THE SCARBOROUGH PUBLIC LIBRARY BOARD

ANNUAL REPORT 1983

SCARBOROUGH PUBLIC LIBRARY BOARD

1983

A REVIEW OF THE YEAR

CHAIRMEN'S REPORT

My second year as Chairman started out, regretfully, with spending three months in hospital and Flora McKinlay, the Vice-Chairman, took over the responsibilities of Chairman very ably. As being Chairman of the Library Board does involve a great deal of time and responsibility, I felt that, due to illness, I should resign the Chairmanship which I did in September. I shall continue to represent the residents of the City of Scarborough as a Council appointee to the Scarborough Public Library Board.

The highlight of my term as Chairman during 1983 was the Official Opening of the extension to the Cedarbrae District Library on April 14th, 1983, and, at the same time, the naming of the new meeting room in Cedarbrae library as the Florence Cruickshank Community Room.

Larry Hogan
Chairman
(January to September)

1983 began as an unhappy year for the members of the Scarborough Public Library Board on learning of the continuing serious health problems of their Chairman, Larry Hogan. Nevertheless, despite several lengthy hospitalizations, Mr. Hogan rose, Phoenix-like, to take charge at all the major functions during the first half of the year. By September, however, Mr. Hogan felt he had to give up the Chair, and, with regret, his resignation was accepted.

5 percent was the cry of restraint from the Provincial Government in 1983, and all public services followed the guidelines. Fortunately the Scarborough Public Library Board was in the position of being already funded for some expansion and renovation of buildings. Therefore 1983 had many bright spots.

Buildings

The Port Union Community Centre and Library was tendered for in May, and the library section of this unique and attractive complex is now well under way. We hope to re-locate the Port Union Neighbourhood Library in the late summer of 1984.

Eglinton Square Neighbourhood Branch underwent two relocations before it was finally settled in its inviting quarters in the new wing of the Mall. It officially opened on April 18th, and later joined in the Mall re-opening celebrations of early May.

On January 12th, 1983, the Moffat Kinoshita Partnership presented the Library Board with its Feasibility Study for the renovation or re-building of the Taylor Memorial Neighbourhood Branch Library, an old "house-library". The outcome of the study led to a decision by the Board in March to establish a community committee, "The Taylor Advisory Committee", to "assess the community needs and report back". Representatives of five local organizations, plus four members-at-large were elected at a community meeting attended by over eighty people. During the summer months

this committee met many times, and, aided by the staff and two Board members, eventually formulated its recommendations based on the results of statistics, community input and a questionnaire. The Board approved the recommendation for a new library, and the City Council formally passed the Capital Budget required for this project in December. Now we look forward to selecting an architect who will design a building which will fulfill the needs of both staff and community in an aesthetically pleasing building.

The Library Staff

The Board was very sorry to receive the resignation of Jill Brady, the Division Head of the Northern District, after fourteen years with the Scarborough Public Library Board. Her farewell on September 23rd was a sad one, but marked with good wishes from all as Mrs. Brady launched out on a new career in Environmental Design.

Our Business Administrator, Joe Ballett, received gifts and many expressions of congratulations on his twenty-five years of service at a party held for him by the Scarborough Public Library Board on October 3rd.

The Board Members

At the end of 1982 three Board members, Florence Cruickshank, Valerie Davis and Barbara Scullion, who between them had given the Scarborough Public Library

Board twenty years of excellent volunteer service, completed their terms of appointment to the Library Board. The Board has been pleased to welcome the energy and enthusiasm of the new appointees for 1983: the Mayor's representative, Alderman Edith Montgomery; the Scarborough Board of Education representative, Susan Hunt; and the Metro Separate School Board appointee, Karen Moloney.

Challenging the Trustee

The Ontario Library Association/Ontario Library Trustees' Association executives produced a particularly excellent Annual Conference in October of this year. One Board member, Judge Charles Purvis as Treasurer of the Ontario Library Trustees' Association, gave many hours of his time to the planning and organization of the Ontario Conference. We are pleased that the Ontario Government has seen the importance of proper workshop training sessions for Library Trustees in that it helped fund the Workshop in Library Leadership (WILL) programme of the Ontario Library Association Conference. Trustees from many smaller towns across Ontário were enabled to attend under the Government subsidized scheme; then returned home with a briefcase full of information and a head filled with ideas to share.

