

ANNUAL REPORTS 1986

THE CITY OF
ETOBICOKE
PUBLIC
LIBRARY
BOARD



ETOBICOKE PUBLIC LIBRARIES

ETOBICOKE PUBLIC LIBRARY BOARD
1986

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Etobicoke Public Libraries

THE CITY OF ETOBICOKE PUBLIC LIBRARY BOARD

A N N U A L R E P O R T S

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C O N T E N T S

A. R E P O R T O F T H E C H A I R M A N

B. R E P O R T O F T H E D I R E C T O R

C. P U B L I C S E R V I C E R E P O R T S

- . I n t r o d u c t i o n - D e p u t y D i r e c t o r
- . S o u t h e r n A r e a - R e p o r t o f t h e D i v i s i o n H e a d
- . C e n t r e A r e a - R e p o r t o f t h e D i v i s i o n H e a d
- . N o r t h e r n A r e a - R e p o r t o f t h e D i v i s i o n H e a d
- . C e n t r a l L i b r a r y - R e p o r t o f t h e D i v i s i o n H e a d

D. T E C H N I C A L S E R V I C E S

R e p o r t o f t h e D i v i s i o n H e a d

E. S T A T I S T I C S

- . U s e o f L i b r a r y C o l l e c t i o n s
- . P r o g r a m m e s a n d G r o u p A c t i v i t i e s
- . S u m m a r y o f L i b r a r y C o l l e c t i o n s
- . P e r s o n n e l

A. REPORT OF THE CHAIRMAN

**ANNUAL REPORT
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CHAIRMAN
1986**

In 1986, we welcomed six new members to our Library Board, Miss Lynda Burton, Dr. Albert Fiorino, Alderman Alex Faulkner, Alderman Mary Huffman, Alderman David Lacey and Alderman Alex Marchetti. Along with our experienced Trustees, Leah Batty and Joseph Connell (Vice-Chairman, 1986), everyone came together as an effective team to form a nine member Library Board that put sound policies in place to deal with the present and future growth requirements of the Etobicoke Public Libraries.

For the second consecutive year, our circulation figures have shown a good increase (4.9% - 1986; 10.5% - 1985).

This continued growth in our services and facilities combined with changing library technology has required that the Board establish some new directions and priorities that will ensure our budgets and resources are allocated adequately to meet the future needs of public library service in Etobicoke.

At its Annual Meeting in January, 1987, the Library Board will be appointing a joint task force of Board members and staff whose mandate will be to "develop a five-year plan for library service in Etobicoke". This plan will include the development of a mission statement with recommendations, the identification of priorities for public service, branch renovations and expansion. The task force will be submitting its final document for the Library Board's consideration in September, 1987.

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The performance of our Automated Circulation Control System and On-line Catalogue improved over the past year. Our patrons are now enjoying a quicker response time. During 1987, additional enhancements are planned that will provide our system with the capacity to handle present requirements and the expansion of the next five years. In anticipation of this expenditure, I am pleased to advise the Etobicoke community that suitable funds will be available in our computer reserve account to cover all the expected costs. In short, we will achieve this improvement at no cost to the 1987 tax base.

This year, our Board made its first Semi-Annual Report to Etobicoke Council. In it, we were able to highlight areas of concern for the future and update the members of Council on projects we currently have underway. The concept of making an annual presentation and receiving Council's comments and suggestions has proved most beneficial in providing a communication link between the Library Board and City Council.

On February 10, 1986, Etobicoke Council approved by a solid majority our funding request for a new free standing library west of Highway #427. Since that date, we have selected an Architect and established Elmbrook Park on Renforth Drive as the ideal location. A Citizen Advisory Group has been formed to provide input and make recommendations to the Board about the Eringate area's needs and priorities for their new library building. At present, 10 local citizens are serving on this committee. I would particularly like to acknowledge the Committee and its Chairman, Mrs. Elizabeth Brown, for their fine work and assistance to date.

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**ANNUAL REPORT OF THE CHAIRMAN
1986**

The preliminary design for the new Elmbrook Park Public Library is now completed and approved. Work on the final design has commenced and a public meeting is proposed for the community when this phase is completed. We are anticipating construction to start during the summer of 1987.

Given the diversity of the many cultures and languages in our community, a full time Multicultural Co-ordinator has joined our staff. We are now attempting to align our circulating collections in a way that will meet the needs of the various multicultural communities and provide the library materials and programmes they require.

Several significant milestones were achieved during 1986. In October, the Long Branch Library celebrated its 40th year of service to the Lakeshore community; In April, the Humber Bay Branch achieved its 35th year of continuous service. The Richview Library celebrated its 20th anniversary and received an Honourable Mention from the Ontario Ministry of Housing Ontario Renew Awards Programme.

During the year, our collections were enriched by many donations from users. To the many private individuals who have contributed and to organizations such as the Centennial Park Power Squadron and The Royal Canadian Legion, Rangers Branch (Ont. No. 213), we extend our sincere appreciation.

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Achievements in community service are not gained without a very important element - Human Resources . The Etobicoke Public Library System ranks among the best in the Province of Ontario. It has achieved this recognition by the quality of its employees, and their commitment to the community they serve and the library programmes and services they present. Each day, they welcome your participation and invite you to enjoy the best bargain in town - YOUR PUBLIC LIBRARY. To Mrs. Nancy M. Hall, our Director and Secretary-Treasurer and all the Etobicoke Public Libraries staff, the Library Board extends its appreciation for a job well done over the past twelve months.

All members of the Library Board are volunteers who give freely of their time to oversee matters concerning public library service in Etobicoke.

To my fellow Board members, "Thank you" for a job well done in 1986.

