



# EAST YORK PUBLIC LIBRARY

# Annual Report 1992

## *Chief Executive Officer's Report*

The Library carried out surveys of our users during the year to help us to improve our services. During November patrons at all locations were asked to complete a questionnaire indicating whether or not they had found the material that they were looking for. This information will help us to determine which parts of our collection need to be strengthened. We also surveyed East York Council members and Borough managers regarding their information needs to determine what role the Library could play. Evaluation of the results will be completed early in 1993. Planning began in 1992 for a survey of local businesses in 1993.

We celebrated Ontario Public Library Week in October with some special programmes. An Indian Authors' Night was held on October 23rd at our S. Walter Stewart Branch and the readings were well received by an audience of 65. We were fortunate to receive a donation of 151 Hindi books from the Indian Consul General to commemorate the event. Special children's programmes included the Lilliput Theatre and a visit from Saskatchewan author, Peter Ebyntson.

A highlight of the year for staff was a workshop entitled "Through other eyes", funded by the Ministry of Culture and Communications. It used simulation techniques designed to make our staff more aware of the problems faced by patrons with physical disabilities and the reaction of participants was very positive.

1992 was a busy and productive year for our staff. We reached our all-time record for circulation of materials - about 940,000. Some of the increase was due to the effectiveness of our Dynix automated system and we were able to enhance its usefulness by providing dial-in access to our catalogue to patrons at home or at work, starting in December. So far, the response to this new feature has been very encouraging. We hope that the pattern of increasing use of our services by the East York community continues during 1993.

Bey L. Grieve  
Chief Executive Officer



## *Report from the Chair*

Running a library system involves more than buying books and hiring staff to help patrons find the materials they want. The facilities that house them must be kept in good shape also. And 1992 was the "year of the roofs". With roofing repairs finally completed at the Dawes Road Branch in 1991, it was decided that the other branches should be examined as well. As a result, major roof work had to be done at Thorncliffe and S. Walter Stewart Branches in 1992, and the Leaside Branch should be done in 1993.

It was with pleasure that we inaugurated the wheelchair elevator and lower-level washroom facilities at the S. Walter Stewart Branch in February, making the auditorium and children's library accessible to all. Also at this Branch, and because of continuing and worsening problems with heating and cooling, a major study was done on what is now our oldest heating and air-conditioning system (Leaside's was older, but it was replaced in 1987), and extensive changes were recommended. It is essential that this be proceeded with as soon as possible.

A new walkway was installed at Leaside, and we co-operated with the Borough's Parks and Recreation Department on improving access to the children's area to the south.

In addition to yearly plans, the Library Board periodically takes a longer look into the future, and 1992 saw the beginning of this process in our "Vision 2000", an attempt to envision the kind of library system we should have in East York by the year 2000. Some data have been gathered from users and non-users to help guide this process, and we expect to seek more public input when we have some concrete proposals to put forward.

At the end of 1991, a new Board was appointed by East York Council, consisting of some members from the previous Board and some new. All worked well together, and we thank them most sincerely. Former Chair, Hazel Thornton-Lazier, continued to represent the boards in the Metro Toronto area on the Ontario Library Trustees' Association, and in November became president of that body. Our congratulations to her for keeping East York in the forefront of the library world.

John S. Ridout  
Chair  
East York Public Library Board

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## *Highlights of 1992*

### *Automation and Technical Services*

The summer of '92 saw three new software releases installed on our Dynix system - one an upgrade to operating software, the other, two upgrades to Dynix software. Also in the summer, an extract was done from the database to produce a tape of our bibliographic records for inclusion in the Metro Union Catalogue, ("MultiCat" available to the public at our S. Walter Stewart Branch). A total of 93,000 records were extracted at this time.

In December, East Yorkers were introduced to "Dial-In Access". Patrons with home computers and the appropriate software can dial in to the library catalogue 24 hours a day. This home access has proved very popular - over 90 query calls were fielded in our first month of operation.



East York's multilingual community is served by collections in 23 languages.