As a Board we were challenged in October to produce and carry out, for the first time, an appraisal of the Director. The 'Interview Appraisal' yielded positive results on both sides, as Trustees and the Director more clearly understood each other's goals and objectives.

New Services

The Library Board always seeks to provide the services required by the public: to that end we began, on July 4th, a lending service of half inch videocassettes which are located in the Albert Campbell District Library, Cedarbrae District Library and Agincourt Neighbourhood Branch. We offer a feature, non-feature (TV Ontario) and multilingual collection which now totals five hundred and ninety-nine cassettes. The daily circulation has increased rapidly.

In March we received one of the three Kurzweil Reading Machines which were purchased jointly by the Metropolitan Toronto Library Board and the Ministry of Citizenship and Culture. This marvellous machine, located at Cedarbrae District Library, enables blind people to hear the printed word from books or typewritten material. An improved "voice", soon to replace the old synthetic speech, will make this machine even more desirable. Several staff members are trained to teach its use. A Visualtek closed-circuit magnifier, also located in Cedarbrae, is another aid for those readers with limited vision.

Conclusion

Although the Library Board provides many innovative and helpful services and programmes, its main emphasis is still the bread-and-butter service of book lending. For less money, with less staff and in less space, we circulate more books per capita than any other large City or Municipality

in Ontario. In spite of fiscal restraint, the staff succeeds in maintaining its usual high level of service to the public. The Library Board recognizes this excellence and looks forward to another year of continued success.

Flora McKinlay
Chairman
(September to December)

January, 1984.

DIRECTOR'S REPORT

The descriptive reports and statistical tabulations contained in this 1983 Annual Report show a continued increase in the use of the Board's services by the citizens of Scarborough. The overall figures for circulation and requests for information are the highest in the history of the Board, both in total and as a ratio to the population of the City.

The major objectives of the Board, of providing resources and increasing the use of those resources, in the areas of self-development, information dissemination, support of the cultural life of the people of Scarborough and emphasis on reading as a pleasurable experience, have been attained during 1983 as demonstrated by the following reports. The residents of Scarborough have certainly turned to the public library system for material to complement their formal and informal learning experience, as well as fulfilling their informational needs. The people who use the libraries for their general reading requirements have, quite literally, borrowed books by the millions. There has been a considerable effort to help the twenty percent of the population whose mother tongue is other than English and French, to feel comfortable when using the facilities, by introducing programmes and materials that were helpful and attractive.

In general terms the statistics indicate that in some areas of Scarborough the pressure for service by the public is outstripping the facilities, the human resources, and the material resources. This is certainly the case in the Northern

District and the three neighbourhood branches, Agincourt, Bridlewood and Woodside, are, at times, close to being overwhelmed with requests for information and general use of the libraries by the residents. There is no doubt that, when the district library is completed in the northern part of the City, there will be a sigh of relief both from the community and the staff.

The figures show, too, that not only have staff accomplished a great deal over the year, having successfully coped with the highest public service work loads, but there has been, at the same time, the on-going and successful implementation of a computer-assisted circulation and enquiry system. It would not be too far-fetched to say that the library system during 1983 moved from 19th Century techniques to 20th Century technology and I think all those involved deserve the highest praise.

On the Metropolitan Toronto scene there is considerable co-operation taking place at the staff level, for example the movement of books from one municipality to another, the ease with which the residents of the metropolitan area can use the libraries of their choice, and the way the staff work together in areas such as the multilingual and children's services, developing training programmes and collections that will be of interest and use to the people of the whole of the metropolitan area.

There are, however, a number of disappointments and those tend to be in the area of administration and policy development. Those aspects have become more obvious with the

introduction of computer-assisted technology. There has been some confusion caused for the public by the introduction of the computer-assisted automated circulation control system in the libraries of Scarborough, North York and Etobicoke. The problems of the common card were not faced and now there are disgruntled and perplexed people because the wording on the patron card gives the impression that one card can be used by all the automated systems. This, of course, is not correct and it would seem prudent to create a public relations programme that would aim to overcome the disappointment and frustration experienced by some of the users of Metropolitan libraries especially as now the Toronto Public Library system is considering implementing a computer-assisted automated circulation control system within the near future.