PETER LEON
CHAIRMAN

B. REPORT OF THE DIRECTOR

**ANNUAL REPORT
OF THE
DIRECTOR
1986**

The Etobicoke Public Libraries moved into 1986 with performance goals which, expressed as a work programme, represented an ambitious undertaking. With the exception of a few on-going projects which will carry forward into 1987, the Library system has achieved what it set out to accomplish.

GOAL: "To provide, in an efficient manner, a variety of materials for citizens of all ages in accordance with community needs for education, information, culture and leisure."

In 1986, the budget allocation for the purchase of library materials was \$1,374,860. The selection of material, collection analysis, the identification of weak areas, the effectiveness of various formats, the withdrawal of worn, outdated material and patron orientation to the collection were major staff activities.

In 1986, compact discs were introduced at the Central Library in response to patron requests; art prints which were "old hat" at Albion received a new life at Mimico; video cassettes, already available in the Northern and Central Areas, were provided to the Southern Area through New Toronto; the upgrading of the heavily used Eatonville collection continued; back issues of 28 magazine titles at the Central Library were converted to microform; Science Fair reference collections were established; the large print collection was decentralized and control transferred to the local branch; books on tape, no longer confined to the visually impaired, became "standard fare".

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By year-end, the public had borrowed 2,835,143 items for a record per capita circulation of 9.55.

This emphasis on library materials was reflected in library programming which supplemented and drew attention to the collection. At the Central Library, workshops designed to inform and assist patrons in specific areas of the collection were conducted. In addition to the regular offerings, the public sought information through programmes on a variety of topics including running a meeting, speaking in public, family law, preparing for retirement, small business management. In total, 3,401 programmes were attended by 68,324 persons.

GOAL: "To maintain, adapt, and alter physical facilities to ensure convenience, attractiveness, and accessibility."

The condition of library buildings continues to be a matter for concern. Many of these facilities because of age, building/fire code regulations, changing technology and lack of handicapped access require major upgrading and maintenance work. In 1986, a major in-house study was conducted in which each facility was rated against a common set of criteria. Priorities with respect to the need for repair, refurbishing or renovation were then established.

New Toronto was identified as a problem requiring immediate attention and an architect was engaged to prepare a design study. The renovation costs were, however, considered prohibitive and it was decided that future expenditures be confined to those required for reasons of safety or mandatory maintenance.

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ANNUAL REPORT OF THE DIRECTOR
1986

During the year, the Fire Department determined that the Mimico auditorium is in violation of the Ontario Fire Code. A "Life Safety Study" was undertaken which outlined mandatory remedial measures totalling \$59,000.

The Library's request for capital funds in 1987 will, therefore, include major expenditures at New Toronto and Mimico.

GOAL: "To increase public awareness of the materials and services offered by the Etobicoke Public Libraries."

In 1986, 79,380 flyers publicizing 260 programmes and 36,350 brochures promoting 26 different events were prepared for distribution. Residents were also made aware of the service through 108,435 bookmarks containing general information or highlighting specific events. In addition, 119 colourful posters were produced. Other promotional activities included Libraries in the Lakeshore, a newsprint tabloid distributed to over 21,000 homes; information included in Welcome Wagon packages and hydro bills; displays at Humber College and in shopping malls; and, the on-going flow of press releases.

The identification of library buildings through improved exterior signs proceeded with installations at Long Branch and Silver Creek with Albion to follow in January, 1987. Finally, the long awaited street directional signs began to appear as the final hours of the year drew to a close.

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The Library becomes a visible presence in the community through staff participation in local endeavours and with community organizations. In 1986, these included Humber College, the Lakeshore Festival, the advisory boards of community schools, membership in local merchant and business associations, the Etobicoke Business Association, the Etobicoke Social Development Council, Arts Etobicoke, Women's Habitat, Lakeshore Inter-agency Workers; George Hull Community Centre, Alderwood Community Centre, Thistletown Multi-Services Centre, Rexdale Women's Centre, Rexdale CID, Mid-Etobicoke Workers; and a host of others.

GOAL: "To increase the staff's ability to respond to patron needs."

In 1986, there were major initiatives in this area and a total of 13 in-house workshops took place. Topics included public relations, supervisory skills, performance assessment, interviewing, story-telling, book publishing and goal setting. In addition to the above, the annual sessions for new staff orientation, first-aid training and pre-retirement planning were conducted. Staff attended a variety of seminars and workshops sponsored by other organizations. These included the Canadian Library Association, the Ontario Library Association, the American Library Association, the University of Toronto, the Ministry of Citizenship and Culture, the Association of Municipal Clerks and Treasurers.

GOAL: "To examine current library practices to ensure that the service is relevant to a maximum number of residents and to gather data to assist in planning service for the future."

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ANNUAL REPORT OF THE DIRECTOR
1986

In 1986, the service was monitored and examined as never before. This analysis is possible through the assiduous collection of demographic data and community information and the statistics provided by the automated systems. This information has been put to use in collection building, budget preparation and in assessing the need for additional service outlets.

The year 1986 saw the completion of major staff investigations of services to seniors and services to shut-ins. The appointment of a Multicultural Coordinator in the latter part of the year will permit an examination of earlier recommendations with respect to service to this patron group.

As a result of these endeavours, an almost formidable body of information about the service is now available for planning purposes. Given the existence of situational factors such as a changed community profile, technology and limited funding potential, it was considered imperative that preparations begin for a major planning exercise to take place in 1987. A Task Force consisting of two Board members and two staff completed by year-end a strategy for developing a 5-year plan for library service. This process will commence early in the new year.

GOAL: "To administer those functions and processes that serve to expedite the service goals of the library system; to assist staff and Board members to carry out their respective mandates."

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In 1986, in order to improve response time on the circulation system and the on-line catalogue, a second central processing unit was installed on loan for a trial period. It has now been determined that this will not be a suitable long term option and that a greater computer capacity will be necessary if both the immediate and future requirements of the Library system are to be addressed.

