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scarborough public library

A large, stylized letter 'S' logo. The top half of the 'S' is white with a black outline, and the bottom half is solid black. The logo is positioned in the center of the cover.

ANNUAL REPORT 1981

scarborough public library board

SCARBOROUGH PUBLIC LIBRARY

1981

A REVIEW OF THE YEAR

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Miss B. Joergensen	District I Head, Cedarbrae
Mr. D. Reddin	District II Head, Albert Campbell
Mrs. J. Brady	District III Head

CHAIRMAN'S REPORT

1981 was a year in which the Board spent considerable time planning for the future. The libraries continued to be heavily used by the public both in actual circulation and questions asked. Our collection at the end of 1981 will exceed 860,000 items.

After many years of repeated requests from the community, funding for a library in the Maryvale area was approved in January of 1981. The library will be situated in the Parkway Plaza and will be known as the Maryvale Neighbourhood Branch Library. It will open in January of 1982.

In February of 1981 this Board received the long awaited approval from the Borough of Scarborough Council to proceed with the acquisition of an automated circulation control system. All during 1981 preparation work has been carried out by both the staff and the Board for a projected start up of this automated circulation control system sometime late in 1982. This system will provide a more efficient control of library inventory and a better method of maintaining the loaning services of the library system. Almost immediately upon receiving approval from Council, a Committee of various staff members was struck. Its purpose was to assess the needs of the

Scarborough Public Library Board, to prepare the necessary documentation and to evaluate the bids received. It is hoped that early in 1982 an agreement will be signed with a vendor.

In May of 1981 this Board was very pleased to receive a donation of five hundred dollars (\$500.00) from the students of John McCrae Senior Public School. Weeks of hard work by the students and a strong commitment by their principal and teachers enabled them to raise funds of which we were one of the recipients. This Board determined that, in honour of the International Year of Disabled Persons, it would be an excellent idea to purchase with these donated funds a lighted magnification device for use by the visually impaired and that this visual aid would be placed in the Bendale Neighbourhood Branch Library which is the closest neighbourhood branch to the community served by John McCrae Senior Public School.

As an afterthought, I feel that we should mention that this Board, during the past year, purchased a Telephone Device for the Deaf which will be installed in the Cedarbrae District Library. We hope that this will be a beneficial aid to the hearing impaired within our community.

Also in May I participated in the cornerstone laying ceremony for the Malvern Recreation Centre and Library. The event was, of course, attended by other participating groups as well as the citizens of the community who indicated their sincere interest and keen anticipation for the opening of their community library. Our staff have been diligently at work in 1981 planning a programme for the Malvern branch as well as working on the interior design and bringing together a collection. The anticipated opening of this branch is the summer of 1982.

The Scarborough Public Library Board joined with the people of the Borough of Scarborough in celebrating Canada Day in July. As in most other Canada Day parades, our bookmobile participated and, this year, the Scarborough Public Library bookworm, supported by the legs of a number of children, trailed along behind. This effort on the part of our staff and of course of the children involved is very much appreciated as it highlights the Scarborough Public Library's contribution to the community.

Many hours and much effort by the Board was involved in the preparation of a brief which was presented on September 23rd

to the Ontario Public Libraries Programme Review along with briefs from all other Borough and City libraries in the Municipality of Metropolitan Toronto. The first priority within our brief was to indicate that this Board felt very strongly that the present form of governance of municipal public libraries should remain. We also indicated that the majority, but not all Board members, should be appointed by the Municipal Council. The second point within the brief was the rationalization for autonomous Library Boards. Particular emphasis in the brief was placed upon the need for continued conditional grant funding which should, in reality, be tied to the cost of inflation and that it be mandatory that any municipality that receives funding must provide library service. The Scarborough Board also felt that a new direction should be taken in the Trustees' Association and indicated this in their brief. This Board, together with the library community in Ontario, is looking forward to some positive programme direction from the Ontario Public Libraries Programme Review in 1982.

In November, after more than a year of planning, construction began on the extension to the Cedarbrae District Library. The additional space for our collection that this addition provides, as well as the

larger meeting facilities for public programming, will be a welcome addition to this community. In the latter part of December the Scarborough Public Library Board was notified by the Minister of Culture and Recreation that Wintario funding had been approved to assist in the building of this extension. This was very welcome news indeed.

A considerable amount of time by both Board and staff was involved in the preparation of a programme for the long-discussed Civic Centre addition. In December, Raymond Moriyama, of the architectural firm of Moriyama and Teshima Planners Limited, unveiled their long awaited study and I was pleased to see that approximately eighty thousand (80,000) square feet had been allocated for a library in the Town Centre Development. This is an ideal size library in the ideal location. We are optimistic that funding will be approved for this development and that a central library will be a reality in Scarborough during the 1980's.

As you can see, although the Scarborough Public Library Board did not open any new branches in 1981, a great deal was accomplished in planning for the future. Many hours were spent by

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staff at all levels in their involvement in such various projects as the proposed openings of both Maryvale and Malvern, the automated circulation control system, the Town Centre Study, to name but a few. This continued support by both Board and staff is, I think, a very positive indicator for the continued success of libraries in Scarborough.

Sheila Churchmuch
Chairman

January, 1982.

DIRECTOR'S REPORT

Firstly, I would like to thank the Library Board members for their generous and concerned support during 1981, while the major proportion of my time and attention has been directed towards administering the Ontario Public Libraries Programme Review for the Minister of Culture and Recreation. Secondly, I would like to thank the staff of the library system for their understanding and work during the past year, the senior staff who have willingly accepted extra responsibilities because of my absences and, in particular, to say thank you to Ann Eddie, the Assistant Director, who has carried a heavy and exacting work load while I was travelling around the Province.

While administering the Ontario Public Libraries Programme Review I have had the unusual privilege of meeting several thousands of people who use, work or are involved in the governance of public libraries. I have heard their views and observed, first hand, the public library community throughout the Province from the municipal level to the provincial level. Certainly there is much to praise in the Province of Ontario, but most of the public library systems,

and there are approximately five hundred and thirty (530) library boards, are fundamentally unprepared for the next twenty years. This lack of appreciation of the challenge of the forthcoming years is represented at all levels of public library service and shows clearly in such areas as political relationships, legislation, financing, governance, user potential, understanding of new technologies and general management skills.