The second example is the potential weakening of the UTLAS network. This network has been developed by the on-line bibliographic utility known as UTLAS and its clients since 1974. The services provided by this utility include an on-line catalogue support, information for interlibrary loan purposes and a number of catalogue products. The microfiche catalogues in the Scarborough branches are produced from our own machine-readable bibliographic data-base. The beginning of this fragmentation started when the Metropolitan Toronto Library Board began to use another system known as MINISIS for some of its catalogue functions, thus causing a restriction on access to some of the bibliographic information. It seems likely that other Boards will be considering withdrawing from the UTLAS network when they have implemented their computer-assisted automated circulation control systems.

In 1982 the Participatory Discussion Mechanism for the Development of Co-operative Goals and Objectives for Public Library Service in Metropolitan Toronto was introduced and passed by all of the Boards but, unfortunately, it has not been used for really important and sensitive policy areas and perhaps it would be a major advantage if, during 1984, a very fundamental decision could be made concerning the level of co-operation that is to be expected between the public library systems in the Metropolitan Toronto area.

On March 3rd, 1983, the Citizenship and Culture Minister, the Honourable Bruce McCaffrey, launched the consultation paper entitled, A Foundation for the Future. The press release from the Ministry of Citizenship and Culture said, "this paper contains proposals which could make Ontario the only jurisdiction on the continent that clearly articulates principles dealing with public library service.".

It is interesting to compare some of the other public library board's responses to the consultation paper. The Toronto Public Library Board, in its reply to the Minister, said the following, "because of the lack of clarity and definition of specific proposals in a number of areas, the Toronto Public Library Board urges the Minister of Citizenship and Culture to issue a white paper containing specific legislative proposals, ...". The response from the Owen Sound Public Library Board contained the following, "The consultation paper is a difficult document and our response is coloured by the lack of definition in many areas, seeming contradictions in others, and the lack of information concerning those portions of the existing Act that are not addressed.". The quotes indicate that the Scarborough Public Library Board was not the

only Board disappointed with the consultation paper from the Ministry.

The Ministry, since March, has issued four press releases announcing new initiatives, promising new legislation, and appointing new staff to the Libraries and Community Information Branch. It now seems that the two senior people working in the Branch have neither the professional qualifications nor the experience necessary to deal with such a complex problem as creating leadership for the delivery of public library service on a province-wide basis. The legislation, which has been promised now for over twelve months, has not appeared and the four new co-ordinating positions for French language services, native peoples' library service, multilingual library service, and services to the disabled, have been advertised, but these four positions have been placed in four different regional library boards and now these co-ordinators, who supposedly are all working under some type of direction from the Ministry, are situated hundreds of miles apart from each other and several hundred miles away from their supervisor. This does not seem to be a very sensible way to manage human resources and have an impact on a province-wide service.

On top of all of this, the per capita grant to cities, towns and villages in the south of Ontario was not increased during 1983 and it is beginning to look doubtful whether there will be increases in 1984.

In conclusion, it can be said that the successes that were achieved by the Scarborough Public Library Board and its staff in 1983 will probably be continued in 1984. The percentage rate of increases will certainly slow down, as there comes a time in all organizations when the production levels or output can only be fine-tuned rather than being pushed forward at high rates of increase.

Peter J. Bassnett
Director

January, 1984.

ASSISTANT DIRECTOR'S REPORT

Scarborough Public Library Board increased its services to the residents of the City of Scarborough by upgrading facilities, adding new square footage, enlarging its collections and improving its support services to better utilize existing staff, facilities and collections.

The library collections continued to grow with comprehensive selection accomplished in specific areas of fiction and non-fiction book collections. In addition, a service was opened at Agincourt, Cedarbrae and Albert Campbell libraries which circulated half inch video tapes, replacing the three-quarter inch collection previously held at Cedarbrae and Albert Campbell.