The performance of the Acquisitions and Accounting system presently operating on the City's computer was less than satisfactory. Problems include cumbersome software dating back to the 1960's and the fact that the City no longer leases the compiler for one of the languages. As year-end approached, it became increasingly difficult to manage the library materials budget. Changes requested by the auditors could not be implemented. Since the Library's computer system incorporates the software for an acquisition module, the recommended resolution is an in-house accounting system to interface with the Acquisitions software. This is an urgent requirement.

In 1986, funds for the construction of a neighbourhood library west of highway #427 and north of Rathburn Road were approved and a site provided on the south-east corner of Elmbrook Park. At the time of writing, the design phase is well underway. Throughout, the Board, the staff and the architect have been ably assisted by a local Citizen's Advisory Group.

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ANNUAL REPORT OF THE DIRECTOR
1986

CONCLUSION:

It is frequently possible to characterize the past year by a catch phrase: the year of organizational change; the year of personnel policies and procedures; the year of circulation control; the year of the book; the year of the on-line catalogue; the year of the Public Libraries Act.

The intent for 1986 was to avoid a single focus and to concentrate on those activities which are implicit in the mandate of the Etobicoke Public Libraries. Outstanding projects were completed - a necessary condition if the Library system is to embark on a planning exercise in 1987. For the staff, this involved the curtailing of "new initiatives" for the more mundane occupation of making the status quo "work better" - never quite as exciting. Their expertise, their professional attitudes, their determination, their ability to organize the work and meet deadlines and their sense of humour were constant. Given this level of human resource, one enters "the year of the plan" with confidence and purpose

N.M. HALL
DIRECTOR

C. PUBLIC SERVICE REPORTS

ANNUAL REPORTS
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DEPUTY DIRECTOR
OF PUBLIC LIBRARY SERVICE

INTRODUCTION

1986 has been a year of beginnings for the public service aspects of the Etobicoke Public Libraries.

Work began on planning for the construction of the Elmbrook Park Library. The Library Board, staff and the newly formed Citizen Advisory Group have worked in co-operation with the architectural firm of Moffet and Duncan and with City staff to achieve an attractive building that is conveniently located for public use.

In late 1986 the long-awaited Multicultural Co-ordinator position was filled. The development of service to those whose first language is not English, or whose culture may not be North American is just beginning. This endeavour will be a challenging and complex one. Some results have been achieved already, but a great deal remains to be accomplished. It is planned to intensify these efforts in 1987.

The use of library service has increased in 1986. While this is gratifying, it also brings related difficulties, such as deterioration of facilities and collections, and additional equipment and storage needs. Altered staffing is required to meet peak period demand, as is extensive staff training and re-training. Work has begun on exploring solutions to these problems and will continue in the forthcoming year.

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In 1987 a strategic planning exercise will begin. This process is designed to plan for public library service in Etobicoke for up to five years. Many challenges face the library system as a corporate entity. Demand shows no sign of lessening -- quite the contrary. In a five year period, circulation of materials has increased by 20.9%. In the same period, in-depth reference and research assistance has increased by 32.5%.

The population of Etobicoke, and indeed of North America, is changing. It is growing older. The public library has a major role in designing programmes to assist the aging person to achieve the enjoyment of an enhanced quality of life within the community.

Assistance to the economic life of the community by service to business, the unemployed, the illiterate and semi-literate, and to the indigent are becoming part of the Etobicoke Public Libraries' service mandate.

All of the foregoing will be part of the strategic planning process. The major goals, then, for 1987 will be first to proceed with those tasks begun in 1986 and, secondly, to assist in planning for the challenges of the coming five years.

Following are the reports of public service managers describing activities and achievements in their Areas during 1986.

JENNIFER MILNE
DEPUTY DIRECTOR

**ANNUAL REPORTS
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PUBLIC SERVICE 1986**

DIVISION HEAD, SOUTHERN AREA

1986 was a year of exceptional activity in the Southern Area. The circulation of library materials has shown an increase in all four branches for the first time in two years. To reflect the needs of the present communities, new services and programmes have been tested, staffing components have been examined and reorganized, and extensive work has been carried out to develop the collections. The positive response from the borrowers has been gratifying.

AREA PLANNING

In 1986, some strategies were developed to overcome the problem of declining circulation. One successful plan was the production of the news flyer - Libraries in the Lakeshore. This was mailed out early in September to all households, industries, and businesses in the Area. New borrowers registered for library cards and for programmes and regular patrons were informed of new services and upcoming programmes for the fall. It is hoped that it will be possible to repeat this promotion at some future date.

Of great interest to the local residents were the frequent meetings on the subject of the disposition of the Lakeshore Psychiatric Hospital grounds. The study was done by the firms of Peter Barnard Associates and A.J. Diamond Planners Ltd. for the Ontario Ministry of Government Services and the City of Etobicoke. The final report was presented in September 1986 and it proposed several re-use concepts for the site, a valuable waterfront property with enormous potential for the City.

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BRANCH ACTIVITIES

The branch activities for 1986 have been successfully completed.

During the past year at Alderwood, the collections have been analysed and weeded to respond more accurately to patron needs and use. As a result of public demand, Babytime programmes were held and were well attended.

Long Branch Library celebrated its fortieth birthday with week-long celebrations. Over five hundred people came to the Library to participate in that happy event.

Mimico Library introduced the art print service at the "Open House" on March 17. In addition to programmes and refreshments, McLean Hunter filmed the event for the television programme on the Library. A Tales for Two programme was introduced to the Mimico community. This event was hailed with great enthusiasm by the young mothers in the area.

New Toronto Library started circulating video cassettes in September. The use of this collection by the public has been quite overwhelming. The staff are attempting to organize the circulation desk and routines to meet the increased demand.

