St. Marks School and also noted that there are increasing numbers of children and adults who are taking ESL courses. Community contacts were also fostered in 1984 through staff participation at the Mid Etobicoke Worker's Luncheons, ESDC Luncheons, Islington and Park Lawn Community School Advisory Boards and Etobicoke Red Cross Youth Advisory Committee.

#### COLLECTIONS

In the first half of 1984, Eatonville Branch staff accomplished a considerable amount of weeding in both the Adult and Children's Departments. Multilingual and large print materials were moved to more visible and accessible locations. This weeding, plus the demands on the collections created during the Richview closure indicated the inadequacy of the collections to meet community needs. A plan to begin to rectify this situation was presented as an Action Plan for 1985. Cassettes circulated for the first time at Eatonville and were also added to the Children's collection. In an attempt to update collections and to meet the needs of patrons in the last half of the year, regular buying trips for paperbacks and records were also scheduled.

Humber Bay began to build up their computer collection and update geography and travel. Due to the increase in ESL students, more English language learning tapes were purchased. Weeding of the fiction was assisted by information derived from the circulation data base.

Brentwood's emphasis in 1984 was on supplying paperbacks and bestsellers to meet increased demand, and improving the cassette collection rather than on extensive weeding as had been done in previous years.

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As well, new Young Adult periodicals were ordered to attempt to provide more popular, current items for this age group. A major re-organization of the collections in the Children's Department has neatly housed all the fiction in the alcove and allowed all non-fiction to be shelved in sequence. This also increased the visibility of the French materials and improved access to other parts of the Children's collections.

Multilingual collections in the Area underwent considerable scrutiny during the year. Branches determined which languages would be provided and in what quantities. It is anticipated that this will be implemented early in 1985.

#### AUTOMATION

A year ago, automation was still a relatively new reality, but by the end of 1984 it had become a byword. Staff have now adjusted to the new working methods and procedures, and survived the trials and tribulations of down-times, implementation of Release 10 and problems with overdue notices. While staff are more comfortable with the system, the public take longer to adjust, so good public relations were a priority in all branches. All branches have expressed very positive reactions to the system holds and are looking forward to the on-line catalogues.

#### STAFF

Staff changes occurred in all branches due to resignations and retirements which added to the stress felt in the latter part of the year. Richview staff, temporarily homeless, were readily adopted by Brentwood and Eatonville to help with the throngs of borrowers. These adoptions, besides being of invaluable assistance to the branches also gave Richview staff an opportunity to work in different environments and get to know staff throughout the Area.

Other staff exchanges occurred between Brentwood and Albion Children's staff in the Fall of 1984.

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BUILDINGS AND MAINTENANCE

There were few major changes in physical facilities in 1984. Precast bumper curbs were installed in the Humber Bay parking lot, some lighting was improved at Brentwood and the ducts were cleaned. Eatonville's circulation desk was extended by the addition of a portion of the old Richview desk. And of course, there was all the wiring done to accommodate the on-line catalogues.

The past year was, to say the least, a memorable one. It was a very strenuous and demanding year and the staff of the Area are to be congratulated for their responsiveness to a difficult situation. It can only be hoped that 1985 will be "a year of living peacefully" and one in which we can draw a collective breath.

LESLEY NORTH  
DIVISION HEAD, CENTRE AREA



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DIVISION HEAD, NORTHERN AREA

The dominant factor in Northern Area library service in 1984 was the closure of the Richview (Central) Library for seven months for renovation. As the Area continues to experience growth, it is, therefore, impossible to determine if increased use of the libraries' collections and facilities was because of increased population or was it because of people who traditionally use the Richview Library.

Staff, collections, physical facilities and programming were affected by the Richview renovation project. Extension Service was relocated in Albion's Meeting Room. The assignment of some Richview staff assisted in coping with the increased use and circulation experienced at Rexdale and Albion. Invaluable side benefits of the Extension move and the deployment of Richview staff were the opportunities for all staff to meet, learn from each other, and see other facets of the library system in operation.

As a neighbourhood branch, Rexdale's popular collection was a pleasant surprise to those displaced by Richview borrowers seeking a "good read". Albion's strong reference collection was reinforced by specialized items from Richview's collection including the Magazine Index and the Financial Post Corporation Service. Albion's circulating collection became a back-up resource for Extension's bookmobile and shut-in services.

The resumption of classes in the fall placed added demands on staff, facilities and collections. In addition to area users, Richview borrowers (particularly students) and those attending York University and the community colleges utilized the libraries' resources. Strikes involving York University and Humber College personnel increased student use of the public library.