In taking an aspect of financing and the consequential political relationships it can be demonstrated how the public library community tends to allow things to happen and then write letters afterwards. Currently the Provincial Government is considering the per capita grant for the fiscal year 1982-83. It is interesting to observe that there is no communication between the Ministry of Culture and Recreation, the Public Library Boards, the Municipalities nor any associations representing public libraries or municipalities. A ten per cent increase, for example, to the Provincial per capita grant would increase the amount of money available to public libraries and therefore to the municipalities by two million dollars. For

Scarborough it would add another eighty-six thousand dollars (\$86,000.00). The public library and municipal communities nevertheless allow this decision to be made by senior civil servants without any political input. It is perplexing why such things still happen especially when one considers that the first Public Libraries Act in the Province was given assent on the 10th of March, 1882. One clue to this problem may be contained in the following sentences written by Oliver Garceau in 1949, who carried out a public library inquiry during the two years 1947/1948 in the United States:

"It was found that in small libraries board members often carry directly almost all the maintenance and operation of the library plant. In large libraries as well, their interest remains focused on this phase of the work, because, as they frankly admit, it is the phase of library business in which they feel they have something tangible to offer." ¹

To look at the purpose of public libraries, the user of the service, it is disappointing that very few of the three hundred and sixty

1. Garceau, Oliver The Public Library in the political process Columbia University Press 1949, p. 71.

briefs really considered the user or the potential user. This potential can be looked at in two basic ways, using statistics and extrapolating future numbers and by viewing the needs of special groups, e.g. ethnic groups, handicapped and disabled persons, and making sure that the system provides access both physically and in print. One report dealing with the statistical approach was completed in 1980. This report by Terry Cheney gives the projected statistics on culture and recreation participation in Ontario 1972 to 1990. Mr. Cheney's statistical data indicated that the largest market increases in culture and recreation activities would be found with reading activity and library use, the two areas having strong growth rates in the order of fifty per cent. If these numbers were to be correct and applied to the existing statistics of Scarborough Public Library one can see that these growth rates will create considerable pressures on the human and financial resources. Taking two of our workload performance measurements, that 2.5 million visits create a 3.5 million circulation, by 1990 these figures would be 3.75 million visits creating a 5.25 million circulation of materials. Add to these numbers that the Library Board is increasing access to the handicapped and disabled

persons and giving increased recognition to the multicultural element of the population of the Borough, then the need for extra human and financial resources becomes axiomatic.

The above example just expresses how easily the future practical and political problems can be anticipated. Mr. Cheney's report goes on to declare that by the 1990's visits to public libraries will outnumber attendance at sports events and movies. Perhaps the public library community can attain political influence with such use of its services.

Another aspect of the challenges of the next twenty years has been identified by a group outside libraries. The Microelectronics Task Force's report to the Honourable Larry Grossman, Minister of Industry and Tourism, put forward the following objective:

"To improve people's awareness and understanding of microelectronics, assist in the adjustment to the technology and narrow the gap between the information-rich and information-poor."

With this objective in mind the Task Group made the following recommendation:

"That the government of Ontario support public access to microelectronics-based information services through libraries and information centres."

The Ontario Public Libraries Programme Review is endeavouring to grapple with these and many other problems. The Special Task Groups will probably put forward between three hundred and five hundred recommendations which will start at the local level with the user in mind. The Task Groups are striving to link the municipal level with the provincial level with an intermediary support system fully managed and financed by the Provincial Government.

The meaning of the above comments to Scarborough Public Library is probably two-fold. Firstly, it is advisable that the "Eighties Project" initiated in 1980 be continued and, secondly, that thought and concern be given to the whole problem of organizing political influence in the public library community.

Once more I would like to thank the Scarborough Public Library Board for allowing me the opportunity of guiding the Ontario

Public Libraries Programme Review. I hope the two years working on this project will mean that I return to administer the Scarborough Public Library System with new and refreshed ideas.

Peter J. Bassnett
Director

January, 1982.

ASSISTANT DIRECTOR'S REPORT

1981 has been a year of numerous changes in personnel throughout the system including movements in both fulltime and parttime work force: 22 new staff were hired, trained and assimilated into the organization in addition to the 60 staff who were transferred or promoted. Changes in senior staff included moves of two Coordinators, one Division Head and the Personnel Officer. New staff brought innovative and interesting perspectives to the library system.

The year has passed quickly in our attempt to deliver requested materials and services. Throughout this period profiles of programmes and materials have changed to coincide with shifts in the population base and various evolving lifestyles. Service to Scarborough's Francophone population has been explored with the assistance of local schools and organizations serving the French population in the Borough. Materials and programmes for teens and the elderly have also been emphasized during 1981.

Circulation of Library Materials

Circulation figures for 1981 remain very similar to the figures for

1980; 3,519,858 items were circulated in 1981 and 3,544,211 in 1980. Scarborough Public Library Board facilities were used by 2,298,429 persons throughout 1981, leading to an average circulation per hour of 82.5. The average circulation per hour varied from 25 at Highland Creek to 114 at Agincourt and 173 at the Cedarbrae District Library. Materials circulated per capita of 8.1 compares with 8.3 materials circulated per capita in 1980. In-house use of material recorded only at the two district libraries totalled 131,091 items in 1981, an increase of 10,007 or 8.3 per cent. **

Figures for questions recorded in 1981 show a slight decrease over figures for 1980 although the figures for extended search questions are 6.9 per cent higher than those in 1980.

Acquisition of Library Materials

The 1981 budget allocated to library materials was \$920,920 which was 8.2 per cent higher than the 1980 allocation. The Scarborough Public Library Board's materials buying power did not increase for 1981. The materials collection grew to 868,227, an increase of 44,690 or 5.4 per cent. By the end of 1981 Scarborough Public Library Board's materials collections reached two per capita *; the Board has planned to achieve 2.5 items per capita by 1987.

* Based on Borough of Scarborough year-end population of 434,500.

** Chart on page 16.

<u>Year End 1981</u>	<u>Number of Outlets</u>	<u>Items Circulated</u>	<u>% of total circulation</u>
District I	1 District Library	570,594	
	4 neighbourhood branches	625,072	
	2 bookmobile stops	9,088	
		<hr/>	
		1,204,754	34.2
District II	1 District Library	338,804	
	5 neighbourhood branches	800,742	
	6 bookmobile stops	35,366	
		<hr/>	
		1,174,912	33.4
District III	3 neighbourhood branches	972,015	
	4 bookmobile stops	32,145	
		<hr/>	
		1,004,160	28.5
Film Services	1 outlet	50,131	1.4
Institutional, Deposit & Shut-In Service		85,901	2.5
		<hr/>	
		3,519,858	100.0%
		<hr/>	

In addition to the regular materials budget, materials were assembled for Malvern library from a specific cash allowance provided as part of the Borough's contract with the Ontario Land Corporation. Toys were received for the original collection at Albert Campbell and for projected collections at Cedarbrae and Malvern through a grant from the Ministry of Community and Social Services and the Metropolitan Toronto Association for the Mentally Retarded. The emphasis on contemporary fiction and non-fiction for teens was continued throughout the year and the budget for adult materials emphasized both paperbacks and more specialized materials for the district libraries in addition to the \$300,000 spent system-wide on adult circulation materials.

Special Events

1981 - International Year for Disabled Persons

Early in the year an Ad Hoc Committee was selected to assess Scarborough Public Library Board's collections, services and facilities and to raise staff awareness of the needs for the disabled in Scarborough. Programming was put in place and recommendations were made. Scarborough Public Library Board was pleased to have the students of John McCrae Senior Public School donate a lighted magnifier on a stand for use at the Bendale library. During this

unique year an application was made for special funding from the Provincial Government for an elevator for the handicapped at Cedarbrae. The elevator will make it possible for the handicapped to use the new multipurpose room, the existing children's area, the audio visual section and the main collections. The International Year for Disabled Persons Committee also recommended the purchase of a telephone device for the deaf which will be installed at the Cedarbrae District Library.

Expansion of Cedarbrae District Library

Moffat, Moffat and Kinoshita were awarded the contract to proceed with the architectural drawings for a 5,700 square foot extension to the Cedarbrae library. Additional space will accommodate a multipurpose room seating 175 persons and an extension to the adult area. The extension was funded by a combination of the capital budget and a Wintario Capital Grant. The summer of 1982 is seen as the completion date for the extension.