Two public access microcomputers and three telidon/teleguide terminals added new dimensions to public service. Improvements in the control of circulated materials have enabled the public to have instant on-shelf information for all materials listed in the data base including some items not previously listed in the Computer Output Microfiche (COM), such as popular records and cassettes, and to be able to place holds on the first copy of a requested title returned anywhere in the system. The system also automatically generates overdue notices.

Library Materials

The 1983 library materials budget of $1,315,810.00 permitted an increase in the stock from 940,606 items to 993,910 items, giving 2.26 items per capita, based on a 1983 population figure of 440,000 (estimated), compared to 2.15 items per

a year when change such as the implementation of computer assisted circulation control and bringing, on-line, of Woodside, Maryvale, Albert Campbell and Cedarbrae took place along with preparations for bringing Eglinton Square, Morningside and Agincourt on-line early in the new year.

The libraries were open to the public 47,219 hours compared to 44,991 in 1982 maintaining the circulation per hour at eighty-five. Circulation per hour at the neighbourhood branches ranged from 25 at Highland Creek to 121 at Woodside, while at the district libraries it varied from 119 at Albert Campbell to 171 at Cedarbrae. The aim of annual use of eight items per capita was again exceeded with the circulation per capita based on the 1983 figures rising to 9.1. During the annual review of library usage it was found that each user of the library system borrowed approximately 1.7 items per visit. This figure has remained similar to the 1982 figure. In-house use of material is measured annually at the district libraries. The total of items used within these libraries was 145,839 items in 1983, an increase of .5% over 1982.

A chart indicating the year end total items circulated from all outlets of the Scarborough Public Library Board and the percentage of the total circulation per district, film services department and outreach department is on the following page.

capita noted in 1982. The objective set for library collections is 2.5 items per capita by 1987.* In 1983 an emphasis was placed on acquiring copies of titles in areas of computer sciences and occupational skills training. Staff serving teens added to collections of books on teen sports and literary criticism and children's librarians focused interest on fiction and biography.

Circulation

Once more circulation has reached an all time high for public libraries in Scarborough with a circulation of 3,993,489. Circulation figures show an increase of 4% over the circulation achieved in 1982.

Circulation increased significantly at the District Libraries and Maryvale, Agincourt, Bridlewood and Woodside branches. The Northern District experienced a 16% increase in circulation in 1983 compared to 1982 figures. The south-western district's circulation increased by .5% and the south-eastern district's figures decreased by .4% compared to 1982.

The number of questions answered by staff indicate both the service to the public and the workload experienced by the staff. In 1983, 1,032,301 questions were answered compared to 925,749 in 1982. These figures indicate an increase of 11.5% over 1982.

Although short of the goal of a circulation of four million, the circulation of 3,993,489 is still a tremendous achievement in

* Scarborough Public Library Board. A Framework for the Development of Library Service in the Borough of Scarborough. 1978.

Year End 1983	Number of Outlets	Items Circulated	% of total circulation
District I	1 District Library	563,772	
	4 Neighbourhood Branches	658,904	
	3 Bookmobile Stops	16,187	
		1,238,863	31.0
District II	1 District Library	393,837	
	5 Neighbourhood Branches	968,294	
	* 6 Bookmobile Stops	31,967	
		1,394,098	34.9
District III	4 Neighbourhood Branches	1,269,808	
	6 Bookmobile Stops	23,892	
		1,293,700	32.4
Film Services	1 Outlet	52,530	1.3
Outreach Department		14,298	0.4
		3,993,489	100.0%

* Included in District II is circulation resulting from class visit to Bookmobile Department.

Special Promotion

Throughout October 1983, the Co-ordinator of Services for Children and Young Adults, together with the Science Fiction Committee, sponsored a month-long celebration of science fiction events. During this period ninety programmes, including exhibits, were presented to children, teens and adults. Monica Hughes, a well-known science fiction author, was featured as an author-in-residence and acted as an advisor for 1,142 residents interested in the subject of science fiction. Other related events, including a visit to five branches by Centennial College's famous robots, a Scarborough-wide science fiction poster contest won by Chris McAllister, programmes on cyrogenics and other science related exhibits such as a large Anne McCaffrey type of dragon featured at McGregor Park Branch and a special holography exhibit at Cedarbrae District Branch. Science fiction collections were improved throughout the system and most book clubs used at least one science fiction title in their 1983 book discussions. The Co-ordinator, the staff committee, the publicity officer and all other supporters of the events are to be congratulated for a successful and exciting promotion.