New Toronto Library has been evaluated and assessed with respect to the services, collections, staffing, hours of operation, and the physical aspects of the building. The latter was done with the help of a Design Study prepared by Stinson, Montgomery, Sisam, Architects. In addition, the collections have been revitalized, the books and furniture rearranged, the staffing component altered and the hours of operation changed. The decision of the Etobicoke Public Library Board has been to undertake those tasks required for mandatory maintenance and safety with respect to the existing building.

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PROGRAMMES

All branches held a variety of adult programmes of interest to patrons. Service to children was designated a priority in all branches. Story-times, Tales for Twos, Books for Babies, class visits, daycare visits, and general and special programmes drew large audiences of children. The Summer Reading Programme was very successful. The Libraries participated again in the local fair, the Lakeshore Festival.

COLLECTIONS

All collections have been carefully examined and updated. Collection profiles have been revised. Large Print budgets in all branches were increased to meet the public demand for more of this book format. There is a constant demand for bestsellers and popular fiction.

Large quantities of paperbacks were purchased to satisfy the high demand by children and adults. Considerable effort was made during 1986 to purchase science materials to help meet the demands of school age children.

STAFFING

The staffing components of two Southern Area branches have been closely examined. As a result, it has been possible to make some adjustments that do not reduce branch efficiency but which are cost effective.

As well as attending meetings within the library system, Southern Area staff are involved in many community groups. These opportunities provide valuable contacts. The Libraries benefit from a more immediate knowledge of community concerns and events. A good example of this is the co-operation within the New Toronto community regarding the closing of the Good Year Plant, whereby support in the form of library services, materials and programmes was made available immediately.

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It has become obvious over the past year that the Southern Area of the City of Etobicoke is on the brink of dramatic change. It is prudent for the Etobicoke Public Libraries to be aware of the indicators and to be ready to respond to community shifts when appropriate.

BETH WILLOUGHBY
DIVISION HEAD, SOUTHERN AREA

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DIVISION HEAD, CENTRE AREA

The past year has been one of consolidation of activities in the Centre Area branches, particularly in the areas of collection development, programming, and outreach.

CIRCULATION

The Area circulation in 1986 shows an increase of 4.2% over 1985. Print circulation for the Area increased by 15,569 items or 1.8%, while the non print circulation (excluding video) increased by 14,455 items or 27.2%. If video circulation is included, the total non print increase represents 23,136 items or 37.1%.

On an individual branch basis, Brentwood's total circulation shows an increase of 4.4%, Eatonville's an increase of 5.1%, while Humber Bay shows a slight decrease of 1.1%.

The increases in non print circulation are most interesting. The public seem to be shifting borrowing habits to records, cassettes, and Listen for Pleasure tapes. These are being provided in greater quantities in order to meet the demand. The only real drawback to the popularity of audio cassettes and videos in particular is the amount of labour involved in handling, an issue which will require attention in the coming year.

COLLECTIONS

Collection development received attention in all Centre Area branches.

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COLLECTIONS (cont'd)

As part of the ongoing action plan for collection development, Eatonville staff continued improving the collection in the areas of gardening, pets, theatre, travel, computers, science, art, and technology. A donation of books from the Power Squadron on sailing and boating was received. Extensive material withdrawals were carried out in the children's room which allowed for re-arrangement of furniture to produce a more open and inviting facility.

An intensive examination of all parts of the children's collection at Brentwood was completed in the summer. Both the Adult and Children's Departments established science fair reference collections, using the Richview model, in preparation for the annual science fair rush.

Humber Bay branch has seen an increase in use of its multicultural collections, especially by Polish speaking patrons. Improvements have been made to the language learning materials to meet the needs of these borrowers. The staff noted that the registration forms and brochures which are printed in Polish have assisted the introduction of these people to the Etobicoke Public Libraries. New shelving has helped to arrange the collections more logically and attractively.

All Centre Area branches are very pleased with the improvements to the Large Print collections. The greater variety has delighted patrons and increased circulation of these books.

An increase has been noted in the number of adults engaged in continuing education. This is a trend which will be monitored in order to determine the demands which will be made on the collections.

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PROGRAMMES AND OUTREACH

As staff get to know their communities and public, programming becomes more closely tied to the needs and demands of that public. All branches in the Area presented a variety of programmes to meet these needs. Tales for Twos, Preschool Storytime, and Babytime programmes at all branches continue to be fully booked for each session offered. Film programmes and a variety of Saturday activities for children are also well received. Special children's programmes conducted in all branches, such as Etobicoke Children's Theatre, drew record crowds. The Summer Reading Programme, Unicorn's Quest, drew unprecedented numbers of children eager to complete the reading quest and participate in the many programmes related to the Unicorn theme.

Adult programmes in all branches were geared to meet the needs of many ages and interests, including senior citizens. Tea and Books, travel films, and slide series are enjoyed at all branches. Brentwood participated in National Book Festival Week by presenting author Eric Wright. Two programmes, "Running a Meeting" and "Painless Public Speaking", were well received, as were two summer programmes. The latter had such enthusiastic audiences (mostly senior citizens) that summer programming will be considered in 1987. Eatonville Library offered special programmes on high blood pressure, Royal Doulton, and preparing for retirement. Humber Bay offered a retirement planning seminar, sessions on allergies and migraines, and a citizenship evening. Humber Bay celebrated its 35th anniversary in the spring with a well attended Open House.

Many of the programmes would not meet with such success without the efforts of staff in terms of community outreach. These efforts not only keep staff aware of events and changes in their communities, they also serve to draw people to libraries and to raise the profiles of the libraries in the communities. Visits by librarians to schools, day care centres, and nursery schools are now resulting in more class visits to the Area branches.