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With Richview closed, Sunday library service, well used by the community since its inception at Albion in the fall of 1975, became a system responsibility.

Programmes were developed to cope with the lack of Albion's Meeting Room. Adult programmes were conducted on the premises of the co-operating institution or agency. Children's programming was adapted to presentation in the department's facilities. Rexdale introduced and experienced success with a once-a-week after school programme for children.

More than forty ethnic groups are represented in the Northern Area. Heavy use is made of books, periodicals, newspapers, records, cassettes and videotapes in other than English. Circulation statistics indicate that print materials in Chinese, Italian, Spanish, and the Indo-Pakistani languages (Gujarati, Hindi, Panjabi and Urdu) are the most used. In 1984, Chinese and Italian videotapes were added to the collection and the number of Indo-Pakistani titles increased. There is a continuing need to expand the material available in all media in languages other than English.

A sound-proof language lab was constructed to provide a private and quiet environment for those learning a language or upgrading their language skills.

Public requests for service and information have become more demanding and sophisticated. Periodicals, newspapers, technical and business and job-related materials are heavily used. Paperbacks, records, cassettes, videotapes, art prints and leisure reading material continue to be popular.

The automated circulation system has introduced the library user to a new jargon and to new and frequently challenging procedures. The public service staff have had the responsibility of explaining the system and the resulting changes to the borrowers. The frustrations are out-weighed by the amount of information now available from the automated circulation system.

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Staff have received training on the on-line public access catalogue to be introduced in the area in 1985. Convenient access to up-to-date collection information will be a boon to service. Automation projects such as the circulation system and the on-line catalogue enhance the concept of the library as a system. They make more readily available, to all users, the total resources of the Etobicoke Libraries.

1984 has been an anomaly and has added variables to the existing and already complex problem confronting the libraries in the Northern Area. That problem is meeting the increasing needs and demands for library service in a growing multicultural community currently underserved by public agencies and institutions. The challenge exists for 1985.

CLEO STEWART  
DIVISION HEAD, NORTHERN AREA





ANNUAL REPORTS  
OF THE  
PUBLIC SERVICE

1984

DIVISION HEAD, CENTRAL LIBRARY

Had George Orwell been in a position to foresee the Richview renovation he would, no doubt, have felt much better about the advent of 1984.

This has been a wonderful and exciting year for the Central Library. Although it was "business as usual" for the first six months of the year, planning for the renovation had already begun in January. Staff met to hypothesize about the service requirements of the Central Library over the next ten years and then with the architect to translate these projections into floor plans, layouts and realities of the physical space available.

By June the work was ready to begin and the dismantling of the branch and systematic packing of the collection required a choreography all its own. By the time the books had been packed and the furniture and equipment either stored or loaned to other branches, the library looked dishearteningly bereft. Staff were then ready to begin work in new locations: the 16mm Film Department went to New Toronto and the Extension Service to Albion; librarians and library assistants began assignments in Technical Services and in other branches throughout the library system. Perhaps one of the happiest unforeseen consequences of the renovation was the opportunity for staff to work in new communities and with new colleagues. The experience gained from this opportunity can only enhance services offered from Richview.

Gradually a rather comprehensive, albeit small, library was developing nicely in the garage. Over 15,000 items, including new materials and those returned from the branches were shelved in perfect order there. On very warm days the garage doors were opened and inevitably delighted people from the neighbourhood assuming that the Library had re-opened and quickly found their way into the garage, armed with library cards.

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Meanwhile, another round of meetings began -- these with contractors and electricians, with sign manufacturers, Geac service people, furniture refinishers and telephone salespeople. At a certain point the Library looked, alarmingly not like itself and the blueprints were somewhat more reassuring than reality.

When the first contingent of staff returned it was to a population of workmen on scaffolds and ladders, welders, painters and plumbers. The staff scrubbed, dusted and unpacked in a confusion of high and low temperatures, ear-splitting noise and occasionally mind-altering smells that might euphemistically be called daunting. Yet they not merely persisted, but prevailed, and with characteristic good grace turned what could have been a rather dire and overwhelming experience into a most happy reunion. It really was good to be back. Even with all this hard work, it didn't "feel" like a library until the books went back on the shelf. From that day to the opening on January 2, 1985, the excitement and tension of a countdown prevailed.

