

**ANNUAL  
REPORTS  
1985**

THE CITY OF  
ETOBICOKE  
PUBLIC  
LIBRARY  
BOARD



**ETOBICOKE PUBLIC LIBRARIES**

ETOBICOKE PUBLIC LIBRARY BOARD

1985

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THE CITY OF ETOBICOKE PUBLIC LIBRARY BOARD

ANNUAL REPORTS

1985

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1. Report of the **CHAIRMAN**

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**ANNUAL REPORT**  
**OF THE**  
**CHAIRMAN**  
**THE CITY OF ETOBICOKE PUBLIC LIBRARY BOARD**  
**1985**

As Chairman, I am happy to report another year of emphasis on public service. The Board of Etobicoke Public Libraries has, as in the past, been concerned with availability of books, periodicals and other library material to the general public and to special interest groups within it, and 1985 saw a thorough examination of the service with its many parts.

Our staff, in its work programme, undertook to examine the collection of printed material - EPL has in excess of 650,000 books alone - to ensure that the needs and wants of the public are being met. The Board has followed staff's activity and received briefings on components of the collection, such as service to the business community, government documents, and, of course, children. Etobicoke is host to residents whose native language is neither English or French and steps have been taken to improve our multi-language service; within this section EPL offers a very small choice of books in German, Italian, Chinese, Dutch, Polish, Ukrainian, Spanish, Portuguese, Greek and Urdu. Also available are a few newspapers in some of the more widely used languages, affording Canadians the opportunity to keep abreast of news from other countries and to hone their language skills.

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A new service, or a greatly enhanced one, takes long and careful planning. Following my attendance at the Canadian Library Association Conference this year, it was decided that our programme service to shut-ins should be fully examined with a view to its improvement. Experience elsewhere indicates that this is a service in good demand but an expensive one, and initial steps have been taken to explore the structure and costs of such a programme.

The Board routinely reviews monthly circulation statistics and watches shifts and trends in the use of library services. It is satisfying to see the steady increase in circulation at the renovated Richview Library where a varied and in-depth collection can now be displayed. The periodical reading area is a popular place, offering patrons an opportunity to look over daily newspapers, as well as the latest in popular and specialist magazines, in peace and quiet.

Etobicoke Public Libraries marked its thirty-five year anniversary in 1985. Albion Library was the last new library opened some twenty years ago. It started in the Albion Mall in 1965 and was moved to its present site in 1973. There has been a lag in providing libraries and the strains are apparent. Our bookmobile, 1969 vintage, is showing its age and steps will have to be taken to review the service it provides. Eatonville, is bursting at the seams, but it is gratifying to be able to report that relief seems to be on the way. In 1985, staff undertook a survey relating to a new library west of Highway #427 (south of Highway #401), statistics and a report were compiled. A committee of the Etobicoke Public Library Board met with some residents from the area, and on their behalf the municipality was approached for funding. I believe that, as a principle, if residents pay for a service they are entitled to receive it, and on this basis I was happy to attend (together with our Chief Executive Officer) Etobicoke's Board of Control to submit the necessary figures and report. The appeal has been successful and Mayor Sinclair, in his Inaugural Address affirms his commitment to a new library.



As always there is a new worry: Metropolitan Toronto Library have confirmed their reference and research role, placing additional burdens on local boards. EPL will have to fill the service gap and ensure there is no lack of material for those who formerly used the services of the Metropolitan Library.

Finally, a change has taken place in the composition of the Board itself. The Province has proclaimed a new Public Library Act and there is now provision for five members from the public and four members of Council. This change, from eight lay members, will enable Council to be closer to the operation of the libraries and more directly responsible for the service's capacity to meet Etobians library needs.

MARGARET HODDINOTT  
CHAIRMAN



**2. Report of the DIRECTOR**

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**ANNUAL REPORT  
OF THE  
DIRECTOR  
1985**

The year 1985 marked the completion of 35 years of public library services to residents of Etobicoke. It was a year which emphasized the collections and, equally important, the staff's ability to effectively manage the funds provided for this purpose and the patron's ability to access and make use of the material. By year-end, 2,703,421 hard cover books, paperbacks, talking books, multilanguage books, easy-to-read books, general and special interest magazines, sound recordings, audio cassettes, video cassettes, 16mm films and picture prints had been borrowed by the public. This represents a record achievement of 9.1 items circulated per capita. Another record was established as the staff responded to 188,240 questions involving the use of library materials. Collections were in fact used as never before.

As the year progressed, this intense level of activity became increasingly evident at the newly renovated Central Library (Richview) which re-opened on the first business day of the year after a six month closing. The process of developing a comprehensive Central Library service for the City began when the Administrative and Support services vacated the building in 1983. The expanded space for public service now includes a centralized and spacious 16mm Film Department with previewing and training facilities, a Local History Room, a video collection of cultural, informational, multicultural, leisure viewing and children's tapes, computer-based information services, improved facilities for language instruction and some space for people to simply sit and read. In addition to coping with a flood of returning patrons, the staff developed and conducted service orientation programmes for both the public and the staff. By year-end, the Central Library had loaned 741,558 items of material from its collection, an increase of 5,566 over 1983, its previous record year.

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In 1984, when the Central Library was closed, branches in the Northern and Centre Areas experienced increased use ranging from 11.4% at Rexdale to 19.9% at Brentwood. In 1985, with two exceptions, conditions returned to a more normal level. Brentwood and Eatonville continue in 1985 to show marked increases in circulation of 7.0% and 13.4% respectively over 1983.