Malvern Community Branch

Many months of planning by the selected architect, A. M. Ingleson Associates, and the Scarborough Public Library Board staff together

with staff from the Borough of Scarborough's Recreation and Parks Department, came to fruition with the dedication of the cornerstone at Malvern on May 22nd. The Malvern Community Recreation Centre and Library is expected to open in September 1982.

Launching of new Bookmobile

After reviewing the needs of the Bookmobile service and the pockets of residents still unserved by library branches, the Scarborough Public Library Board directed that a new Bookmobile be ordered in the spring of 1981. The unit was received in the summer and customized throughout the summer and fall. The new fifty-nine foot unit had its inauguration on December 28th at its new stop at Palmdale in the Wishing Well area.

Staff Committee on Decentralizing Shut-in Service

A group of seven staff worked diligently throughout the year to study the implications of decentralizing the shut-in service. The latter part of the year was spent finalizing the details under the chairmanship of the Co-ordinator of Outreach with able assistance from the newly appointed District Outreach Librarians. The staff committee moved from a philosophical statement endorsing decentrali-

zation to the actual details involved in the move. New publicity was designed and in-service awareness sessions were arranged. The new service will be operated from the branches starting in January 1982.

Central Library

The Scarborough Public Library Board was a member of a Civic Centre Feasibility Study Group which worked with Moriyama and Teshima Planners Limited to produce a touchstone document describing the configuration of buildings possible on Civic Centre land. System-wide staff worked on a detailed programme describing the required facilities which will include a central film department, a community branch, meeting rooms, theatre and a large information services component which will include stacks and study areas, the historical collection and the Municipal/Community/Government information area. The preliminary programme calls for an 80,000 square foot library.

Services to Children and Young Adults

The Co-ordinator of Services for Children and Young Adults organized twelve workshops, attended twenty library meetings outside Scarborough

Public Library and continued her outreach within Scarborough. During the summer the Co-ordinator organized the Travelling Troupe, sponsored in part by Ontario Experience 1981. Four thousand two hundred children attended the Travelling Troupe programmes in the summer of 1981.

Scarborough Public Library Board's collections and services for children and young people were improved by the weeding of titles and the addition of timely materials in all categories. Teen services continue to be supported and special attention was given to a teen resource binder which was produced for each branch. Intensive collection development has been actively pursued since 1977 and during 1981 was in its last phase. During 1981 the areas of concentration for all branches included science and technology, which involved materials on alcoholism and drug abuse, sex education, nutrition, mental and physical disabilities and the environment.

Under the guidance of the Co-ordinator staff continued to become more knowledgeable about toys and their use in the learning process. The Co-ordinator also became a member of the Toy Testing Panel and a Board Member of the Canadian Association of Toy Lending Libraries.

Film Services

Film Services staff produced another year of record statistics. Audiences for films increased by 6.7 per cent over 1980 figures and the number of films borrowed for information and recreation increased by 9.2 per cent. The Film Co-ordinator was highly visible in her own department, within the Scarborough public libraries, in the community and in other film related activities. She continued on the Board of Directors of the Ontario Film Association, worked with the Ontario Library Association and the Canadian Library Association in educational roles and was responsible for numerous successful workshops in Scarborough and beyond, including a workshop on evaluating films directed to parents. Local organizations were involved in previewing and recommending titles, and films were highlighted in bibliographies on teens, fitness, various disabilities and nutrition.

In February the videotape collection was split between the district libraries. Tapes may now be borrowed and previewed at both Albert Campbell and Cedarbrae District Libraries.

Plans were produced for renovating the film department to benefit both the public and staff. Improvements will be made to public service areas, preview areas, storage space and work area.

Multicultural Services

Materials and services in other languages continue their rise in popularity at Scarborough Public Library; circulation increased by over sixteen per cent (16%) making other language circulation 4.6 per cent (4.6%) of the total circulation. Scarborough Public Library Board now has circulating materials in twenty-eight languages in addition to English and French. Other language books are found in thirteen of our branches and in the Bookmobile; they are also delivered to shut-ins and residents of institutions through the Outreach service. The top circulating languages, other than English and French, in order of circulation were: Chinese, Korean, German, Gujarati and Italian. Materials in these five language together accounted for about eighty-one per cent (81%) of the total of other language circulation. Circulation in District I increased by thirty-three per cent (33%), District II increased by twenty-four per cent (24%), and District III increased by 2.6 per cent (2.6%). The largest increases in other language circulation statistics over the statistics for 1980 were at McGregor Park, Eglinton Square, Morningside and Agincourt. Although the five largest circulating languages received the most emphasis in collection development, attention was also given to strengthening the Spanish and Urdu collections. New subscriptions to other language periodicals were added based on the

circulation of each language and discussions with branch supervisors.

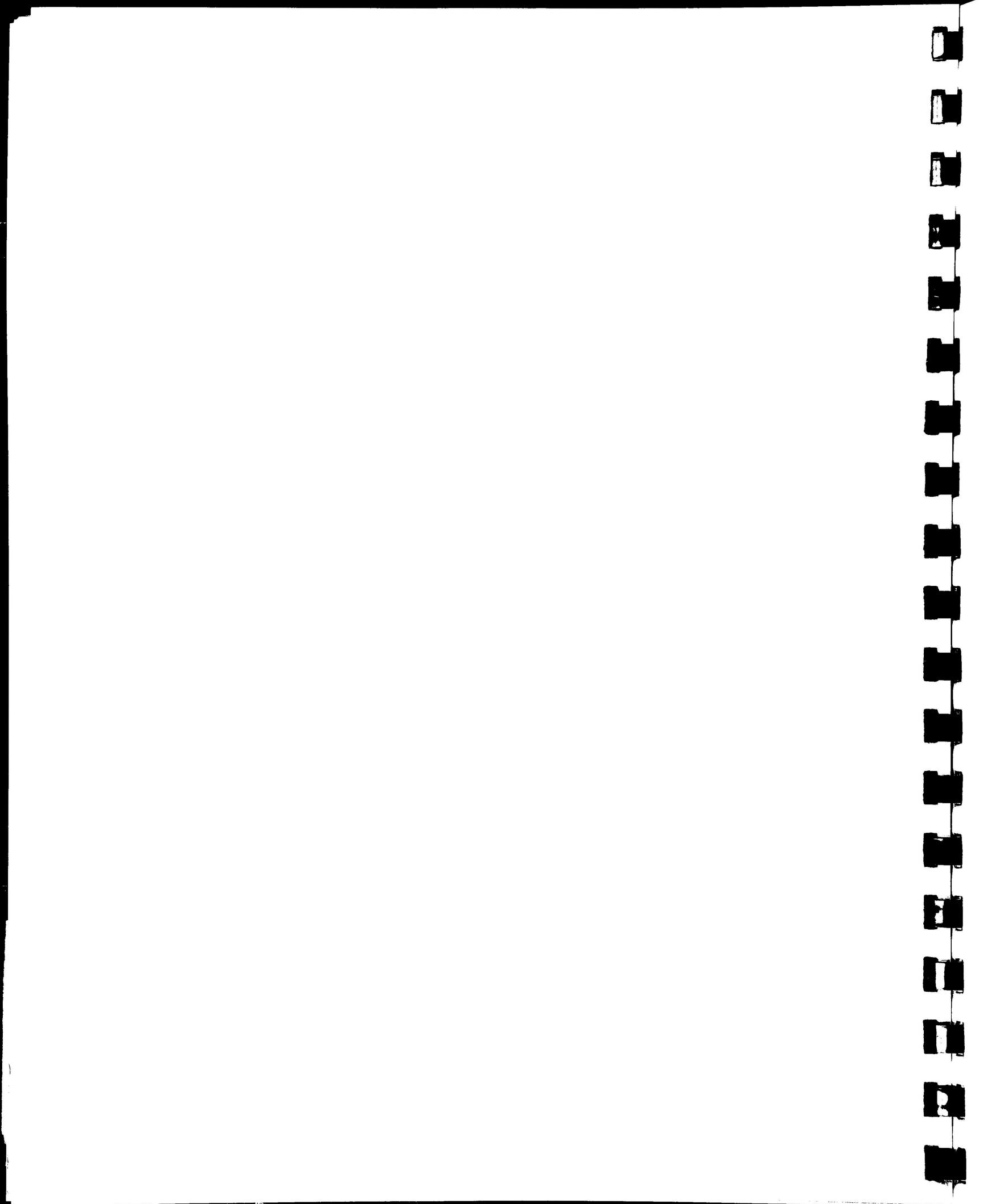
1981 marks the tenth anniversary of the proclamation of Canada's multiculturalism policy. In a statement issued by the Prime Minister commemorating this proclamation, we were reminded of the importance of multiculturalism as a means of fostering "a better understanding of the contributions made by our country's cultural groups to a new enriched life for all of us." Scarborough contributed its support to these concepts with the large number and variety of community programmes including; celebrations of the Chinese New Year, Korean Moon Festival, the Hess Exhibit and reception, a programme on the teen years for Italian families, Citizenship classes, the Help a Friend Learn English programme supported by the Newcomers Services Branch of the Ministry of Culture and Recreation, the Greek Spring programme, and a programme entitled "Bridging the Gap between Children and Parents for South-Asians".