### *Multilingual-Multicultural Services*

East York Public Library circulates books in 23 languages - from Arabic to Vietnamese. The largest collection, in the Multilingual Room at the S. Walter Stewart Branch contains videotapes, recreational music, "Books on Tape" and a very well-used collection of periodicals and newspapers in selective languages. Branch collections are rotated at intervals to reflect the changing makeup of the surrounding community. Throughout the System, linguaphones, ESL, and English writing skills are much-requested subjects. The highlight of '92 for the Multilingual and Multicultural Services Department was Indian Author Night in October when we hosted 16 Canadian authors of Indian, Pakistani and Bangladeshi origin who read their works of prose and poetry in Hindi, Urdu and Bengali.

Photo (overleaf): Inauguration of the new wheelchair elevator and lower-level accessible washroom facilities at the S. Walter Stewart Branch, February 1992. L to r. Gary Malkowski, M.P.P.; John Ridout, Chair, East York Public Library Board; Mayor Dave Johnson; Harold Cooper, President, Blue and Gold Stroke Breakers. (Photo courtesy of Boris Novikoff.)



## EAST YORK PUBLIC LIBRARY

### *Children's Services*

Children's programming has something for all ages - Toddler and Preschool Storytime, school class visits, afterschool crafts and clubs, Saturday puppet shows, feature films and live performers. A programming highlight for '92 was Youth and Music Canada's series of "Cushion Concerts".

The theme for the summer of '92 was the perennial children's favourite - "Monsters". A monstrosously good time was had by all with a full slate of related programmes, contests, crafts, booklists, etc.

For young adult patrons, we sponsored a babysitting course, author visits and a "Read Canadian" YA bookmark. Another publication for school children was our instructional bookmark - "Help! I'm doing a Project!"

"Right from the Start", a booklist for new parents, part of our library orientation kit, has been distributed to Toronto East General Hospital and the East York Health Unit. As well, Children's Services staff have participated in many community events, including the Parenting Fair, East York Day, Canada Day and special events at Todmorden Mills Heritage Museum.



Youth and Music Canada's Cushion Concerts brought the joy of music to children at the S. Walter Stewart Branch.



An enthusiastic audience touched as well as learned at the Ontario Herpetological Society special programme.

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## 1992 at a Glance

		Revenue		
Population	102,696		1991	1992
		Municipal Tax Levy	\$3,143,226	\$3,216,225
Circulation (All Materials)	939,443	Provincial Grant	334,885	338,234
		Other	131,345	113,284
Books and Materials Held	264,014	TOTAL	\$3,609,456	\$3,667,743
		Expenses		
Registration	46,627		1991	1992
		Books and Materials	\$ 545,756	\$ 517,276
Questions Answered	53,006	Salaries and Benefits	2,256,648	2,412,285
		Utilities,Rent and Insurance	148,233	163,068
Patrons Who Borrowed Materials	219,607	Repairs and Maintenance	123,776	93,170
		Debentures	203,402	189,116
Program Attendance	42,100	Other	328,701	292,695
		TOTAL	\$3,606,516	\$3,667,610

### Locations

**ADMINISTRATIVE OFFICES**  
Unit 34 - 2 Thorncliffe Park Drive 396-3800

**S. WALTER STEWART BRANCH**  
170 Memorial Park Avenue 396-3975

**LEASIDE BRANCH**  
165 McRae Drive 396-3835

**THORNCLIFFE BRANCH**  
48 Thorncliffe Park Drive 396-3865

**DAWES ROAD BRANCH**  
416 Dawes Road 396-3820

**TODMORDEN ROOM**  
Pape and Torrens Avenue 396-3875

### Managers

**ALICE LORRIMAN**  
S. Walter Stewart Branch  
Deputy Chief Executive Officer  
**ROBERT ALLISON**  
Leaside Branch  
**PATRICIA GOODFELLOW**  
Thorncliffe Branch  
**NANCY CHAVNER**  
Dawes Road Branch  
**CAROL UFFORD**  
Automation and Technical Services

### East York Public Library Board 1992

**JOHN S. RIDOUT** - Chair  
**BILL BUCKINGHAM**  
**VALERIE CHAVOSSY**  
**KAREN INGHAM**  
**COUNCILLOR LORNA KRAWCHUK**  
**CLIVE PROBERT**  
**HAZEL THORNTON-LAZIER**  
**SONIA VAN HEERDEN**  
**SCOTT WILLIAMS**

**BEY L. GRIEVE**  
Chief Executive Officer and Secretary-Treasurer