Staff Committees

Many events, position papers, reviews and new procedures were designed by special interest staff committees during 1983. A few examples of this work by the staff are as follows:

- an extensive review of the audio collections, their selection, purchase, processing, cataloguing, including recommendations for improvement to the service.

- the Automated Circulation Control Committee which successfully guided the implementation of the computer assisted circulation control system and the use of terminals as a communication tool.

- the Publicity Sub-Committee which reviewed the basic publicity documents and prepared a proposal for a new publicity package, interviewed a number of graphic firms and chose one firm which designed a new image for Scarborough Public Library Board's publicity.

Special Services

Outreach:

The Outreach Co-ordinator organized the delivery of reading materials to home readers. The service offered to seniors' housing, nursing homes and extended care facilities is carried out both in the Outreach Department and by eleven individual branches through service at ten deposits and institutions, fifteen institutions where library staff offer advisory services, and home delivery to one hundred and forty Scarborough residents. Eighty-five shut-ins were also served through the talking book service which was maintained centrally in the administration/support services building. Regular deliveries are made to all home-bound readers in their own homes or at institutions where they reside.

Service for Children and Young Adults:
The Co-ordinator used 'Partners in Action', prepared by the Ministry of Education, as the main vehicle for discussion of library service to Scarborough children and young adults with the library staff and the Boards of Education. Public meetings were held with both the Metro Separate School Board, organized by Father William Brown, and the Scarborough Board of Education staff in charge of library resources. As a result of these meetings, Scarborough Public Library Board employees were invited to make a presentation to elementary school librarians at a recent workshop. Hopefully this was only a new beginning of a new relationship with the Boards of Education and, in the 1984-85 year, it is anticipated that various school systems will permit use of part of a professional development day to allow library staff the opportunity to present an orientation package to local teachers.

The summer reading stimulation programmes were extremely successful. The Federal Government provided full funding for six students to work in the Northern District where reading was stimulated through creative activity such as dance, music, craft and puppetry. The programme at Malvern was particularly notable since it attracted older children between the ages of eleven and fifteen. By the end of the summer there was a noticeable change in their attitude towards library staff and reading. The Co-ordinator is considering doing a programme in the south-western district in the future.

Extensive staff training was organized in the area of children's and teens' services. Workshops have been undertaken covering topics from working with babies, to a day-long workshop on the musical life of a teenager. Staff training was accomplished system-wide with district workshops and assistance to individual staff as required.

The emphasis of children's programming continued to accentuate an introduction for children and their parents to literary and culturally related events. Financial assistance to this programming was given by the Canada Council, the Toronto Musicians' Union and the Writers' Union of Canada. Programmes for children and teens increased over 1982 with attendance by 80,316 children at 3,415 programmes.

Multicultural Services:

Developing library services for Scarborough's multicultural population is the responsibility of the Co-ordinator of Multicultural Services. During 1983 in-service training was directed to upgrading staff's knowledge and understanding of various cultural patterns and norms, and upgrading our social skills in dealing with readership which is culturally dissimilar to the readers of the host society. The Co-ordinator attended a Ministry of Citizenship and Culture workshop entitled "Training Trainers in Intercultural Communication" and, after this, organized workshops for the staff focusing on the recipient of the service and our attitude and approach to our multicultural users rather than on Scarborough Public Library Board's collections and services.

The multilingual collections were increased by 15% during 1983. Although the bulk of our acquisitions (in eighteen languages) came from the Regional Multilanguage Department through the co-operative and deposit programmes, materials in the remaining languages were chosen by multilingual Scarborough Public Library Board staff and purchased from both local and overseas suppliers. Where possible, assistance is sought from members of Scarborough's ethnocultural community. Audio materials continued to be popular with our community. In 1983 Chinese half-inch video tapes were added to the collections at Albert Campbell library.