The two successive Co-ordinators represented the library in assisting in the planning of a Faculty of Library Science course on South-Asians, participated in Borough multicultural committees, and in conferences on English as a Second Language, and helped to plan the Borough's multicultural week in July.

Community Development and Programming

Co-sponsored programmes continued throughout the system during 1981. These programmes brought prominent speakers to Scarborough and afforded the groups involved access and space, support and publicity. The most active groups presenting programmes in the library included the Scarborough Historical Society, the Colour Photographic Association (Scarborough Branch), Arts Scarborough, Community Contacts for the Widowed, University Women's Club of Scarborough, Canadian Mental Health Association (Scarborough), Catholic Children's Aid Society, Scarborough Department of Health, Community Legal Education Ontario, and Opportunities for Advancement.

Ongoing co-sponsored programmes were supplemented by individual programmes planned in co-operation with local organizations such as the One-Parent Families Association of Canada, the Scarborough Horticultural Society, the Scarborough General Hospital, the Scarborough Business Association, Canadian Hearing Society, the Nutrition Department of the Scarborough Department of Health, Revenue Canada, Institute of Chartered Accountants of Ontario, Jewish Family and Child Service of Metropolitan Toronto, Scarborough Centre for Independent Living, Centennial College, and the Department of Consumer and Corporate Affairs.



Continuing library sponsored programmes included special programmes for seniors and book clubs. Many branches planned interesting, informative and topical programmes tailored to their own community's needs.

The Co-ordinator continued her enthusiastic involvement on the executive of many Scarborough organizations such as Scarborough Agencies Federation, the Volunteer Centre of Scarborough, Arts Scarborough, and the Human Services Board, and as a member of the Fitness Week Committee of the Scarborough Business Association. Scarborough Public Library Board made a significant contribution to the development of Human Services of Scarborough by supporting the Co-ordinator in her position as Chairman of the Human Services Board during its initial six month organizational period. Participation in professional activities included membership on the professional development committee of the Ontario Library Association, and the Council of the Faculty of Library Science, University of Toronto. As Chairman of the Scarborough Public Library's International Year for Disabled Persons Committee, the Co-ordinator organized the compilation of four bibliographies, recommended additions to the materials collections and gathered information for use in the branches and sponsored in-service training programme discussions.

Programmes	No.of Programmes Audience		No.of Programmes Audience	
	- 1981 -		- 1980 -	
Adult	922	23,092	977	25,758
Juvenile	2,614	54,144	2,709	57,927
Total	3,536	77,236	3,686	83,685

Conclusion

Looking back at '81, we were fortunate to be able to hire four librarians who covered L1 positions to allow current staff to work on special projects during the Director's secondment with the Ministry of Culture and Recreation. Two of these librarians were promoted into Scarborough Public Library Board's permanent establishment in the fall of 1981. I would like to take this opportunity to thank the entire staff for their support during the past year. Feedback from the public throughout the Borough constantly underlines the fact that the public has a well-deserved confidence in staff - both the front line people and the support staff.

Ann Eddie
Assistant Director

January, 1982.

CEDARBRAE DISTRICT

1981 was a year of preparation for future developments that will, in various ways, improve library service to citizens of Scarborough.

The preparations for the de-centralization of library services to institutions and home readers, the acquisition of an automated circulation control system and the planning for improved library facilities presented staff, including Cedarbrae District staff, once more with the opportunity to participate in designing future library service.

Staff and Staff Development

During most of 1981 the staff complement of Cedarbrae District was incomplete due to several long and short term sick leaves and the division's share of vacant positions. However, the addition of three librarians on contract for the duration of Mr. Bassnett's secondment improved the professional staffing situation. As well, every effort was made to fill vacant positions at every level as quickly as possible.

During the past year staff on all levels had the opportunity for self-development through a wide range of workshops and lectures inside and outside the library system.

The page manual, developed in 1980, was the basis for successful training sessions for pages. An excellent programme of In-Service Training provided clerical and professional staff with training in such divergent areas as supervision, basic reference tools and service needs for specific clientele groups.

Another effective way of staff development is the participation in committee activities. During the past year several staff members of the division served on numerous system-wide committees.

Collections

The library materials budget for 1981 allowed adequate development and maintenance of the adult collections in the division and strong growth in the areas of materials for children and young people and materials in languages other than French and English.

The process of evaluating the adult collections of the division with the help of the Slote Method has been started in the Cedarbrae and Highland Creek libraries in 1981 and will be continued in 1982. Judicious weeding and filling of gaps based on the results of the circulation have begun in the district library.

The continuing strong growth of the collections for children and young people combined with systematic development of specific

sections have created substantial, well rounded juvenile collections in all branches.

Expanded collections, particularly in Asian and Indic languages, resulted in sharply increased circulation in these areas in Cedarbrae and Morningside libraries.

Work on the French collections for adults and children throughout the division began early last year. With the arrival of a librarian responsible for library services in French it was possible to intensify this work.

In the area of non-print resources the greatly increased use of Cedarbrae's videocassettes for information purposes should be noted. Since it has been uncertain which format will eventually be successful, a cautious purchasing policy was following in 1981. Once the problem of format has been resolved this medium will no doubt gain in importance for recreation as well as for information and study.