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PROGRAMMES AND OUTREACH (cont'd)

Close contacts are maintained with both Parklawn and Islington Community Schools. The bright and attractive Brentwood branch flyer was distributed widely through class visits, at day care centres and at the Mid Etobicoke luncheons. Brentwood staff continued liaison with the Kingsway Baptist seniors and approaches made to the Fairfield Seniors Centres have resulted in a film programme at the Centre. In turn, many of the seniors have starting coming to the branch to enjoy its services. Young adults also received attention at Brentwood. Programmes on karate and Fashion Careers in Toronto drew respectable and encouraging audiences.

As part of an Action Plan related to seniors, Eatonville staff approached the staff of Meadowcroft Nursing Home with an offer to do book talks. They were well received and hope to do more of the same. A contact made with the George Hull Centre, which deals with women and children in abusive situations, has laid the groundwork for programmes for both the mothers and the children.

The Southern Area brochure, Libraries in the Lakeshore, which was distributed in the fall, had an unexpected effect -- some new borrowers registered at Humber Bay after receiving the booklet. Humber Bay staff are aware of an increase in parent and day care centres in the area. In addition, there is a new community centre, the Stonegate Drop In Centre. A small new housing development on High St. is being monitored for potential library users.

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AUTOMATION

The major event of the year was the installation of the second central processing unit and associated rewiring. Although the transition occurred smoothly, Eatonville and Brentwood experienced some down time due to problems with communication lines. Plans are underway to alleviate these problems and improve response time.

STAFF

Staff from all branches attended many of the in-house workshops and found them to be very valuable. A librarian from Technical Services spent three months at Brentwood to "experience" public service and, in turn, imparted Technical Services knowledge to branch staff. Several staff new to the Etobicoke Public Libraries received computer training at Humber Bay.

BUILDINGS AND MAINTENANCE

It was the year of the floods. The Eatonville parking lot was ultimately restored to pre-flood conditions by the City Works Department, although the lot still requires some attention. Heavy rains in October caused a blocked drain and serious flooding in the entire lower floor at Brentwood. The carpeting in the Arts Room has since been replaced.

In addition, new shelving in the Arts Room at Brentwood will soon be installed, as will a new listening centre to complete the planned Young Adult area.

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An annual report for the Centre Area would not be complete without mention of one significant event: the approval of funding and beginning of work for the new Elmbrook Park Library. The Library Board, citizens and staff in the Area and Administration have contributed a great deal to this effort through ongoing involvement in planning, discussion and selection of materials for the new branch.

Centre Area branches have been extremely productive in 1986. This is largely a result of the high level of commitment and energy dedicated to library services by the staff. It is anticipated that the Centre Area libraries will continue to demonstrate positive and rewarding results in the coming year.

LESLEY NORTH
DIVISION HEAD, CENTRE AREA

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DIVISION HEAD, NORTHERN AREA

The pace of activity in the Northern Area libraries has accelerated during 1986. Both branches are experiencing sizeable increases in circulation and information queries, particularly those involving in-depth reference. Staff have been pressed to meet the demands for service, programmes and materials.

1986 WORK PLANS - ALBION LIBRARY

Reorganization of the Adult Services Department has progressed. The overall plan, while essentially complete, continues to undergo refinements. The actual re-arrangement of the area has been deferred pending 1987 budget decisions on items such as carpet and painting. However, progress has been made.

A major step forward was the installation of the information centre. It is attractive and functional. The work involved in delivering information services will be facilitated as vulnerable reference materials, formerly kept in the workroom, can be housed in the centre. Additional electrical outlets make it possible to use the fiche catalogue as necessary.

Earlier this year the on-line catalogues were relocated in conjunction with the wiring done for upgrading the system. The reference, multi-lingual and periodical collections will soon be moved to interim locations. This will be done to improve access for public and staff.

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1986 WORK PLANS - REXDALE LIBRARY

Staff changes created delays in implementation of the outreach project. The summer was used for additional planning, with letters followed by phone calls commencing in the fall. This has turned out to be a gradual process, slow in producing tangible results. Response varies depending on the nature, structure and goals of the group. The type of outreach and timing has to fit the circumstances.

Activities have included the visit of an upgrading class and information in a home and school newsletter. There are indications that other groups are fitting the library into their 1987 plans.

BUILDING AND MAINTENANCEAlbion District Library

Brick work repairs and the painting of the meeting room wing have enhanced the exterior appearance of the building. Still to come, pending various approvals by the City, is the hanging sign that will assist the public in locating the Library and identifying it as "that building across from Shoppers World Albion".

Sidewalk areas were replaced and expanded to reduce hazards and to match traffic patterns. Handicapped parking spaces were re-marked. Furniture has been refinished and new chairs added. Additional paperback spinners are expected shortly since the peg-board variety is being phased out as budget allows.

Rexdale Library

The parking lot was re-surfaced and handicapped parking spaces were designated. Repairs were done to the roof and the crumbling front patio cement was replaced.

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BUILDING AND MAINTENANCERexdale Library (cont'd)

New chairs for the children's area are attractive and colourful. In other cases, chairs have been refinished. Paperback spinners have replaced some vintage models which were neither attractive nor functional.

SERVICES AND COLLECTIONS

The Area's resources, materials and staff have been heavily used during 1986. Circulation in the Area is up 6.4% over 1985. The demographics of the Northern Area impact on the nature and emphasis of the service. Children and young adults predominate.

Response to children's programmes (e.g. Tales for Twos, Preschool Storytime, the Unicorn's Quest) is overwhelming, with requests for more. Portions of the collection -- picture books and board books -- are strained to meet the demand. Requests for science fair and school project material raise questions regarding the extent the public library should be expected to spend to support the school curriculum.

At Albion some young adults have made their presence known by exhibiting behaviour problems. Staff have spent considerable time developing a strategy to deal with this group and have been assisted by the police.