The 1981 census figures indicate that 90,000 Scarborough residents have mother-tongues other than English with the five leading groups being Italian, Chinese, Greek, German and Indic. The languages with the highest circulations system-wide are Chinese, Korean, Italian, German and Gujarati. Although the circulation varies from district to district, Chinese remains the highest in each. In the south-eastern district the next most popular languages are Korean, German, Japanese and Urdu; in the north -- Gujarati, Urdu, Italian and Japanese; in the south-west -- Italian, Korean, German and Greek. Circulation has increased throughout Scarborough with the highest increase in the south-west district.

Film Services:

In the fall of 1983 the Film Services area was renovated to give more efficient storage, work and service areas. Preview space is now more private than in the past. Film Services arranged previews and effective film usage sessions for the public and staff throughout the year. Most notable was an all-day work-

shop attended by Scarborough and Metro social service and community workers.

In the fall of '83 open access to all public library 16mm collections in Metro was confirmed after some initial uncertainty.

Staff from Film Services guided the half inch video service to fruition and the Co-ordinator functioned as founding chairperson of the committee. During the early months of the year demand dropped for three-quarter inch service and the service changed emphasis to the half inch format. In July TV Ontario lent Scarborough Public Library Board 120 tapes for a three year period to initiate the service at Agincourt, Campbell and Cedarbrae libraries. The service now offers features and non-features for all ages, and includes Chinese tapes at Campbell.

Community Development and Programming:
The Co-ordinator of Community Development and Programming chairs staff committees in the area of programming, continuing education, and media productions and with outside committees and groups in the areas of community organization and liaison with professional organizations. The Co-ordinator is reviewing programming goals and objectives and the procedures through which these are carried out. Programming itself has escalated to the point where both attendance figures and numbers of programmes have increased significantly. Programmes offered by fifteen co-sponsored groups are increasingly popular with

audiences frequently numbering in the hundreds. Programming space continues to be difficult to find, and the new multipurpose room at Eglinton Square Branch is being used by smaller community groups which require ground floor access and proximity to good Toronto Transit Commission service. The diversity of programming for adults continues. The most popular programmes in the past year were those which dealt with leisure interests or were domestically relevant such as gardening, financial topics, Neighbourhood Watch, home renovations and energy conservation. Programmes were also offered on library orientation for continuing education students, job search and retirement planning. Although promotion for special interest programmes is time consuming and complex, efforts will be made in '84 to streamline procedures and clarify expectations to enable staff to reach the specific groups for whom the programmes have been designed.

The time previously spent by staff in preparing the library cable television programme has been diverted to investigating the production of media for use in-house and for outreach purposes. The productions would also be available for use as fillers or as information programming on local cable.

In the area of community development the Co-ordinator represents the library on numerous committees and boards such as the Malvern Family Resource Centre, the Ontario Library Association Literacy Guild and Professional Development Committee, Scarborough Agencies Federation, the Scarborough Women's Centre, Arts Scarborough, Human Services of Scarborough and the Recreation and Leisure Federation. All these groups operate in the area of community

service and many are suffering from inadequate funding, staffing and general support. Financial difficulties have forced many agencies to restrict service to crisis projects with short life spans. These projects are increasingly difficult for staff liaison and cause difficulties in tracing community information.

Conclusion

The challenge of 1984 is upon us. By the fall of '84 Taylor Memorial library will be relocated to allow reconstruction of its new building, Port Union will be in its new building, and the automated circulation control system will be completely implemented throughout the Scarborough libraries. During 1983 procedures were adapted to meet service requirements; this was accomplished by a staff whose first priority was public service.

Ann Eddie
Assistant Director

January, 1984.

CEDARBRAE DISTRICT

1983 was an important year for Cedarbrae District. With the completion of the district library's expansion and renovation and the installation of special equipment, library service has been made accessible to many more residents and improved the quality of service delivery to handicapped patrons particularly those with low or no vision.

The introduction of the automated circulation control system into the district laid the groundwork for more efficient service.

Collections

In the fall of 1983 the linking of Cedarbrae's extensive collection to computer records was accomplished. By the end of the year the coding of Morningside's collection was nearly finished. The necessary wiring for terminal installation has been done in Guildwood. The collections of all three libraries were carefully weeded in preparation for the coding.