Services

Services provided by the library system through the libraries in the division included several designed for specific groups.

A Telephone Device for the Deaf was purchased late in 1981 and will be installed in Cedarbrae District Library. It will facilitate access to library resources for deaf patrons. Early in 1982 a carefully devised publicity campaign will be mounted that should reach many deaf people in Scarborough.

Cedarbrae and Morningside libraries again offered income tax clinics for people on limited income. A total of 305 people were served.

A very different service is the resource file for teen-agers. A system-wide committee assembled information useful to young people in bright red binders that are available in all branches. Its existence is appreciated by teen-agers as well as youth workers.

Library service to Scarborough's Francophone community has been expanded since a French speaking librarian was contracted in 1981. Contact with French speaking parents, parents of immersion students, teachers and school officials connected with the French Language Study project, as well as visits to French Immersion classes and programming for French speaking children made interested citizens aware of the library resources in this area.

The use of Cedarbrae's On-Line Reference Service has steadily increased through 1981 as more people learned of the service. Since the majority of Cedarbrae's professional staff is now trained in data

retrieval from the two most often used data bases - Info Globe and Info Bank - service delivery has been generally faster.

Hopes for more successful field trials of the videotext system Telidon in 1981 were not fulfilled. However, with the involvement of Infomart in the commercial development of Telidon, information retrieval via Telidon may be more successful in 1982 field trials.

Programming

Cedarbrae Division staff arranged a multitude of programmes in close co-operation with Scarborough agencies, community groups and organizations. As in previous years, staff succeeded in offering programmes that dealt with topics of interest to their communities. It is interesting to note that programmes under "multicultural" auspices that focused on one particular culture turned into very successful cross-cultural events appreciated by many Canadians of many different ethnic backgrounds.

Programming for children was again an integral part of services to children designed to provide intellectual stimulation besides entertainment.

District Library and Neighbourhood Branches - Highlights

The trend towards a levelling-off circulation in the Cedarbrae district

that was noticeable in 1980 continued in 1981. The exception is again Morningside library, which continues to draw an increasing patronage.

In 1981 the responsibility for assisting the neighbourhood branches in all aspects of library services to children and young people, including the development and maintenance of juvenile collections, was assigned to one of the district's children's librarians.

The highlight for Cedarbrae District Library in 1981 was the funding of the planned expansion. The additional space will enhance the library's function as an important resource centre in Scarborough and greatly improve the meeting and programming space. The expanded and renovated building will be accessible to disabled people.

In 1981 Guildwood staff undertook several projects designed to draw the attention of more citizens of the area to Guildwood. A flyer promoting library services was distributed, school contacts were increased and staff participated in community activities.

With the help of the Branch Liaison Librarian, Highland Creek library staff started to gather information for a community profile to be drawn up in 1982. It will help establish service priorities of the neighbourhood branch in this community.

Morningside's continued growth is expected to be sustained in 1982 since new housing is being built in its catchment area.

Highlights of a generally high circulation are the steep increases in the circulation of books in other languages and of Large Print books.

The great influx of young families into the area has increased Port Union's juvenile patrons. Consequently the staff emphasized services for children. The strong children's collection in this branch is well utilized and programming for children is particularly successful here. Improved library facilities in the Charlottetown recreation centre slated for 1982/1983 will be of great benefit to the community.

Conclusion

Dedication, hard work and adaptability to changing situations on the part of the Cedarbrae District staff were the main ingredients for a successful 1981. I am sure, the challenges 1982 will undoubtedly bring will be met in the same spirit.

Birthe Joergensen
Cedarbrae District Librarian

January, 1982.

ALBERT CAMPBELL DISTRICT

In reviewing the year's activity, one is made aware of the continuing change and development in our community and in the delivery of library service. Southwest Scarborough continues its transition from suburb to city. Library services to immigrant Canadians and day nurseries are well-received by our changing population. Information resources are tailored more to the work-related and continuing educational needs of working adults. With an eye to the not-to-distant future, the library explores the relevance of automated information storage and retrieval for its own operations and for the use of the general public.

Community Interaction

There is a continuing exchange of information and ideas between our staff and community organizations and institutions. Staff in several branches have liaised with community associations in Birchcliff, Maryvale, Bendale and Dorset Park. One of our librarians contributes articles to the Scarborough Business Association Newsletter; another writes a column in Your Schools. Albert Campbell District staff have represented the library system in conferences dealing with such topics as small business and multiculturalism. Many staff members, especially children's workers, have spoken at schools and agency meetings on such topics as the use of toys in early childhood education. In all of this outward-directed activity, staff are interpreting library service to local residents and learning about

local reading preferences and information needs – and about the residents' view of library services.

Developments in Service

Schools, social service agencies and youth organizations are increasingly turning to their neighbourhood library as a community resource. In some branches, it is becoming increasingly difficult to schedule all the groups that wish to visit.

Our branches are taking the lead in bringing issues and ideas to the attention of local residents. The most successful means of highlighting the International Year of the Disabled proved to be demonstration and discussion programmes carried out in the library by disabled people. Parent-teen conflicts in values were discussed by members of the Italian and South Asian communities at meetings in the district library. Cliff-crest branch hosted a seminar on learning disabilities.

When the students of John McCrae Senior Public School raised money for the International Year of the Disabled, they decided to donate a large portion to their local public library, Bendale. A table-top magnification device now makes it possible for the visually handicapped to use many more of the materials in the library.

Visitors to the district library are able to view demonstrations of a home information system of the near future. Albert Campbell is the site of a demonstration terminal for the Ontario Education Communications Authority Telidon project.

Sometimes the service initiatives taken by librarians at the district library are more successful in neighbourhood branches. Such has been the case with the Adult Basic English Collections assembled for the particular use of adults who are improving their literacy level. Because Cliffcrest and McGregor branches are located near schools with adult upgrading classes, collections there circulate better than the one at the district library.

Measures of Use

The three broad usage measures did not change very much from 1980 to 1981. Total circulation, district-wide, increased slightly from 1,136,269 to 1,139,645. There was a moderate increase in the number of information questions handled by staff, 273,856 in 1981 compared to 258,481 in 1980. Total attendance at programmes dropped off somewhat, from 39,783 in 1980 to 37,065 this year.

The collection of statistics which indicate the relative popularity of

various materials in individual branches will be greatly improved when circulation records are automated. For the present, we do have some very encouraging statistics on the use of other language material. Circulation has increased by more than 15%, district-wide, in the first three-quarters of 1981 as compared to the same period in 1980. At both Eglinton Square and McGregor Park branches, use has been doubling annually in recent years.

The increasing size and use of other language materials, a very enthusiastic outreach programme to local schools, and the renovation of the branch in late 1979 have all contributed to an upturn in the use of McGregor Park Branch. Through the late 1970's annual circulation hovered between 120,000 and 125,000; annual programme attendance was less than 2,000. In 1981, total circulation and programme attendance reached 136,931 and 3,838, respectively.

Staffing

This has been the year of opportunity for staff. In January 1982, there will be 47 full-time positions in the district; 21 of these will be filled by staff who were selected within the year. There are new staff members in every branch.

A shortage of clerical staff on the district library establishment is sorely felt now and will be more apparent next year when another branch opens. The district library supplied approximately 300 hours of staff assistance to neighbourhood branches this year. The total would have been much higher if the Administrative Assistant had been able to send emergency help each time he wished to do so.