Rexdale's service to young adults is increasing with the move of Msgr. Percy Johnson Separate School from the former Rexdale Public School to the former Heatherbrae Middle School. Grade nine and ten students are finding the Library a surprisingly useful resource, with some being referred to Albion for more specialized requests.

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SERVICES AND COLLECTIONS (cont'd)

The older adult is beginning to appear at Albion with requests for day-time programmes. Tea and Books sessions are planned for 1987. Rexdale's emphasis is geared more to senior citizens. Outreach contacts have been made with the West Acres Recreation Club and the Kipling Acres Adult Day Care Centre Program (a joint venture with Extension Services).

CONCLUSION

It is anticipated that the expanding Area population will continue to exert pressure on the Area libraries. The coming year will require an examination of services and their delivery if the Northern Area libraries are to meet the challenge of providing quality library service to all segments of the community.

CLEO STEWART
DIVISION HEAD, NORTHERN AREA

ANNUAL REPORTS
OF THE
PUBLIC SERVICE 1986

DIVISION HEAD, CENTRAL LIBRARY

In 1986 the Central Library gave priority in its activity plans to analysis of its resources (Richview) and the delivery of library service (Extension Services).

COLLECTIONS

In Richview, non print formats proved to be increasingly popular for recreational use. For the first time, compact discs were made available to the public and, with virtually no advance publicity, the entire collection was in circulation in a couple of days. The initial success of video cassettes has never diminished and the audio tape circulation has received a boost with the acquisition of a wide range of Books on Tape.

The provision of information has been enhanced by means of the microtext conversion programme. This project provided for the conversion of twenty-eight heavily used periodical titles from paper copy to microfilm. Conversion has allowed materials to be housed on the main floor instead of in the basement stacks, providing the public with direct access and freeing much needed staff time. Online reference graduated from the realm of "novelty" to become an integral and increasingly indispensable aspect of providing information.

It should be noted that the public move with increasing ease among all these formats and the "typical" user is a person with more sophisticated and diversified recreational interests and increasingly complex information requirements.

cont'd...

COLLECTIONS (cont'd)

Neither the public nor the staff have lost interest in print materials, however. The collection assessment programme begun in 1986 will take years to complete. This programme will focus the attention of professional staff on designated subject areas of the collection to assure that standard and classical works in the field are available.

The science fair collection, which also began in 1986, re-organized materials already owned by the branch to make them easier to find and use for the students who require them annually.

Reading in non-English languages has increased among both children and adults.

PROGRAMMES

In the Children's Department the annual rush to sign up preschool and older children for library programmes is a happy reminder that parents in the neighbourhood place a high premium on reading for their children. Support for children's reading has been equally strong from the local schools whose encouragement and participation in the Library's Take an Author to Lunch programme made it a resounding success. Group requests for library tours have come from elementary and secondary schools, adult re-training programmes, English as a Second Language classes, and others. Their delight and surprise at the range of services and materials available to them enforces the impression that publicity and promotion are fundamental to maximize the Library's use.

Library programming has therefore been developed to enhance the use of the collection, promoting particularly the use of business and law resources and the use of the online catalogue. Many of the most avid and frequent library users who attend such programmes continue to find new resources.

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PROGRAMMES (cont'd)

The Richview Library successfully celebrated its 20th anniversary during 1986. It was noted that circulation of library materials has increased over 65% from 1966. While some of this increase can undoubtedly be attributed to innovations in format and service, books and reading remain the mainstay of the Central Library.

BUILDINGS AND MAINTENANCE

The branch renovation, now two years old, has accommodated the continuing enjoyment of books and reading. The lounge area, so well used on a daily basis, remains one of the most effective aspects of the building's change. Receipt of an Honourable Mention Award from the Ontario Ministry of Housing under the auspices of the Ontario Renewal Program was a pleasant confirmation of the many successful aspects of the renovation.

The addition of new signs, furniture, and equipment through the annual operating budget has enhanced the appearance of the branch and has helped to promote its easy use. However, the building is experiencing problems associated with increasing use. Material is being transferred to the stacks, not because of lack of use but because of lack of space. At peak periods, study space and seating are at a premium and line-ups at the online catalogues are longer.

AUTOMATION

Automation has become an important ally in dealing with this heavy use, as 1986 saw a marked improvement in performance of both the circulation and catalogue systems. The detailed information that the online system has provided about patrons and material use is now a basic component of planning. Some of this information is discouraging as the high rate of material loss indicated by earlier manual samplings has now been confirmed.

cont'd...

AUTOMATION (cont'd)

This information prompted staff to begin an investigation of electronic security systems, a survey which will continue into 1987 and may result in a request for such a system in 1988.

EXTENSION SERVICES

In Extension Services, studies and surveys have virtually become the order of the day as staff attempt to serve an increasing population of older people and maximize the use of the Bookmobile.

Surveys of Large Print users and Shut-In borrowers confirm a high degree of satisfaction with the material and service provided. The decentralization of the Large Print collection will allow branches to customize their collections and free staff time in Extension Services. The hours previously used to administer the cumbersome rotation of these materials among branches has now been re-allocated to provide service to more Shut-In patrons.

The Shut-In service itself has been de-centralized, as many branches now provide library materials directly to homebound readers in their communities.

The Bookmobile has re-aligned hours, discontinued old stops, and started new ones in a continuing effort to ensure the most effective use of its resources.

A detailed final report has been produced which outlines several recommendations, particularly related to Shut-In service, that staff consider a priority if the growing population of older adults in Etobicoke is to continue to enjoy library service.

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ANNUAL REPORT/CENTRAL LIBRARY
1986

1986 has laid the groundwork for continued Central Library activity. A year end review of activities reveals not so much a list of tasks completed but of tasks begun.

MICHELE TOPA,
DIVISION HEAD, CENTRAL LIBRARY

D.