The expansion of Cedarbrae made it possible to re-arrange its collection with the aim to increase the ease of use for patrons. Also, the entire Reference Collection, including Government Documents, microforms, microform viewing equipment, and the On-Line Reference Service are now in one area making the materials more accessible. As a result, the use of the Reference Collection and particularly of the Business section has increased sharply.

Cedarbrae's juvenile collection benefited greatly from the re-arrangement since shelf space sufficient for several years' growth was added to the children's area.

In 1983 the process of replacing Cedarbrae's collection of 3/4 inch videocassettes with 1/2 inch videocassettes started. This makes it possible for patrons to play the library's tapes on their own equipment. The circulation of the feature film in the collection has been high.

Cedarbrae's project, "Heritage Scarborough", was funded through the Federal Government programme 'Summer Canada: Internships'. The student continued the work of the previous year, i.e. establishing a bibliography of published material on Scarborough's history in libraries and archives in the Metropolitan Toronto area and adding material to Scarborough's Historical Collection.

Services

Two established services, Income Tax Clinics for people on low income provided in Cedarbrae and Morningside, and Legal Aid Clinics held in Cedarbrae, were increasingly used by citizens in 1983.

Early in 1983 a bill-operated micro-computer was installed at Cedarbrae. The use of this service is slowly gaining momentum.

Access to library resources has been improved for handicapped patrons. The Kurzweil Reading Machine and the Visualtek

Voyager XL-1 will assist patrons with low or no vision. Patrons in wheelchairs can now reach all levels of Cedarbrae library thanks to a wheelchair lift. More publicity about all equipment in Cedarbrae designed to help handicapped patrons is being planned.

Programmes - Exhibits

Programming was an important part of library service to the communities in the Cedarbrae district in 1983. In addition to such time-honoured library activities as book clubs for adults, pre-school story hours, Saturday programmes for school children and, more recently, tales for two year old children, staff endeavoured to offer programmes on topics that emerged as concerns or strong interests in their communities.

With the completion of Cedarbrae's new wing, community use of the beautiful new programming facilities has sharply increased. As well, a staff committee planned and carried out a large number of successful programmes including several events for different ethnocultural groups. Cedarbrae's resources and services were well highlighted through the work of this committee.

It should be noted that the changing socioeconomic conditions in Scarborough make summer programming very necessary. Staff in all branches value highly the activities offered to children by the Travelling Troupe through the summer.

Cedarbrae District Library continued through 1983 to show the work of important artists. Highlights were an exhibit of Doris McCarthy's paintings and a retrospective exhibit of Paraskeva Clark's work.

Community Outreach

Community Outreach is carried out in many ways varying from informal contacts to carefully planned activities. Listed below are some examples of outreach work in the Cedarbrae district.

Staff wrote articles on library resources for local newspapers and the Scarborough Business Association Newsletter; attended meetings of community associations, talked to groups about library services and hosted meetings of community based associations.

An indication of good liaison between libraries and schools is the increase in numbers of classes visiting the branches in the district and staff visiting schools in their communities.

Cedarbrae's children's workers contributed to Scarborough Recreation and Park's summer activities by holding workshops on puppetry for children in the Scarborough Village Recreation Centre.

Cedarbrae's project "Outreach to Disadvantaged Children", funded through the Federal Government's Canada Employment Programme, was successful on several levels. It provided

children with a rich variety of programmes and introduced them to their nearest library. It also fostered co-operation between library personnel and workers of social agencies and highlighted library services useful to their work.

District Library - Neighbourhood Branches

The size of the population in the south-east area of Scarborough is constant except for growth in a few pockets of new housing developments. Correspondingly, the ethno-cultural composition of this area's population is changing rather slowly and unevenly. The former may at least partly be the reason for a flattening out of the circulation curve. The latter is mirrored in the degree of demands for materials in languages other than English and French in the individual branches. While Cedarbrae and Morningside show a good circulation rate in several languages, Guildwood and Highland Creek report little demand. It is expected that Port Union will experience a strong demand for materials in other languages once the branch has moved to its new quarters.