Staff took advantage of a wide array of in-service training opportunities, within Scarborough Public Library and outside. Over the past few years, the children's librarians, working with the Co-ordinator, have been able to achieve a dramatic improvement in the quality of service to children. We now have a team of storytellers in the district who exchange programmes among branches.

Planning

Albert Campbell District staff were involved in planning three major changes in service that take effect in 1982. The District Librarian served on the Steering Committee for Automated Circulation Control; the Outreach Liaison Librarian was involved in the planning and implementation of decentralization of service to shut-ins, institutions and

deposits; and the Branch Liaison Librarian made a concentrated effort to complete preparations for Maryvale branch, which opens in January. The Assistant District Librarian was one of a group of librarians who developed a building programme for the proposed Central Library.

Looking Forward

Looking to next year, we are confident that Maryvale branch, with its attractive location, will be quite a lively little branch.

When the Maryvale branch is in place, there will be a branch in every planning location in the district except Kennedy Park-Ionview. Although Albert Campbell District has a substantially larger population than Cedar-brae District, library service has not been as fully developed. In 1982, the total staff and materials budgets for the two districts will be nearly equal.

On this optimistic note, we complete our 1981 report.

David Reddin
Albert Campbell District Librarian

January, 1982.

NORTHERN DISTRICT

Every service area in the northern district experienced significant change during 1981. It was also a year in which plans for shaping future library service in the district moved forward.

Noticeable physical changes are evident in all areas. Agincourt branch was targeted for renovations in 1981. New circulation desks and gable ends, improved lighting and alterations in staff and work areas have improved both appearance and efficiency. The branch fittings are in good shape for the move to slightly larger quarters early in 1982. Bridlewood branch was reduced in size during 1981. The impact of the reduction is a smaller fiction collection and less space for programmes. Cramped quarters have increased the noise level in the branch and it is unlikely to attract those who enjoy a comfortable place to relax and read. Woodside Square branch moved to larger quarters in the mall extension. The location is adjacent to an entrance into the mall which ensures convenient parking. It provides a direct pathway to the collegiate across the road which has been valuable in boosting student use of library materials and study facilities. The Outreach Department took delivery of a new tractor and trailer. The trailer was outfitted by library carpentry staff in the final weeks of 1981. Mechanical problems have plagued bookmobile service for the past few years and the new tractor plus improved display

space in the new trailer are ingredients which are needed to improve service in 1982.

In addition to major physical changes in each service area of the district, all outlets experienced staff changes. Such changes inevitably exert pressure on staff who remain and all staff in the district willingly worked a little harder during the temporary shortages. In addition to permanent staff changes, all branches reported difficulty in maintaining a trained body of student assistants. Students perform circulation functions, are largely responsible for keeping library collections in good order, and are essential to the smooth functioning of the library.

Service innovations were noticeable in many areas. In Agincourt, the first full year of a co-operative exhibit venture with Arts Scarborough was completed. It stands out as an example of two Scarborough agencies joining together to create something of value for the entire community which neither could have accomplished alone. In the last quarter of the year Agincourt staff began assisting with the bi-weekly library service in Shepherd Lodge, located next door to the library. In 1982 this work will become their responsibility. Many of the more mobile residents of the Lodge are library regulars who have a favourite chair staked out in the lounge and are well-known by staff.

Although Bridlewood has less space for programming than last year, staff ingeniously expanded programming by moving out into the community with a readers' club for seniors which is held at St. Paul's L'Amoreaux Centre. In 1982 Bridlewood staff will be responsible for book deposit services in the Centre and Cana Place as well as assisting with the institutional service in St. Raphael's Manor which will further strengthen their outreach ties in the communities they serve. A children's reading club was also introduced in Bridlewood during 1981.

Woodside's larger quarters provided space to enlarge the French language collection. Bridlewood's branch supervisor, who is fluent in French, prepared a series of pre-school programmes for francophone children which was held at Woodside. A clipping file was begun at Woodside in response to heavy student use with attendant demands for information on current issues. The increase in space also allowed Woodside to expand its multilingual collections. Chinese materials continue to account for the highest circulation but improvements in Korean and Japanese collections are attracting interest as well.

Staff in the Outreach Department were involved in meetings throughout the year to work out the means of decentralizing institutional, deposit and shut-in service. The staff committee's report to the Library Board and the subsequent procedures manual for decentralized service represent work of some magnitude. Neither would have been accomplished

without the work of a Cedarbrae librarian assigned to the project. This year of groundwork has set in place for 1982 a framework for delivery of outreach services to the elderly and handicapped which will allow modest growth. It is hoped that it will also strengthen the image of individual libraries within their own communities and allow for some service innovations.

At year end the picture brightened for mobile services when the new tractor-trailer was ready for service. It features a separate children's area, a teen section, a small reference collection, the addition of records and cassettes, and more attractive display space for paperbacks. Service will be more stable in 1982 and relocation of three stops should help to attract a larger clientele.

Staff contributed to the successful delivery of service by individual contributions through activities such as: storytelling on television and in one another's branches, juried art selection, camera work for "Library Showcase", conducting page training sessions, selecting and delivering materials to shut-ins, preparing branch displays, conducting story times, book clubs and class visits, performing puppet shows, arranging authors' visits and providing information services. They also contributed time and creative ideas to various committees including: Teens, Programme, Publicity, In-Service Training, Union Management and many more.

Librarians' involvement comprised committee obligations such as: Agincourt Community Services Association, International Year of Disabled Persons, Metro Talking Books, Children's Services, Materials Selection in English and Other Languages, and Decentralization of Institutional, Deposit and Shut-In Services. They contributed to reports on: the Central Library Building Programme, Programme Review of the Metropolitan Toronto Library Board, Metropolitan Toronto Library Board's Goals and Objectives, Project Progress and a bibliography on hearing impairment. Librarians also prepared staff training sessions on: Basic Reference Sources, Realistic Fiction and Young Adults, Non-fiction for Children, and Service to Seniors.

1981 was a particularly busy and rewarding year as District Librarian. The first four months of the year were full due to added responsibilities as Acting District Head in Albert Campbell. Spring saw increased activity as plans progressed for Malvern branch and furniture, equipment and collection requirements were needed, as well as grant application specifications. Summer brought activity in Milliken community which provided an opportunity for co-operation with Scarborough Recreation and Parks Department staff. A service and building programme was written for a library in the Milliken District Park which would complement planned activities in the park. The task of co-ordinating and writing a building programme for a planned Central Library and administrative

offices' relocation was undertaken and completed during the summer and the Budget Manual was edited. In fall, community meetings began with residents of Malvern and participation on the Programme Committee preparing the Ontario Library Association Conference, along with local arrangements responsibilities, meant a busy schedule. Throughout the year, work of the Automated Circulation Control Steering Committee has been underway, but winter brought a flurry of activity as tenders were opened and the evaluation, training and implementation period began in earnest.

At year end, staff express anticipation as improvements in circulation and reserve functions move within their grasp, and broader staff involvement in service to seniors and the handicapped provides a new challenge. For staffs' energetic response to 1981's demands, my thanks, for their ability to meet the coming year's opportunities with vitality, my highest expectations.

Jill Brady
Northern District Librarian

January, 1982.