It is disappointing, however, to note that circulation in the three Lakeshore libraries has declined. Between 1983 and 1985, the circulation at Long Branch has dropped by 13.2%; Mimico by 7.4%; New Toronto by 16.2%. It was obvious from the three public meetings held in 1984 that the Library is the important focal point of each Lakeshore community, that residents are positive, even passionate, about their libraries and, in terms of level of service, that there is a strong consensus in favour of the local neighbourhood branch.

Given this support, the Long Branch and New Toronto buildings were assessed in order to determine the costs of future corrective maintenance. Improvements to Long Branch have been included in the Board's 1986 budget request; New Toronto is scheduled for inclusion in 1987. In 1985, collections were examined and outdated material withdrawn. This will continue in 1986. Also in 1986, funds will be requested to undertake a special Lakeshore promotional activity and community outreach will be a strong component of staff work plans. By year-end, it should be possible to evaluate the results of what will be a more than average concentration of effort.

In 1982, the Library Board contracted for an Automated Library Information System which included modules for circulation control and an on-line catalogue. By the end of 1984, circulation control was operational in all branches. In September of 1985, another milestone in the automation programme was completed as the last branch received its on-line catalogue terminals.



With 93 terminals accessing the system, however, system performance deteriorated below the level specified in the Library's contract with the vendor. Legal advice was obtained. To date, several software adjustments have been implemented and additional hardware has been provided at no cost to the Library. Although negotiations with the vendor are still not complete, performance continues to improve. It is reasonably safe to say that the problem is not a defective system but rather an initial vendor error in the hardware required to meet the Library's specifications.

In spite of these difficulties, the automated system provided information which has never previously been available. For example, the number of patrons registered at each branch is recorded and updated by residency code; reports on the circulation of material by age group and type of material have been available; frequently requested items, including the number of requests per item, are printed on a regular basis. One of the principle objectives for 1985 was "to examine and refine library print and information collections based on use, demand and data supplied by demographics". By making use of the automated system, considerable progress was made in this area.

At present, the Library's acquisition system for materials and the accounting system operate on the City's computer. The Library Information System, however, includes an acquisitions module. Testing of this software and training of staff began in 1985. Accounting specifications were also completed. Because the existing modules of the Library Information System were still functioning at levels below that specified in the contract, the decision was made to postpone further development for one year.



The Goals and Objectives of the Library System include the following statement:

**"To provide physical facilities to support comprehensive library services in the City of Etobicoke".**

Six of Etobicoke's library buildings were constructed prior to 1960 and the newest, Albion, was built in 1973. Two buildings - Alderwood and Richview - have been upgraded and, in the case of Richview, this took the form of a major renovation. It became apparent, however, that a major effort would be required to address the problems posed by aging buildings. This began in 1984 with professional assessments of Long Branch and New Toronto. In 1985, Albion, Brentwood and Eatonville were also assessed and detailed reports prepared for the Library Board. Using this information, a plan for corrective maintenance was prepared. Successful implementation of this programme, however, will require funding over a 5-year period.

With respect to those areas of the City where library service is not locally available, the Board's 5-Year Capital Plan has since 1983 included two neighbourhood branches west of Highway #427 and two for the area north of Highway #401. In 1985, residents from the Eringate area began to formally request library service. Reports were prepared by staff for Board of Control and the Budget Sub-Committee. If the Library's request for Capital funding is approved by City Council, the new facility will provide a local access point to services and a means of relieving some of the pressure currently experienced by Eatonville.

It was determined in 1985 that the question of additional library service outlets required further study and for this reason "new branches" were not included in the five-year plan submitted this year to the City. A re-examination of "unserved areas" will take place in 1986 and recommendations for inclusion in the five-year plan will be brought forward.

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One of the library's objectives for 1985 was **"to improve the staff's ability to respond to patron needs ..."**. To this end, a number of in-house staff development activities occurred. A one day orientation programme for new staff was conducted; public service staff were briefed on the mysteries of computer hardware; twenty staff attended a three day workshop on "Building Supervisory Skills"; senior staff were provided with six sessions on municipal government and a two day seminar on leadership skills. A variety of professional development workshops were conducted. These included current trends in publishing for children, the making of a best seller, high interest-low vocabulary material, story-telling, programmes for children, information services, on-line reference services, business and investment resources, local history and periodical collections and indexes.

The year 1985 witnessed the proclamation of a new Public Libraries Act for Ontario, thus marking the first major legislative review since 1970. It is anticipated that increased representation from City Council on the Library Board will provide greater opportunities for dialogue and information exchange.

In conclusion, the 35th year of library service to the City of Etobicoke was a point of departure. Although the emphasis was the library collection, the key to the collection changed as computer terminals replaced the old catalogues. These came together successfully thanks to the expertise provided by the staff, the Library Board who gave so freely of their time and the library patrons who used the service as never before.

N.M. HALL  
DIRECTOR



**3. PUBLIC SERVICE Reports**

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ANNUAL REPORTS  
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1985

DEPUTY DIRECTOR OF PUBLIC LIBRARY SERVICE

INTRODUCTION

1985 began with an exciting and rewarding event for the Etobicoke Public Libraries, the opening of the renovated Richview Library. The consequences of this event have continued to enhance the public's ability to make use of all of the Etobicoke Public Libraries. The implementation of services such as on-line catalogues, computerized reference services, a microtext reading area and the consolidated 16mm film services have permitted increased access to staff assistance and information resources for the Libraries' users. By the end of 1985 the public have, by written and verbal comment and by use, demonstrated that the renovation of the City's Central Library (Richview) is a success and a benefit to the entire municipality.