TECHNICAL SERVICES

Report of the Division Head

ANNUAL REPORT
OF THE
TECHNICAL SERVICES DIVISION
1986

The work of the Division focused on providing support services for the Libraries in the areas of automation, interlibrary loan and the purchasing, cataloguing and processing of library materials.

AUTOMATION

After a lengthy series of negotiations, a new contract with Geac Canada Limited was signed on June 26, 1986. Included in the contract was provision for the installation of a second central processing unit on an interim basis. It will remain in place until a decision is made regarding the options available under the terms of the contract.

The second central processing unit, known as "COKO" was installed and linked to "TOBI" in July. During June and July, the communications network was also upgraded to accommodate the new hardware and provide better service.

A detailed analysis of the options available under the terms of the contract resulted in a recommendation to purchase a Geac 9000 computer in 1987. The recommendation was based primarily on the fact that the 9000 system is the only option which can meet both present and projected peak loads on the system for the next five years. System usage reached an all time high in 1986 and it is anticipated that this trend will continue into 1987.

cont'd ...

AUTOMATION (cont'd)

Geac experienced financial setbacks in the fall which culminated in the December 3 appointment of Peat Marwick Ltd. as interim receiver and trustee. As a result of this situation, a decision regarding the options available in the contract was postponed, pending receipt and analysis of further information regarding Geac's present status and future prospects.

In preparation for the replacement of the existing acquisitions and accounting system in January 1988, a committee of staff prepared requests for proposals (RFP's) for accounting hardware and software in the first half of 1986. Responses to the RFP's were solicited. The responses were analyzed and hardware and software vendors were selected. This information formed the basis of a 1987 capital budget submission. In December, the staff was advised that the Budget Sub-Committee had not recommended approval of this capital request. Consequently, a review of alternatives was initiated.

The office automation equipment purchased after approval of the 1986 capital budget was installed in the first quarter of the year. The installation went smoothly. With this additional equipment, access to office automation was extended. The benefits were of particular note in the Publicity Department.

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ANNUAL REPORT OF TECHNICAL SERVICES
1986

AUTOMATION (cont'd)

The retrospective conversion project to put Board minutes and motions in machine readable form continued from July to December. In addition to having complete on-line access to Minutes of the Regular Board Meetings from 1950 to the end of 1986 and to Minutes of all Standing and Special Committees of the Board from 1979 to the end of 1986, by year-end, indexes of Resolutions in numerical and chronological order for 1963 to 1986 were built. The indexes have provided a mechanism for easy and efficient searches of Board decisions. Subject indexes have also been developed from the chronological indexes. It is hoped that it will be possible to complete the indexes to 1950 during 1987.

ORDER/INTERLOANS DEPARTMENT

There was an increase in the amount of library materials ordered and received in 1986, as compared to 1985. This increase was due primarily to the capital budget for library materials for the Elmbrook Park Library and became particularly noticeable by the fall. The staff worked hard to keep up with the increased workload, particularly as yearend approached.

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ORDER/INTERLOANS DEPARTMENT (cont'd)

A number of problems were experienced throughout the year with the acquisitions and accounting system which made it difficult to handle the workload and manage the library materials budget. The problems were related to a series of upgrades being implemented on the Sperry system at the City. Because the Libraries' acquisitions and accounting system is an outdated and cumbersome combination of software programs obtained from several sources, it has not responded favourably to the upgrades undertaken by the City. As the year progressed, it became evident that major rewrites of the software will be essential if a new accounting system is not installed and acquisitions is not moved over to the Geac system, as planned.

The introduction of a 10% tariff on imported English language books in June complicated the work of the Department. Initially, there was confusion and uncertainty as the various publishers, jobbers and customs officials tried to decide how to handle the tariff. A great deal of time was devoted to obtaining information. When the dust settled, a variety of methods were introduced by the publishers, including increased discount levels, the preparation of letters and forms certifying the Libraries' exempt status and increased prices. The net result is a reduction in the buying power of the library materials budget and an increase in the workload associated with handling the tariff with the various publishers.

There was a substantial increase in interloan activity in 1986. This may be attributed to increasing expectations on the part of library users (as indicated by the increasing number of requests) perhaps as a result of the on-line catalogue and the use of the REFCATSS system available from UTLAS for interlibrary loan locations.

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ANNUAL REPORT OF TECHNICAL SERVICES 1986

CATALOGUING

Magnetic tapes from the Metropolitan Toronto Reference Library's MINISIS system, containing cataloguing records for deposit collection multilanguage material, were successfully loaded into the Geac system. Accordingly, complete bibliographic access and circulation control will be provided for this material.

With the purchase of compact discs for the Central Library, procedures for their cataloguing and processing were implemented. In addition, new processing procedures and improved packaging were developed for read-along kits, one of the newer and increasingly popular items in the children's collection.

Changes in procedures for handling audio visual material were implemented on a trial basis in an effort to catalogue the increasing amount of this type of material more effectively. Work on proposals for a more efficient means of handling classical sound recordings was also initiated.

The project to update the classification system for library collections continued with particular emphasis on updating to new numbers developed for computer science. In December, a full-time person was provided through the Ontario Government's Futures Program to work on the project for a 16 week period, at no cost to the Libraries. This assistance will enable the completion of the computer science number conversion in 1987.

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**ANNUAL REPORT OF TECHNICAL SERVICES
1986**

CATALOGUING DEPARTMENT (cont'd)

As was the case in the Order/Interloans Department, there was an increased volume of materials for cataloguing and processing, caused by the capital budget for the Elmbrook Park Library. By the fall, a backlog of processing began to accumulate as a result.

CONCLUSION

Throughout 1986, increased demands were placed on all areas of the Technical Services Division. This necessitated workflow modifications, streamlining, and ongoing juggling of work and priorities. A concerted effort on the part of all staff enabled the Division to achieve successful results.