Opening day! The first borrower appeared at 8:15 a.m., happy to wait until 9:00, he said -- just so glad we were back. Suddenly, all the tussles with the terminals, the frustrations with the phones, the mysterious shortage of waste paper baskets assumed the most glorious unimportance. The tone of the day had been set by the first early rising well-wisher. People had actually marked the date on their calendars. They welcomed staff back, expressed their delight with the building and borrowed 4,632 items in one day. In one hour, 593 items were circulated, almost ten items per minute. The staff were dazzled but undaunted. The 16mm Film Department booked 500 films in two days, many for new borrowers who discovered the films when they were browsing on the new second floor. Anyone who experienced the euphoria of that first day was left with a sustaining affection for libraries that will last a lifetime.

It seemed that nothing could surpass the excitement of planning the renovation but gradually the staff realize that the day-to-day satisfaction of watching their efforts succeed with the public is a most welcome second phase of this project. Everything that was good will become better.

MICHELE TOPA  
DIVISION HEAD, CENTRAL LIBRARY



ANNUAL REPORT  
OF THE  
TECHNICAL SERVICES DIVISION  
1984

1984 was a year of challenges and achievements in all areas of the Technical Services Division. However, the process of automation, which was initiated in 1982, continued to overshadow other activities because of its impact on all areas of library operation. It required constant attention during the entire year. By year-end, 65 Geac terminals were operational throughout the library system.

AUTOMATION

The implementation of the circulation system was completed in 1984. The three remaining branches were on-line by June and in September, Extension Services joined the on-line group. In September, the circulation system was also down for a period of four days for a major software conversion. Although the conversion went relatively smoothly, it took a number of weeks for the system to settle down and for resulting problems to be resolved.

The linking project continued with temporary staff from January to March and with staff hired through a Summer Canada Works Project from June to September. In addition, Richview staff working in Technical Services during the Richview closure assisted in linking. By the end of 1984, the majority of the linking was completed. Some problem items remain and will be handled by the Cataloguing Department staff.

In July, teletype machines were removed from the branches and the interloaning of library materials amongst the various branches of the Etobicoke Public Libraries was transferred to the automated circulation system. A committee of staff planned for this changeover, devised the necessary procedures and monitored the use of the new system.

The major problem of the year relating to the Geac system, pertained to the update of the circulation data base by the transfer program and complications caused by duplicate barcode labels. Due to extensive efforts on the part of staff in the Cataloguing Department and at Geac, the problems were resolved and the circulation data base brought up-to-date in September.

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Staff training for automation was an ongoing process throughout the year. Four training sessions in the use of the circulation system of approximately one week's duration were held for ten public service staff. Technical Services staff were trained in circulation system, MARC and on-line catalogue procedures on an ongoing basis as required. Training sessions were conducted in all branches and Extension Services in the use of the portable microcomputers which were purchased in 1984 for use as backup units for the circulation system. Finally, a total of 86 public service staff were trained in the usage of the on-line catalogue; 30 of those trained also received a half day orientation session to the circulation system.

With the approval of the on-line catalogue capital budget, planning for the implementation of the on-line catalogue began in earnest. This involved consultation with several committees of staff, all branches, Geac and the telephone company. Detailed specifications were prepared and submitted to Geac. Plans for the installation of the terminals were made.

In order to introduce the on-line catalogue, a major software conversion of the MARC data base was required. This work was done at Geac from October 22 to November 9. The new version of the data base with the on-line catalogue was successfully installed in TOBI (the computer) and during the week of November 12, the on-line catalogue became operational in Technical Services and Alderwood. By year-end, it was also installed in the Book Selection Room, New Toronto, Rexdale, Humber Bay, Richview and Extension Services.

With the approval of the capital budget for a word processing system, a committee of staff formulated a request for proposal which was approved by the Board. The request for proposal was issued and the responses analyzed. The contract for a word processing system was awarded to NCR Canada Ltd. Subsequently, it was discovered that a piece of equipment was not included in the proposed configuration. This resulted in a new proposal from NCR for the newest model of equipment and with an extra workstation at no additional cost. However, due to the delays associated with the new proposal and the need to sign a new contract, not all of the equipment was delivered by year-end and it was not possible to implement the word processing system in 1984.

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#### ORDER/INTERLOANS DEPARTMENT

Throughout 1984, the Order Section looked after the ordering and receiving of library materials for the library system. A major effort was made at year-end to ensure that all receiving was up-to-date. However, it should be noted that despite increases in the 1984 library materials budget, there was a 3% decrease (or 1,888) in the number of items received, a 7% decrease (or 1,634) in the number of orders received and an 11% decrease (or 3,196) in the number of orders placed.