TECHNICAL SERVICES DIVISION

The business of the Division is to acquire, catalogue, label, inter-loan and recover overdue items. Several factors influenced the output of these services in the five sections of the Division: the building of two new branch collections, the deterioration of computer services from the University of Toronto Library Automation Systems (UTLAS), the introduction of an experimental staggered hours schedule, the mail strike in July and preparation for the selection of an automated circulation control and reserving system to be introduced, probably, in 1982.

The normal on-going evaluation of procedures and changes to allow the Division better to cope with each year's different demands and stresses continued to occupy supervisory staff's energies and exact flexible responses from all staff.

The final statistics for the year's work was collected one week before the year ended. In spite of this they indicate favourable achievements compared to the previous year in all five sections.

Acquisitions

The budget available for the purchase of library materials was \$920,920. Some additional money was obtained to build the Malvern

branch collection. At last reckoning this allowed \$68,000 worth of orders to be placed, for an effective budget of \$988,920. The two District libraries established a special account to acquire "gap fillers" for their collections. These were special subject material that had been identified as missing from the collections. Inevitably a large quantity of single or at most duplicate orders were generated by this effort. At the end of the year the account of \$25,900 was entirely spent, indicating successful acquisition and hopefully patron benefit. Because Malvern's collection was funded by a special grant from the Province, orders were separate from the mainstream ordering. To a great degree orders for the Maryvale branch were also separate, in that there is a tendency to build core collections for new branches. These are items already in the existing branches and therefore result in single copy orders. Finally because of the perceived large price increases, ordering in multiple copies has not always been the case. If items became popular, they were re-ordered. The overall effect was that a higher than average single copy ordering and repeat ordering characterized the year's acquisitions. In the course of the year it became evident, from consultation with other Metro libraries and publishers representatives, that industry changes will influence next year's strategy for acquisitions. More and more, publishers are limiting the copies per title produced and cutting back on reprints. Large inventories are not being maintained on account of high interest rates. Consequently next year's acquisitions might require Delphic

readings of the future, since there might just be one chance to order enough copies, before they go out of print.

Currently a staff committee is looking at Scarborough Public Library's methods of selection and acquisitions and will be submitting a report, recommending strongly an expanded role for the "core committee" in the area of materials selection.

The automated acquisitions module continued to be fine tuned. The system accumulates a variety of data that can be retrieved for analysis. At present an extract is made of prices at which materials were ordered and actually paid for. This information could give us a better grasp of how price fluctuations affect our budgeting.

Cataloguing and Processing

The large proportion of single copy and repeat orders that came through directly affected the work statistics of these two sections. In cataloguing the repeat titles were up by 84 per cent. This meant a lot of redundant precataloguing effort. The number of titles catalogued (24,625) was higher than 1980 (21,691) but in Processing, the multiple copies that accompany lead titles were not proportionately higher. The collections were not augmented

by much over last year : 138,289 (1981) compared to 132,657 (1980) .

Special accomplishments included the transfer of video holdings into the UTLAS database and their appearance in the fiche catalogue ; the revision of the union catalogue and encoding of the filing rules ; the clearing of all backlogged materials ; the machine coding of audio visual materials and the restarting of the retrospective conversion project. In Processing a remarkably high number of repairs were done (9,629) compared to 8,886 in 1980. Many of these were more complex repairs than previous years, reflecting perhaps, the unavailability of replacement copies from publishers' inventories. Both staffs also handled higher numbers of the more difficult other language materials (9,778 books compared to 9,351) and a greater quantity of transfers (3,098 compared to 2,003) than in 1980.

Throughout the year the UTLAS system which supports the cataloguing function was tremendously overburdened by too many clients making simultaneous demands. Response time and product delivery became slow, affecting work flow and staff morale. Towards the end of the year a grant of several million dollars was made to the organization to improve its performance. Commitments given indicate that February, 1982, should see changes in both problem areas.

Interloan and Circulation Control

Both of these sections face an automated future. A proposal bid is being evaluated for an automated circulation control and reserving system. Currently a large number of staff and a considerable amount of time are devoted to these two services. As the volumes dealt with grow, the efficiency of the services is impaired. The automated system will restore a great deal of the efficiency we have gradually lost over the years. Materials which are uncatalogued elude the manual reserve system and patrons are not notified of increasing numbers of low value items that are overdue. In both cases the staff increments that would be needed to maintain the required level of service would be exorbitant.

During July the mail strike forced a hiatus in patron notification of overdues. Hence the number of notices sent is fewer than last year, but were sufficient to the criteria used for overdues recovery. There is therefore no backlog. Materials were simply kept on loan longer than would have been normal and were returned unaided by notices.

Conclusion

As the library services expand, the demands made on support services stress existing manual methods and require efficient automated systems.

The catalyst that makes all the parts work is the staff. And, given incentives of improved equipment, methods, physical environment and personnel benefits, growth can be accommodated. Benefits like staggered hours can provide temporary change since they can improve attendance, productivity and morale. However they cannot by themselves engender permanent change. That requires all elements in the work place to cohere. The promised changes in UTLAS, in acquisitions patterns, the new circulation and reserve system, together with continued people oriented management will enable the Division to fulfill the potential increased demands of the future. The evidence is there: the year possessed many characteristics that could have led to poor work results. They did not. The role of supervisors and Division staff is, once again, gratefully acknowledged.

S. Algoo
Technical Services Division Head

December, 1981.

BUDGET 1981Expenditures

Administrative Support and Board Services	\$2,327,231
Public Services - Special Services	560,980
Public Services - Cedarbrae District	1,788,050
Public Services - Albert Campbell District	1,607,599
Public Services - Agincourt District	857,770
	<hr/>
	\$7,141,630
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Revenue

Borough Grant	\$5,975,245
Provincial Grants *	832,130
Levied Charges	137,500
Recoverables	182,500
Surplus	14,255
	<hr/>
	\$7,141,630
	<hr/> <hr/>

* includes conditional grants

CIRCULATION OF ALL ITEMS

<u>UNIT</u>	<u>YEAR 1981</u>	<u>YEAR 1980</u>
FILM SERVICES	50,131	46,031
OUTREACH	162,500	193,019
<u>DISTRICT I</u>		
Cedarbrae	570,594	573,092
Guildwood	135,703	135,849
Highland Creek	49,139	51,018
Morningside	278,140	260,750
Port Union	162,090	162,875
	1,195,666	1,183,584
<u>DISTRICT II</u>		
Campbell	338,804	335,729
Bendale	177,278	180,530
Cliffcrest	154,646	159,792
Eglinton Square	250,159	247,855
McGregor Park	136,931	130,212
Taylor	81,728	82,151
	1,139,546	1,136,269
<u>DISTRICT III</u>		
Agincourt	373,754	383,809
Bridlewood	337,241	340,400
Woodside	261,020	261,099
	972,015	985,308
<u>TOTAL FOR YEAR</u>	<u>3,519,858</u>	<u>3,544,211</u>