In the last year a new dimension in service refinement began with regular analysis of data from the automated system. As a consequence of this activity the process of collection and service refinement can proceed with a view to ensuring the most effective use of library resources. A number of user surveys were conducted in order to assist in this process that has been designed to meet the needs of a diverse clientele with varied needs.

In 1985 service enhancements occurred for young adults, information seekers and users of visual and audio materials. For the coming year an emphasis will be placed on investigating and designing services that will assist the older adult who wishes to participate in library use. As in the rest of North America, the population of Etobicoke is aging. A long term plan for library service needs to be developed to address this phenomenon.

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During 1985 a concerted effort was made by library personnel to make the community aware of the breadth and relevance of library services in the daily lives of the citizen. Public speaking engagements, school visits, co-operative projects, plaza displays and increased library promotion were carried out throughout the City. A notable activity was the production of a series of programmes on library services aired on cable television.

In 1985 the public began to press for a library facility in the area West of Highway 427. This concern, plus the ongoing need for improved service to the multicultural communities of the entire City remain as challenges to be addressed in 1986.

The ongoing role of the Etobicoke Public Libraries is that of ensuring access to a wide range of knowledge and information vital to each individual's productive participation in a modern and complex society. The public library can serve as a resource for the appreciation and exchange of ideas and values. In order to be able to achieve this purpose each resident needs access to the public library. Access may be defined as the need to know what libraries can do, the ability to make use of library facilities and materials, and the knowledge of how to use public libraries to meet individual needs. The goal then for 1986 will be to ensure that the greatest possible number of residents of the City of Etobicoke have access to public library services.

Following are the reports of public service managers describing activities and achievements in their areas for 1985.

JENNIFER MILNE  
DEPUTY DIRECTOR



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DIVISION HEAD, SOUTHERN AREA

1985 was a special year for the Etobicoke Public Libraries. Throughout the year branches celebrated the 35th Anniversary of the service in various ways. Emphasis was placed on the theme "The Year of the Book". The Southern Area libraries encouraged the community to use local library facilities as an information source for cultural activities and for leisure reading.

AREA PLANNING

Circulation statistics in the Southern Area dropped during the first half of the year; however the situation appeared to stabilize during the latter half of the year. Branch Heads have held several meetings to address this decline and have come up with some strategies which are designed to increase use of the libraries in the coming year.

All Southern Area branches are functioning with on-line catalogues. The public has responded favourably, particularly with regard to the feature of access to the total Etobicoke Public Libraries' collections. In addition, the reopening of Richview and the operation of the automated "Hold" system has been successful in terms of improved interloan service to the borrower.

The centralization of the 16mm film service at Richview has meant better film advisory service for borrowers. The provision of 16mm film equipment at New Toronto and Albion libraries seems to have satisfied concerns expressed by several patrons.

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### BRANCH ACTIVITIES

Branch activities planned for 1985 have been successfully concluded.

Alderwood held some very successful Young Adult programmes that attracted a group of young people who were not library users - some of whom returned later to borrow materials. At the Long Branch Library new children's programmes have been highly popular with the children and their parents.

At the New Toronto Library collection upgrading has given new life to specified areas of the book collections. The new shelving at Mimico has meant that multilanguage books, Young Adult books, periodicals and paperbacks are all gathered in the high traffic area of the library, thus ensuring increased visibility and use.

Several branches held special activities to mark the 35th Anniversary of Etobicoke Public Libraries. In addition, the four libraries arranged a party at the annual Lakeshore Festival. Children made birthday crowns, received balloons, and giant birthday cakes were cut and distributed.

Mimico Library theatre played host to local Etobicoke Rock Groups who participated in the concert "Jammin in the Library". This city-wide event was arranged to celebrate Public Library Week and to celebrate the International Year for Youth. It was a terrific success.

All Southern Area libraries participated in the Maclean-Hunter television publicity programme for Etobicoke Public Libraries' anniversary. This worthwhile effort was planned and co-ordinated by the Publicity Department and resulted in ten lively vignettes of library life!

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BRANCH ACTIVITIES (cont'd)...

All branches held a variety of adult programmes of interest to their particular communities. The community schools continue to co-operate with the libraries in planning and producing programmes.

Service to children continues to receive special attention. Storytimes, Tales for Twos, class visits and programmes for the holiday periods drew large numbers of children to the local libraries.

Among the summer activities, the Summer Reading Programme has become somewhat of a tradition.

COLLECTIONS

Staff in all branches continue to weed and update collections. In developing strategies to increase circulation, collections have been examined carefully and collection profiles have been revised. To fill the constant demand for popular fiction and best sellers, librarians have purchased large orders of paperbacks for both adults and children.

During the course of the summer 1986 budgets were prepared and plans drawn up for activities that will enhance library services to the user in the coming year.

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### STAFFING

1985 saw many staff changes as retirements and promotions brought new faces into the Southern Area libraries to serve the public.

In depth training was conducted for and by personnel working in the Southern Area concerning automated systems.

In the Spring an excellent workshop "Building Supervisory Skills" was held. In the Fall the excellent "Staff Development Workshops" as arranged by the Coordinators of Adult Services and Children's Services' were presented. Involvement continues with many community groups on the Lakeshore, including the Community Schools, the Long Branch Historical Society, the local Businessmen's Associations, Lakeshore Area Multi-services Project and the Etobicoke Arts Council.