Several factors influenced the work in the Interloans Section in 1984. The teletype to the branches was removed and a Geac terminal installed, when the system holds were introduced on the circulation system in July. The closure of the Richview Library in June resulted in a 12% increase (or 444) in the number of times requested from other library systems, a 13% increase (or 385) in the number of items received from other library systems and a 23% decrease (or 524) in the number of items loaned to other library systems. The strike at the Metro Library also resulted in a reduction of interloan activity for a two month period in the fall.

#### CATALOGUING DEPARTMENT

The cataloguing of library materials proceeded well in 1984. In spite of the continued duplication of work required to maintain data bases on ULAS and Geac, a 22% increase (or 4,517) in the number of titles catalogued and a 12% increase (or 6,200) in the number of items processed were achieved. The cataloguing of videocassettes was incorporated into the workflow of the department. The project to convert the audiocassette display units was completed. Local history materials were catalogued in preparation for the Richview re-opening. Cataloguing for art prints was added to the on-line catalogue.

The Cataloguing Department was particularly affected by automation in 1984. The staff monitored and corrected, as required, problems caused by the Geac transfer program and the duplicate barcode labels. The linking project was supervised and assistance in handling problem items was provided as needed. While the MARC data base was unavailable for use during a six week period due to the software conversion for the on-line catalogue, the work was organized in a way to reduce the impact of the downtime and to remain as productive as possible.

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While the MARC system became available again, re-training was necessary for the cataloguing staff. Finally, UTLAS also introduced a new version of its catalogue support system which necessitated yet another round of re-training and new procedures.

#### CONCLUSION

It can truly be said that 1984 was a year of challenges and achievements for the Technical Services Division. The staff are to be congratulated for their persistence in meeting the challenges and their perseverance in getting the job done. This has enabled us to achieve a high quality and quantity of work in all areas.

ANNE BAILEY  
DIVISION HEAD, TECHNICAL SERVICES



USE OF LIBRARY COLLECTIONSCIRCULATION OF LIBRARY MATERIALS:

	<u>1983</u>	<u>1984</u>
SOUTHERN AREA		
Alderwood	<u>71,244</u>	<u>71,141</u>
Long Branch	<u>115,049</u>	<u>101,577</u>
Mimico	<u>127,383</u>	<u>124,465</u>
New Toronto	<u>104,429</u>	<u>106,192</u>
	<u>418,105</u>	<u>403,375</u>
CENTRE AREA		
Brentwood	<u>369,521</u>	<u>442,963</u>
Eatonville	<u>386,649</u>	<u>454,991</u>
Humber Bay	<u>83,154</u>	<u>82,950</u>
	<u>839,324</u>	<u>980,904</u>
NORTHERN AREA		
Albion	<u>457,773</u>	<u>519,162</u>
Rexdale	<u>97,796</u>	<u>108,898</u>
	<u>555,569</u>	<u>628,060</u>
CENTRAL LIBRARY		
Richview	<u>735,992</u>	<u>317,458</u> *
Extension Services		
- Bookmobile	<u>91,946</u>	<u>89,735</u>
- Shut-In	<u>27,950</u>	<u>27,365</u>
	<u>119,896</u>	<u>117,100</u>
	<u>855,888</u>	<u>434,558</u> *
	<u>2,668,886</u>	<u>2,446,897</u>
<u>INTERLIBRARY LOANS TO OTHER LIBRARIES:</u>		
Requests	<u>3,821</u>	<u>4,265</u>
Received	<u>2,894</u>	<u>3,279</u>
Loaned	<u>2,313</u>	<u>1,789</u>
<u>INFORMATION QUESTIONS:</u>	<u>186,664</u>	<u>159,831</u>

\*Richview Library was closed for 7 months of 1984 while a major renovation project was undertaken.