POPULATION OF THE BOROUGH OF SCARBOROUGH - 434,500

TOTAL INFORMATION QUESTIONS

<u>UNIT</u>	<u>YEAR 1981</u>	<u>YEAR 1980</u>
FILM SERVICES	32,282	28,405
OUTREACH	13,359	14,281
<u>DISTRICT I</u>		
Cedarbrae	115,707	123,350
Guildwood	32,016	34,083
Highland Creek	5,784	5,642
Morningside	75,142	79,760
Port Union	34,322	36,478
	262,971	279,313
<u>DISTRICT II</u>		
Campbell	84,063	72,690
Bendale	58,646	56,924
Cliffcrest	35,653	33,463
Eglinton Square	40,416	41,181
McGregor Park	33,363	33,949
Taylor	21,715	20,274
	273,856	258,481
<u>DISTRICT III</u>		
Agincourt	80,796	70,784
Bridlewood	72,976	102,007
Woodside	72,773	81,950
	226,545	254,741
<u>YEAR TO DATE</u>	<u>809,013</u>	<u>835,221</u>

SERVICE ENQUIRIES FOR SYSTEM

<u>UNIT</u>	<u>YEAR 1981</u>	<u>YEAR 1980</u>
FILM SERVICES	5,818	6,588
OUTREACH	2,211	1,668

DISTRICT I

Cedarbrae	48,655		49,925	
Guildwood	2,860		2,998	
Highland Creek	1,279		1,281	
Morningside	11,350		11,975	
Port Union	2,817	66,961	2,833	69,010

DISTRICT II

Campbell	31,545		34,506	
Bendale	12,031		8,037	
Cliffcrest	2,958		3,196	
Eglinton Square	14,014		12,334	
McGregor Park	3,403		3,477	
Taylor	5,595	69,546	6,502	68,052

DISTRICT III

Agincourt	24,563		24,855	
Bridlewood	9,791		14,634	
Woodside	18,402	52,756	15,166	54,655

YEAR TOTAL	197,292	199,973
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<u>IN-SERVICE USE OF MATERIALS -</u>	<u>1981</u>	<u>1980</u>
(District Libraries Only)		
CEDARBRAE	70,978	72,003
CAMPBELL	60,113	49,081
Total for year	<u>131,091</u>	<u>121,084</u>

<u>COLLECTIONS</u>	<u>1981</u>	<u>1980</u>
Books	685,426	652,339
Paperbacks	123,825	119,225
Films, filmstrips and videotapes	2,366	2,559
Records, cassettes and kits	51,401	44,926
Framed pictures	495	466
Microforms	4,142	3,541
Toys	572	481
	<hr/>	<hr/>
	868,227	823,537
	<hr/> <hr/>	<hr/> <hr/>

SERIALS

Titles	955	931
Subscriptions	3,195	2,835

<u>SYSTEM PROGRAMMES</u>	<u>YEAR 1981</u>		<u>YEAR 1980</u>	
<u>JUVENILE</u>	<u>No.</u>	<u>Audience</u>	<u>No.</u>	<u>Audience</u>
Book Clubs	102	1,580	187	1,436
Crafts	107	2,209	125	2,565
Class Visits	518	12,476	615	14,651
Film Programmes	186	5,354	211	6,108
Nursery	472	6,408	455	5,175
Pre-school story hours	890	13,989	765	13,707
Puppetry	96	4,942	106	6,221
Specials	225	6,962	222	7,768
Young Adults	18	224	23	296
Total Juvenile	2,614	54,144	2,709	57,927
<u>ADULT PROGRAMMES</u>				
Adult Basic English	43	147	5	41
Book Clubs	124	1,468	122	1,222
Crafts	-	-	3	97
Film Programmes	41	941	66	1,577
Multicultural	299	9,616	264	8,469
Senior Citizens	53	1,350	101	1,898
Speakers/Demonstrations	98	5,608	124	8,053
Special Groups	33	670	42	707
Women's Groups	231	3,292	250	3,694
Total Adult	922	23,092	977	25,758
SYSTEM TOTAL	3,536	77,236	3,686	83,685

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1981</u>	<u>1980</u>
Books, adult	18,829	15,696
Books, juvenile	4,375	4,542
A.V. materials	1,260	1,029
Toys indexed	161	424
	<hr/>	<hr/>
Total titles catalogued	24,625	21,691

MATERIALS PROCESSED

Books, adult	47,910	44,816
Books, juvenile	21,604	25,827
A.V. materials	1,485	1,508
Toys and reproductions	190	683
Paperbacks and pamphlets	67,100	59,823
	<hr/>	<hr/>
Total materials processed	138,289	132,657

INTERLOAN SECTION

TOTAL REQUESTS FILLED	46,434	51,069
Interlibrary loan requests filled, located via Metro Toronto network	3,801	4,163
Requests filled in response to daily block transmission, branch staff advising patron by telephone that material is now available	42,633	43,738

CIRCULATION CONTROL SECTION

	<u>1981</u>	<u>1980</u>
Circulation	3,519,858	3,544,211
Notices sent	54,435	57,736
Items 16 weeks or more overdue	33,108	33,800
Overdue as % of circulation	0.94%	0.95%

ACQUISITIONS SECTION

	<u>1981</u>	<u>1980</u>
Serials handled		
Titles	955	931
Subscriptions	3,195	2,835
Budget	\$ 64,040	\$ 62,180
Budget for other materials handled	\$924,880	\$838,095 * *

** Includes current, Wintario and other grants.

Closing date for all 1981 statistics was December 24th, 1981.

PERSONNEL

The following is a breakdown of the staff establishment for 1981 :

Fulltime

Administrators	3	
Division Heads	4	
Budget Officer	1	
Personnel Officer	1	
Librarians	34	
Code VIII	1	
Code VII	7	
Code VI	18	
Code V	29	
Code IV	14	
Code III	59	
Code II	6	
Code I	17	194

Parttime

Librarians	6	
Code V	2	
Code III	1	
Code 1	33	42

The following breakdown summarizes the movement of permanent, fulltime staff in 1981 .

<u>New Employees</u>	<u>Number</u>
Personnel Officer	1
Librarians	1
Code V	1
Code IV	2
Code III	1
Code II	1
Code I	8
Total	15
<u>Retirement</u>	0
<u>Terminations</u>	
Personnel Officer	1
Librarians	4
Code VII	2
Code VI	1
Code V	2
Code IV	1
Code III	2
Code 1	2
Total	15
<u>Promotions, Transfers & Reclassifications</u>	
Promotions	22
Transfers	31
Reclassifications	2
Total	55

OVERALL SUMMARY COMPARISON	1981	1980	Percentage Variations
<hr/>			
<u>Staff</u>			
Fulltime establishment	194	182	+ 6.6
Parttime establishment	42	42	--
Total establishment	236	224	+ 5.4
<u>Fulltime only</u>			
New employees	15	3	+ 400
Promotions	22	4	+ 450
Transfers (lateral only)	31	12	+ 158.3
Reclassifications	2	--	--
Terminations	15	12	+ 25.0
Retirements	--	--	--
Turnover (as a % of fulltime, established positions)	8	7	+ 14.3
<u>Days</u>			
Maternity leave	190	390	- 51.3
Jury duty	11.5	3.5	+ 228.6
Workmen's Compensation	53	3	+1666.7
Leave of absence (without pay)	98	59	+ 66.1
Emergency leave	35	23.5	+ 49
Bereavement leave	62	48	+ 29.2
Illness	1480	1938.5	- 23.7
Total absenteeism (days)	1929.5	2465.5	- 21.7
Average days per person	10	13.54	- 26.1