As the year draws to a close one tends to reflect on the changes in the communities served and the changes in library services. In the coming year the goal is to better serve the Southern Area communities by analyzing needs and developing appropriate mechanisms to meet these requirements.

BETH WILLOUGHBY

DIVISION HEAD, SOUTHERN AREA



**ANNUAL REPORTS  
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**DIVISION HEAD, CENTRE AREA**

Meeting the needs and demands of users, and reaching out to secure new library users was the focus of the activity in the Centre Area in 1985.

**CIRCULATION**

Circulation figures for all three Branches have increased in comparison to 1983. (Comparisons were not made with 1984, since figures for that year were inflated due to closure of Richview). Eatonville (13.4%) and Brentwood (7.0%) Branches show higher increases than Humber Bay (0.8%). The number of new registrations has also increased slightly.

**COLLECTIONS**

Intensive attention to the collections in the Centre Area branches has contributed to the improved circulation.

Eatonville staff thoroughly weeded all parts of the collections, but particularly the Adult non-fiction. This process allowed library personnel to implement the major activity for 1985, that is to improve designated sections of the non-fiction collection. Approximately 700 non-fiction titles were added to the science, business, travel, art, computers and photography sections to bring these areas up-to-date. Titles were purchased through regular selection channels and through buying trips.

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**COLLECTIONS (cont'd)...**

All branches weeded and adjusted purchases throughout the year and moved materials to new locations to improve access and visibility. Eatonville added some periodical shelving and reviewed its subscriptions in order to add new, popular magazines. New paperback racks in Brentwood created a doubling in the quantity of young adult paperbacks, and attractive housing for French materials. Multilingual collections in the Branches were scrutinized and some changes made. Brentwood now carries French, Ukrainian and Polish for adults and children. Purchases of records and tapes in these languages further enhanced the collections. Humber Bay increased Spanish, Polish and Italian collections.

Items in new formats were introduced to respond to demand and to attract the public. Videotapes became available at Brentwood. Circulation improved each month. Dramatic increases in use occurred when those items were located adjacent to the main entrance. Listening for pleasure tapes and language learning cassettes were made available for the first time at Eatonville and, as was the case at Brentwood, have proven very successful. Budget plans include the introduction of cassettes at Humber Bay in 1986.

**PROGRAMMES AND OUTREACH**

While the collections of a library are its backbone, programmes and outreach are the limbs. Considerable energy and creativity on the part of staff were dedicated to gaining knowledge of the community and attempting to identify those activities the library could provide to meet the educational, informational and recreational needs of the community, as well as heightening the profile of the library and attracting new users.

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PROGRAMMES & OUTREACH (cont'd)...

Staff in the Centre Area Branches were actively involved in their communities in 1985. Participation included the Islington Community School Advisory Board, Mid Etobicoke Workers' luncheons, Etobicoke Social Development Council luncheons, Etobicoke Children's Theatre Board and the Red Cross Youth Advisory Group. Speakers were provided for such groups as Take a Break, Aid to New Mothers, Kingsway Women's Club and Humber Bay Child Care Centre. Children's librarians went to schools to speak to school librarians and classes. Continued efforts in this regard were rewarded by higher numbers of classes visiting the Branch libraries during the school year.

Programmes in the branches included ever popular "standards" such as Tea & Books, Travel Films, Preschool Storytime, Tales for Twos, and the Summer Reading Programme for children. The branches presented a wide variety of adult programmes including microwave cooking, Cardiac Pulmonary Resuscitation, lectures on Royal Doulton figurines, Halley's comet, back pain and weight problems. Special event children's programmes such as Etobicoke Children's Theatre, an after school "Bookworm's Club" (at Brentwood), a babysitting course, and child awareness (streetproofing) were presented. Naturally, response to programming varies. Therefore, programmes were continually evaluated and adjustments made where required.

Brentwood's 1985 Activity project involving special outreach to Islington Community School (to encourage more children to come to the library) was more ambitious than anticipated and was not fully completed. However, a branch flyer was designed, the Head of the Children's Department visited the school monthly, and flyers were given to every child from Kindergarten to Grade 3 to promote attendance at programmes. This activity will be continued into 1986.

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PROGRAMMES & OUTREACH (cont'd)...

All branches participated in celebrating the Etobicoke Public Libraries' 35th anniversary and "on-line information days". Also, each branch produced a brief programme about their library for the Maclean Hunter Cable T.V. series. Although this was time-consuming, the experience and results were very worthwhile.

Assistance was provided at the Etobicoke Public Libraries booth when it was in Cloverdale Mall, informing the public about the Libraries and their services.

AUTOMATION

By September all Centre Area branches had received on-line catalogues. The sudden disappearance of card catalogues and Computer Output Microforms was a relief to some, but caused momentary consternation for users. The transition for the public was slow, but the patience and perseverance of staff have helped the adjustment, both to the new system and in overcoming technical difficulties.

Humber Bay became one of three branches in the system designated as a training branch for new staff. Several novice employees were trained in use of the on-line circulation system before undertaking regular duties in a permanent work site.

Computer hardware maintenance was the subject of mini workshops conducted in the branches. The aim was to inform staff of some of the 'mechanical' aspects of computer equipment to help them work more effectively with computer room staff to troubleshoot when necessary.

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### BUILDINGS AND MAINTENANCE

Annual cleaning of carpets and upholstery became a bonus to the improved general cleanliness of the branches.