ANNE BAILEY
DIVISION HEAD, TECHNICAL SERVICES

E.

STATISTICS

USE OF LIBRARY COLLECTIONS

CIRCULATION OF LIBRARY MATERIALS

	1 9 8 5	1 9 8 6
SOUTHERN AREA		
Alderwood	<u>71,871</u>	<u>77,855</u>
Long Branch	<u>99,842</u>	<u>103,706</u>
Mimico	<u>117,965</u>	<u>123,216</u>
New Toronto	<u>87,532</u>	<u>94,269</u>
	<u>377,210</u>	<u>399,046</u>
CENTRE AREA		
Brentwood	<u>395,255</u>	<u>412,541</u>
Eatonville	<u>438,321</u>	<u>460,629</u>
Humber Bay	<u>83,789</u>	<u>82,900</u>
	<u>917,365</u>	<u>956,070</u>
NORTHERN AREA		
Albion	<u>466,471</u>	<u>488,900</u>
Rexdale	<u>91,988</u>	<u>105,223</u>
	<u>558,459</u>	<u>594,123</u>
CENTRAL LIBRARY		
Richview	<u>741,558</u>	<u>776,623</u>
Extension Services		
- Bookmobile	<u>79,385</u>	<u>78,628</u>
- Shut-In	<u>29,444</u>	<u>30,653</u>
	<u>108,829</u>	<u>109,281</u>
	<u>850,387</u>	<u>885,904</u>
	<u>2,703,421</u>	<u>2,835,143</u>
<u>INTERLIBRARY LOANS TO OTHER LIBRARIES</u>		
Requests	<u>3,571</u>	<u>4,637</u>
Received	<u>2,869</u>	<u>4,268</u>
Loaned	<u>2,284</u>	<u>2,676</u>
	<u>188,240</u>	<u>183,877</u>
<u>INFORMATION QUESTIONS</u>		

PROGRAMMES AND GROUP ACTIVITIES

	1 9 8 5		1 9 8 6	
	NUMBER	AUDIENCE	NUMBER	AUDIENCE
PROGRAMMES CONDUCTED BY LIBRARY STAFF:				
IN THE LIBRARY				
Story Hours	849	16,491	817	18,029
School Classes	958	22,927	904	21,068
Film Programmes	894	16,374	605	13,758
Projectionist Training	115	236	118	216
Other	979	13,979	957	15,253
TOTAL	3,795	70,007	3,401	68,324
IN THE COMMUNITY				
Story Hours	28	457	27	570
School Visits	141	5,228	235	10,101
Film Programmes	5	128	22	518
Other	141	3,111	18	420
TOTAL	315	8,924	302	11,609
TOTAL PROGRAMMES CONDUCTED BY STAFF	4,110	78,931	3,703	79,933
USE OF LIBRARY FACILITIES BY COMMUNITY GROUPS:				
	602	8,031	407	7,324
TOTAL PROGRAMMES AND GROUP ACTIVITIES:	4,712	86,962	4,110	87,257

SUMMARY OF LIBRARY COLLECTIONS

	<u>1 9 8 5</u>	<u>1 9 8 6</u>
BOOKS	674,057	670,749
8mm FILMS	232	-
16mm FILMS	1,407	1,428
ART PRINTS	393	459
FILMSTRIPS	1,273	1,235
KITS	2,245	2,377
MAPS	1,310	1,355
PHONORECORDS	41,043	41,297
PHONOTAPES	9,418	13,997
SLIDES	3,255	3,782
TALKING BOOKS	4,816	5,102
VIDEOCASSETTES	1,371	2,123
COMPACT DISCS	<u>-</u>	<u>47</u>
	740,820	743,951
PERIODICAL SUBSCRIPTIONS	2,544	2,451
	<u>1985</u>	<u>1986</u>
Print	2,452	2,326
Microfilm	72	96
Microfiche	20	29
MICROFORM COLLECTIONS	77,786	78,433
Microfilm reels	8,036	8,705
Microfiche	69,750	69,728

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

TOTALS

ESTABLISHED POSITIONS (as at December 31, 1986)

a) Full time:PERSONNEL

Professional Librarians:	Grade	L-6	L-5	L-4	L-3	L-2	L-1	54					
	Total	1	4	6	13	8	22						
Library Assistants	Grade	LA-7	LA-6	LA-5	LA-4	LA-3	LA-2	LA-1	91				
	Total	6	1	7	19	3	53	2					
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	21
	Total	1	2	-	3	1	7	1	3	3	-	-	
<hr/>													
Administrative & Other Unclassified Positions	Total	3											3
												<u>GRAND TOTAL</u>	<u>169</u>

b) Part Time

Professional Librarians:	Grade	L-6	L-5	L-4	L-3	L-2	L-1	9						
	Total	-	-	-	-	-	9							
Library Assistants	Grade	LA-7	LA-6	LA-5	LA-4	LA-3	LA-2	LA-1	11					
	Total	-	-	-	-	-	8	3						
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	3	
	Total	-	-	-	-	-	-	-	2	1	-	-		
<hr/>														
Administrative & Other Unclassified Positions	Total	-											GRAND TOTAL	23

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

Professional Librarians	Total Hours	F.T.E.*
Other Staff (except Pages)	13,019	7.15
Pages	35,395	19.45
	74,686	41.04
	<u>123,100</u>	<u>67.64</u>

GRAND TOTAL

* Note: 1820 hours equal 1 Full Time Equivalent

PERSONNEL

STAFF CHANGES	(All positions including established and non-established, except for Pages as at December 31, 1986)	FULL TIME	PART TIME & TEMPORARY
New Employee		2	15
Retirements		2	-
Resignations		6	10
Promotions		9	8
Transfers		2	-
Reclassifications		-	-
Maternity Leaves		1	-
Long Term Disability		5	-
	Yearly total	3	-
	Total at year end		