# PROGRAMMES AND GROUP ACTIVITIES

	1983		1984	
	<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>840</u>	<u>15,770</u>	<u>896</u>	<u>17,543</u>
School Classes	<u>989</u>	<u>20,460</u>	<u>880</u>	<u>18,132</u>
Film Programmes	<u>1,799</u>	<u>32,131</u>	<u>716</u>	<u>14,485</u>
Projectionist Training	<u>279</u>	<u>293</u>	<u>181</u>	<u>264</u>
Other	<u>1,122</u>	<u>15,482</u>	<u>686</u>	<u>12,936</u>
TOTAL	<u>5,029</u>	<u>84,136</u>	<u>3,359</u>	<u>63,360*</u>
IN THE COMMUNITY				
Story Hours	<u>50</u>	<u>1,438</u>	<u>72</u>	<u>1,224</u>
School Visits	<u>219</u>	<u>5,868</u>	<u>181</u>	<u>4,284</u>
Film Programmes	<u>2</u>	<u>40</u>	<u>2</u>	<u>67</u>
Other (Miscellaneous & Library in the Parks)	<u>47</u>	<u>2,808</u>	<u>158</u>	<u>1,822</u>
TOTAL	<u>318</u>	<u>10,154</u>	<u>413</u>	<u>7,397</u>
TOTAL PROGRAMMES CONDUCTED BY STAFF	<u>5,347</u>	<u>94,290</u>	<u>3,772</u>	<u>70,757*</u>
USE OF LIBRARY FACILITIES BY COMMUNITY GROUPS:	<u>1,481</u>	<u>24,843</u>	<u>1,008</u>	<u>12,822</u>
TOTAL PROGRAMMES AND GROUP ACTIVITIES:	<u>6,828</u>	<u>119,133</u>	<u>4,780</u>	<u>83,579*</u>

\*Decrease due to the closure of the Richview (Central) Library for seven months during a major renovation project.





# SUMMARY OF LIBRARY COLLECTIONS

	<u>1984</u>	<u>1983</u>
BOOKS	668,627	651,912
8mm FILMS	405	407
16mm FILMS	1,504	1,434
ART PRINTS	279	125
FILMSTRIPS	1,278	1,241
KITS	2,209	2,177
MAPS	1,338	1,307
PHONORECORDS	40,464	39,464
PHONOTAPES	7,338	6,409
SLIDES	3,255	3,255
TALKING BOOKS	5,655	5,290
VIDEOCASSETTES	<u>716</u>	<u>306</u>
	733,068	713,327
PERIODICAL SUBSCRIPTIONS	2,485	2,476
	<u>1984</u>	<u>1983</u>
Print	2,399	2,385
Microfilm	55	64
Microfiche	31	27
MICROFORM COLLECTIONS	77,654	76,240
Microfilm reels	7,769	7,480
Microfiche	69,885	68,760

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



# PERSONNEL

Report #5 (d)

## 1. ESTABLISHED POSITIONS (as at December 31, 1984)

TOTALS

### a) FULL TIME

Professional Librarians:	Grade	L-6	L-5	L-4	L-3	L-2	L-1												
	Total	1	4	6	11	9	22												54
Library Assistants:	Grade	LA-7	LA-6	LA-5	LA-4	LA-3	LA-2	LA-1											
	Total	6	1	5	19	3	56	1											91
Administrative Support:	Grade	AS-11	AS-10	AS-9	AS-8	AS-7	AS-6	AS-5	AS-4	AS-3	AS-2	AS-1							
	Total	1	2	1	2	1	7	1	3	3	-	-							21
Administrative & Other Unclassified Positions	Total	3																	3
																			169
																			GRAND TOTAL

### b) PART TIME

Professional Librarians:	Grade	L-6	L-5	L-4	L-3	L-2	L-1					
	Total	-	-	-	-	-	8	8				
Library Assistants:	Grade	LA-7	LA-6	LA-5	LA-4	LA-3	LA-2	LA-1				
	Total	-	-	-	-	-	7	3				
								10				
Administrative Support:	Grade	AS-11	AS-10	AS-9	AS-8	AS-7	AS-6	AS-5	AS-4	AS-3	AS-2	AS-1
	Total	-	-	-	-	-	-	-	1	1	1	-
												3
Administrative & Other Unclassified Positions	Total	-										
												21

ANALYSIS OF TOTAL PART TIME BUDGETED HOURS (includes Sunday & Emergency Hours)	Total Hours	F.T.E. *
Professional Librarians	10,900	5.99
Other Staff (except Pages)	30,136	16.56
Pages	74,072	40.70
GRAND TOTAL	115,108	63.25

\* Note: 1820 hours equal 1 Full Time Equivalent



PERSONNEL

Page 2

STAFF CHANGES (All positions including established and non-established, except for Pages )		<u>FULL TIME</u>	<u>PART TIME &amp; TEMPORARY</u>
New Employees		5	26
Retirements		5	3
Resignations		11	26
Promotions		5	6
Transfers		11	7
Reclassifications		5	1
Maternity Leaves		5	-
Long Term Disability			
	Yearly Total	5	
	Year End Total	4	