Painting was carried out at all branches; the ducts were cleaned and humidifiers installed. Old freestanding shelving was nailed and bolted at Eatonville and Brentwood to prevent tipping. At Brentwood, a portion of this shelving was replaced late in the year with metal shelving. This improvement enabled staff to bring previously "hidden" books from the stacks to the public area. Humber Bay branch also received a new section of shelving to replace A-frames and thus created more space for shelving of multilingual materials.

Major problems involved a burnt-out compressor on the air-conditioning unit at Eatonville and flooding of that Branch's parking lot. The sump pump at Brentwood had to be replaced. A sign, tire bumps and shrubbery provided a solution to the dangers of a steep hill at the edge of the Humber Bay parking lot.

1985 was a year of heightened awareness concerning the area West of Highway 427. The efforts of a citizens committee brought attention to the need for a library in the area in a positive and proactive fashion.

The past year was very satisfying in terms of the work accomplished, especially concerning collection development and community outreach. The commitment, dedication, and energy of all the staff in the Centre Area have contributed to this satisfaction. 1986 will see a continuance of these efforts as the Library expands its horizons to serve the communities of Etobicoke.

LESLEY NORTH,  
DIVISION HEAD, CENTRE AREA



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DIVISION HEAD, NORTHERN AREA

It seems impossible that a year ago a renovated Richview was about to re-open and it was anticipated that branch service would return to "normal". Richview re-opened and the direction of branch service changed, but the pace did not decrease.

AREA PLANNING

As part of the goal to reorganize Albion's collection, furniture and equipment and physical facilities, various floor plans are being considered. It has become increasingly evident that the key is an expanded and relocated information desk. Combined with a revised floor plan, access to Albion's information service and collections would thereby be improved in 1986. Implementation of Rexdale's community outreach action plan was stalled by unavoidable staff changes. The initial planning has been completed and it is anticipated that the contact with clubs, groups and classes will begin in early 1986. The library materials targetted to support this action plan are proving equally useful to the Rexdale users in general.

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## BRANCH ACTIVITIES

### Circulation

Of particular interest is the popularity of non-print materials, including art prints, video cassettes, audio cassettes and records. During the period January through November 1985 the circulation of art prints increased 32.5% over the same period in 1984. The one hundred and twenty-seven art prints borrowed in November 1985 constitutes an all-time monthly high.

Area circulation of audio cassettes and records has increased 13.9%, with Albion and Rexdale registering increases of 19.6% and 3.5% respectively.

In January the video cassette collection, previously available only at Albion, was distributed among three branches. Initially this had an adverse effect on Albion's circulation. However, during the latter part of the year the Library Board's 1985 purchasing policy has had a positive result and circulation is increasing. The centralization of 16mm film service at Richview has been readily accepted by Northern Area users. Some borrowers continue to use Albion as a film pick-up point and limited use is made of the available projectors and screens.

### PROGRAMMES AND OUTREACH

Albion and Rexdale branches have provided a broad range of programmes for children. These include Tales for Twos, Pre-school Storytime, three after-school clubs (Super Kids, Word Wizards and After-school Adventures) films and crafts. Special programmes have included puppets, musicians, a magician, a Canadian author and a presentation by the Endangered Wildlife Sanctuary.

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PROGRAMMES AND OUTREACH (cont'd)...

While programming for adults has been unpredictable, the series on "Women Re-entering the Workforce", presented in conjunction with Thistletown Community School, was well received. Tea and Books continues to draw an enthusiastic group at Rexdale.

Over 100 classes of more than 1100 students have visited the branches. In addition to classes of elementary and high school students, a night school Family Studies class, English as a Second Language classes and the Etobicoke Microskills Project group were introduced to library materials and services. Fifty-eight students enrolled in the Seneca College Library Techniques programme experienced a show-and-tell session on the role of the public library.

Library displays at Woodbine Centre, Shoppers' World Albion, and Thistletown Community School's Village Green Day presented an opportunity to introduce the Library to the community.

Display space at Albion has been made available to non-library groups. The City of Etobicoke Health Department exhibit has featured immunization, child safety and drinking and driving..

Bethune Memorial House, which is located near Gravenhurst and under the jurisdiction of Parks Canada, selected Albion for the first display in Metropolitan Toronto. Art work done by Separate School elementary students was featured in the Children's Department.

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## COLLECTION

Weeding with the accompanying ordering is an ongoing task in collection development. This year particular attention has been given to the Social Services, History, Travel and Biography sections.

It is always rewarding when users respond to the introduction of new material. This year, based on the response at Albion, Read-Along Kits were added to the children's collection at Rexdale. This medium combines a book with an audio cassette and (with the prevalence of cassette players in the home) is very popular.

The multicultural population in the area make heavy use of the newspapers, periodicals, video-cassettes, records and books available in their native languages. The persistent problem is that there is never enough to fill the demand.

Sunday service use is increasing in the number of users and the complexity of the assistance required. Many students use Albion as a study area as well as a source of information. One Sunday (three and a half hours of library service) registered fifty-seven requests for material on Madame Jean Sauve.

## AUTOMATION

Albion staff use of the on-line catalogue began in the late spring. In September the terminals for public use were installed. In general the public acceptance of the technology has been positive. The children have been eager to demonstrate and practice their computer skills. Many users have encountered the computer in other settings. The older adult, with the assistance of staff, has welcomed the opportunity to learn the necessary skills to use a computer terminal.

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### AUTOMATION (cont'd)...

In November Rexdale celebrated the third anniversary of being "up" on the circulation system. The on-line catalogues have been in use in the branch for approximately a year.

### STAFF

Staff development has been emphasized in 1985. Participation on system, area and branch committees has given staff the opportunity to use their expertise and to learn. Staff have attended workshops on supervision, computer hardware, best-sellers, reference service, service to young adults, communication skills, Canadian publishing for children and story telling.

### BUILDING AND MAINTENANCE

Implementation of Albion's new colour scheme has progressed with the painting of the meeting room, the circulation area and the audio-visual area. Combined with the recently installed internal signage the appearance is improved.

Repairs to the roof and gutters have been completed. Heating and ventilating systems at both branches have been adjusted to accommodate economy and comfort.

A retrospective look has brought into focus the accomplishments and shortcomings of 1985. The assessment will assist in establishing the direction for 1986. If public comments are any indication many people plan to heed the Mediacom bus shelter message to make the library the "First Stop".

CLEO STEWART

DIVISION HEAD, NORTHERN AREA



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DIVISION HEAD, CENTRAL LIBRARY

It scarcely seems possible that one year ago at this time staff were frantically moving into the renovated branch and assuring many eager patrons that it would only be a few more days until library service would return. A year later there is a continuing sense of gratification when one walks in the front door and sees readers comfortably seated around the Christmas tree. To be commended are those who planned and executed the renovation and those who, during 1985, have worked hard to keep the building efficient and welcoming.

AREA PLANNING

The Activity Plans for 1985 were devised in the relatively calm summer of 1984 when the building was still closed. With the reopening in January 1985 and the reorientation period for both staff and public it seemed unlikely that all the 1985 plans would be completed. However, every plan has been completed with diligence and energy on the part of all concerned.

cont'd ...



1) Orientation

The process of orientation was intended to ease both borrowers and staff into a friendly familiarity with the renovated building and its many services. Tours were conducted for groups and individuals and for system staff. Demonstrations of the on-line reference service were provided upon request. An introduction to the library was taped by Maclean-Hunter T.V. and hundreds of Information Kits were distributed. Programmes on Business, Parenting, General Research and Local History were conducted for the public by Richview Librarians. Richview staff worked with the Adult Services Co-ordinator to provide a staff workshop "Introduction to Reference Services". The automated catalogues provided daily opportunities for orientation as library personnel acquainted the public with the new systems. The effects of these activities will be felt gradually as more and more patrons become increasingly confident and knowledgeable in the use of Library resources.

2) Microtext Conversion Program

An intensive survey of the Richview periodical collection was undertaken to determine a holdings policy and format for back issues of approximately 1,000 titles. Surveys of public use were made monthly and the data collected was used to develop the 1986 budget request to convert recommended titles to microform. The primary goal of this conversion is to improve public access to the library's resources. Microfilmed holdings can be moved from the stacks to the main floor allowing the public direct use.

When the Microtext Reading Room was being planned concern was expressed that the direct availability of microforms to the public might result in increased loss or damage. Happily, this has not been the case and staff time previously used for stack retrieval can now be diverted to other necessary activities.

cont'd ...



3) User Satisfaction - On-Line Reference

A full report of the first year of on-line reference service at Richview has been prepared. Some speculation about future use has been included. On-line reference is one of the most visible indications of the public's increasingly complex requirements for information.

4) User Satisfaction - Seniors

The Extension Service had set the somewhat monumental task of beginning to collect information about the library requirements of seniors. To this end, Staff worked with the Research Librarian to compile a system-wide survey of patrons who read Large Print materials. A telephone survey of Shut-in patrons was conducted. Data from both studies is now being collated and will be available early in the new year. The complexities of providing service to an increasing population of older citizens is an area the Library will continue to address. Training has been provided for branch personnel in order to provide prompt service to those patrons requiring Shut-In service. Extension Service staff have, through years of providing special service, garnered an invaluable repertoire of experience and expertise useful for assisting patrons of all ages.

COLLECTIONS

The renovation has allowed the 16mm film collection to become an integral part of the library. The collection is well used and the number of new users are increasing. Videotapes have been proven to be a welcome enhancement to the Library Materials collection. It is anticipated that in 1986 a small collection of compact discs will be well used.

cont'd ...



COLLECTIONS (cont'd)

Books, for the whole community continue to be the Library's primary resource. It is heartening to be able to offer the public a collection of books in languages other than English located in an attractive environment. Use of these materials continues to increase.

The Local History collection is rapidly proving to be a valuable resource as members of the community discover, for the first time, items previously stored in boxes.

In 1986 the development of a Science Fair collection and the beginning of a collection assessment programme will enhance the public's ability to find and use the collection of print materials.

It is particularly during this season that one is reminded, as patrons wish staff a Merry Christmas and drop off little gifts expressing their appreciation, of the high regard and affection the community has for its library. To maintain this goodwill and respect no programme of activity seems too ambitious.

MICHELE TOPA

DIVISION HEAD, CENTRAL LIBRARY



**4. TECHNICAL SERVICES**

Report of the Division Head

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**ANNUAL REPORT  
OF THE  
TECHNICAL SERVICES DIVISION  
1985**

In 1985, the Technical Services Division continued to perform support functions for the Library including ordering, receiving, cataloguing and processing library materials, interlibrary loan and automated systems. As was the case in 1984, the process of automation initiated in 1982, continued to overshadow other activities because of its impact on all areas of library operation. By yearend, 93 terminals were accessing the library information system.

**AUTOMATION**

The implementation of the on-line catalogue was completed in September 1985 with the installation of the remaining terminals. A COM catalogue on microfiche was also produced from the library information system to provide a backup for the on-line catalogue in all branches.

However, with the on-line catalogue and circulation systems fully operational in all branches, system performance deteriorated and response time problems occurred at peak periods. In an attempt to rectify the situation, legal counsel was obtained and meetings were held with the vendor. As a result, additional computer hardware was supplied at no cost to the Library and software adjustments were made. A process to address the problems in the long term was initiated.

cont'd ...



**AUTOMATION (cont'd)**

An Acquisitions and Accounting Committee was established to draw up specifications for an acquisitions and accounting system and to assess and make recommendations concerning the usage of the acquisitions software purchased with the library information system. Accounting specifications were completed and submitted to several vendors as a Request for Information. The installation of the acquisitions software was delayed due to problems experienced with the library information system. Since the software was not installed until September and key staff were not trained until November, it was decided to defer the request for capital funding for the project until 1987. This will enable the staff to fully test and assess the acquisitions software before making recommendations for the acquisitions and accounting system.

Equipment for the word processing system purchased in 1984 was installed in January and the process of system implementation and staff training was begun. The three workstations were installed in the Director's, Deputy Director's and Business Administrator's offices. In order to maximize usage, eight staff were trained. Because of the potential volume of work that could be done effectively on the system, a priority list of word processing work and a schedule for terminal usage were established. By yearend, the staff had become proficient in the use of the system and the benefits of the word processing application were evident.

cont'd ...



### AUTOMATION (cont'd)

The program to convert the various Board documents and Minutes to machine readable form in the word processing system, was initiated in July. The methodologies adopted for the project included the optical character recognition technique (OCR) and on-line data input. Since the OCR technique was less successful than original testing had indicated, the majority of the work was accomplished through on-line data input, a more time-consuming process. Nevertheless, by yearend, all Board Minutes from 1950 to 1985 and all Board Committee Minutes from 1979 to 1984 were on-line. Indexes of Board and Committee resolutions from 1979 to 1984 were completed.

### ORDER/ INTERLOANS DEPARTMENT

The ordering and receiving of library materials was ably undertaken by the Order Section. Throughout the year, all ordering and receiving was kept up-to-date and the materials moved quickly through the Section. Although there was a 1.3% increase (or 322) in the number of orders placed, due to publishing and buying patterns for the year, there was a 12.8% decrease (or 2,602) in the number of orders received. However, the number of copies received per order increased from 3 in 1984 to 3.5 in 1985.

The work in the Interloans Section returned to a more normal pattern. In 1984, when the Richview Library was closed due to renovations, there was an increase in the number of items requested and received from other library systems and a decrease in the number of items loaned to other library systems. With the re-opening of the Richview Library in January 1985, the Richview collection became available for use and as expected, the trend with respect to interloan activity reversed. The pattern for 1985 as compared with 1984 was a 27.7% increase (or 495) in the number of items loaned to other library systems, a 16.3% (or 694) decrease in the number of items requested and a 12.5% (or 410) decrease in the number of items received from other library systems.

cont'd ...



### CATALOGUING DEPARTMENT

A new version of the UTLAS Catalogue Support System was installed in January. A training program for this new version was implemented in order to enable the staff to use it. As is usually the case with new software versions, there were problems. The system was frequently down for several months, there were difficulties in obtaining a line into the system and response time was slow. The UTLAS to Geac interface was also adversely affected and it took several weeks to correct it.

These problems resulted in a backlog of new titles to be processed. Once the system was operating at a more acceptable level, various strategies were employed to clear the accumulated backlog. These were successful to the extent that there was a 21.5% increase (or 12,167) in the number of items processed and a 15.5% increase (or 3,941) in the number of titles catalogued as compared to 1984.

A dramatic 84.2% increase (or 24,503) in the number of items withdrawn from the library collections was noted as the branch staff directed their attention towards weeding outdated and worn out materials. The staff in the Cataloguing Department worked hard keeping up with the flow of work to ensure that holdings in the on-line were kept up-to-date.

A project to update the classification system for library collections was undertaken in consultation with the Public Services/Technical Services Advisory Committee. Because of the constantly changing and expanding base of knowledge, it is important to revise and update the classification system regularly. This ensures that materials on the same topic are kept together on the shelves and facilitates browsing through the collection for library users. Procedures for making necessary changes were agreed upon and some changes were implemented. This will be an ongoing process for several years.

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CONCLUSION

In reviewing the activities of the Technical Services Division for 1985, the number and variety of activities is evident. It was a busy year in all areas and at times the momentum was breathtaking!. Due to the combined effort of the staff in all areas, goals were met and the work of the Division was accomplished.

ANNE BAILEY  
DIVISION HEAD, TECHNICAL SERVICES



**5. STATISTICS**

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**USE OF LIBRARY COLLECTIONS**

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**CIRCULATION OF LIBRARY MATERIALS**

	<u>1 9 8 4</u>	<u>1 9 8 5</u>
<b>SOUTHERN AREA</b>		
Alderwood	<u>71,141</u>	<u>71,871</u>
Long Branch	<u>101,577</u>	<u>99,842</u>
Mimico	<u>124,465</u>	<u>117,965</u>
New Toronto	<u>106,192</u>	<u>87,532</u>
	<u>403,375</u>	<u>377,210</u>
<b>CENTRE AREA</b>		
Brentwood	<u>442,963</u>	<u>395,255</u>
Eatonville	<u>454,991</u>	<u>438,321</u>
Humber Bay	<u>82,950</u>	<u>83,789</u>
	<u>980,904</u>	<u>917,365</u>
<b>NORTHERN AREA</b>		
Albion	<u>519,162</u>	<u>466,471</u>
Rexdale	<u>108,898</u>	<u>91,988</u>
	<u>628,060</u>	<u>558,459</u>
<b>CENTRAL LIBRARY</b>		
Richview	<u>317,458</u> <sup>1</sup>	<u>741,558</u>
Extension Services		
- Bookmobile	<u>89,735</u>	<u>79,385</u>
- Shut-In	<u>27,365</u>	<u>29,444</u>
	<u>117,100</u>	<u>108,829</u>
	<u>434,558</u>	<u>850,387</u>
	<u>2,446,897</u>	<u>2,703,421</u>
<b><u>INTERLIBRARY LOANS TO OTHER LIBRARIES</u></b>		
Requests	<u>4,265</u>	<u>3,571</u>
Received	<u>3,279</u>	<u>2,869</u>
Loaned	<u>1,789</u>	<u>2,284</u>
<b><u>INFORMATION QUESTIONS</u></b>	<u>159,831</u>	<u>188,240</u>

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<sup>1</sup> Richview Library was closed for 7 months during a major renovation project.



**PROGRAMMES AND GROUP ACTIVITIES**

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	1 9 8 4		1 9 8 5	
	NUMBER	AUDIENCE	NUMBER	AUDIENCE
<b>PROGRAMMES CONDUCTED BY LIBRARY STAFF:</b>				
<b>IN THE LIBRARY</b>				
Story Hours	896	17,543	849	16,491
School Classes	880	18,132	958	22,927
Film Programmes	716	14,485	894	16,374
Projectionist Training	181	264	115	236
Other	686	12,936	979	13,979
<b>TOTAL</b>	<b>3,359</b>	<b>63,360</b>	<b>3,795</b>	<b>70,007</b>
<b>IN THE COMMUNITY</b>				
Story Hours	72	1,224	28	457
School Visits	181	4,284	141	5,228
Film Programmes	2	67	5	128
Other	158	1,822	141	3,111
<b>TOTAL</b>	<b>413</b>	<b>7,397</b>	<b>315</b>	<b>8,924</b>
<b>TOTAL PROGRAMMES CONDUCTED BY STAFF</b>	<b>3,772</b>	<b>70,757</b>	<b>4,110</b>	<b>78,931</b>
<b>USE OF LIBRARY FACILITIES BY COMMUNITY GROUPS:</b>	1,008	12,822	602	8,031
<b>TOTAL PROGRAMMES AND GROUP ACTIVITIES:</b>	<b>4,780</b>	<b>83,579</b> <sup>1</sup>	<b>4,712</b>	<b>86,962</b>

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<sup>1</sup> Decrease due to the closure of the Richview (Central) Library for seven months during a major renovation project.



SUMMARY OF LIBRARY COLLECTIONS

	<u>1 9 8 5</u>	<u>1 9 8 4</u>
BOOKS	674,057	668,627
8mm FILMS	232	405
16mm FILMS	1,407	1,504
ART PRINTS	393	279
FILMSTRIPS	1,273	1,278
KITS	2,245	2,209
MAPS	1,310	1,338
PHONORECORDS	41,043	40,464
PHONOTAPES	9,418	7,338
SLIDES	3,255	3,255
TALKING BOOKS	4,816	5,655
VIDEOCASSETTES	<u>1,371</u>	<u>716</u>
	740,820	733,068
PERIODICAL SUBSCRIPTIONS	2,544	2,485
	<u>1985</u>	<u>1984</u>
Print	2,452	2,399
Microfilm	72	55
Microfiche	20	31
MICROFORM COLLECTIONS	77,786	77,654
Microfilm reels	8,036	7,769
Microfiche	69,750	69,885

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<sup>1</sup> **Note:** The above figures do not include short catalogued records and tapes or uncatalogued paperbacks, foreign language material, government documents and pamphlets.



PERSONNEL

**ESTABLISHED POSITIONS (as at December 31, 1985)**

TOTALS

**a) Full time:**

Professional Librarians:	Grade	L-6	L-5	L-4	L-3	L-2	L-1					
	Total	1	4	6	11	8	22		52			
Library Assistants	Grade	LA-7	LA-6	LA-5	LA-4	LA-3	LA-2	LA-1				
	Total	6	1	5	19	3	55	2	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	-	-
Administrative & Other Unclassified Positions	Total	3										
		<u>GRAND TOTAL 167</u>										

**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	-	-
Administrative & Other Unclassified Positions	Total	-										
		<u>GRAND TOTAL 21</u>										

**ANALYSIS OF TOTAL PART TIME BUDGETED HOURS (includes Sunday & Emergency Hours)**

Professional Librarians	Total Hours	F. T. E. *
Other Staff (except Pages)	11,267	6.19
Pages	31,660	17.40
	<u>72,441</u>	<u>39.8</u>
<b>GRAND TOTAL</b>	<u>115,368</u>	<u>63.39</u>

\* Note: 1820 hours equal 1 Full Time Equivalent



**STAFF CHANGES** (All positions including established and non-established, except for Pages as at December 31, 1985)

	<b>FULL TIME</b>	<b>PART TIME &amp; TEMPORARY</b>
New Employee	9	27
Retirements	5	2
Resignations	5	19
Promotions	8	6
Transfers	10	1
Reclassifications	2	2
Maternity Leaves	3	1
Long Term Disability	4	-