The addition to and renovation of Cedarbrae District Library resulted in a more functional library, accessible to all, with improved programming facilities. The official opening of the new wing and inauguration of the Florence Cruickshank Community Room drew an audience of several hundred, among them many long-standing patrons. Cedarbrae's importance to Scarborough's citizens as a reference and research library was reaffirmed by the steep rise in information requests during the past year. The implementation of the automated circulation control system brought a number of changes in procedures and shifts in work-load, to which Cedarbrae

staff adapted quickly. This was in no small measure due to their positive attitude to the challenge.

The staff of Guildwood Branch continued their efforts to raise the profile of the branch in the community through contacts with associations, articles in a local newspaper and a number of interesting programmes. An analysis of its circulation earlier last year showed a strong interest in materials on pregnancy and child care. This may indicate an influx of younger families into the area.

Highland Creek's patrons are mostly residents of this still rather isolated area. They would appreciate having a well maintained up-to-date library in their community.

While Morningside's circulation for 1983 was slightly below that of 1982, its information requests continued to increase. As there is still some housing being built in its catchment area the branch attracted quite a number of new readers in 1983.

The construction of the Port Union Community Centre and Library began in July 1983. The model and blueprint of the project that are displayed in the branch have attracted great interest. Port Union Branch served the community well from its present location in the past nine years as the steadily climbing circulation figures show. However, the new premises will accommodate the growing collection more adequately and provide programming space.

Staff and Staff Development

The staffing situation in the neighbourhood branches was very

stable with only two changes early in the year. This provided continuity in service to patrons. The district library, however, experienced a higher turn-over and carried a few vacant positions for varying periods of time.

The breadth of staff training reflects the range of fields in which expertise is required in the everyday work life of staff. In addition to workshops that are obviously library service related, such as those on the use of reference tools, including on-line data bases and materials on specific collection areas, learning sessions were available on Cross-Cultural Interaction, the Musical Life of the Teenager, Library Service to the Illiterates, and Micro-Computers.

Conclusion

All staff had a part in the many accomplishments of 1983. They are to be commended for their hard work and congratulated for a year of successful library service.

Birthe Joergensen
Cedarbrae District Librarian

January, 1984.

ALBERT CAMPBELL DISTRICT

In order to provide a service which offers the greatest value to the public, we are continually changing and adapting our work. These adaptations reflect our self-concept which, of course, develops through the continuing interchange of ideas among the Board, administration and staff. The dynamic character of our community, the evolution of new directions in service within the library community, and the opportunities presented by advancing technology stimulate our thinking about who we are and what we are trying to accomplish. Over the past year, the activity in Albert Campbell District reflected, in some measure, this process.

Developments in Service

In 1983, our collection of videocassettes, which had previously been under-utilized, became one of our most popular attractions. This occurred when one-half inch cassettes, including both feature films and non-feature material, were made available. Albert Campbell is one of the three branches of the Scarborough Public Library Board offering the service. It has been a smash hit! The small collection of Chinese feature films has been especially popular, indicating tremendous potential for the expansion of multicultural collections in the video format.

The provision of a Chinese-language storyhour at Albert Campbell was a very promising "first". Another series is to be conducted in Greek at Maryvale in the new year. These programmes move multiculturalism squarely into the mainstream of library programming.

Automated circulation control is not new anymore; however, the knowledge acquired through a full year's learning by the Maryvale staff is already helping other branches in the district as they are brought on-line. Albert Campbell and Eglinton Square began circulating materials on the automated circulation control system late in the year. The Implementation Team is to be commended for its ability to adapt to very different working environments -- ranging from the "bunker" at Albert Campbell to a corner of the circulation area at Bendale -- and continue to perform effectively.

Community Relations

In this part of the report we usually comment on the participation of library staff in community development. This year, the most exciting library/community relationship involved the participation of community members in library development. The Taylor Advisory Committee was established by the Library Board to study community needs and recommend future development of the Taylor site. Community representatives were the majority in a group that included representatives from staff and the Board. A student, whose position was funded by a Federal Government grant, assisted staff quite ably in putting together background papers and carrying out a community survey. The recommendation itself rested mainly with the community representatives. In the end, they advised the Board to dismantle the old house and to incorporate its best features in a new building. From this perspective, the final outcome seems no more important than the process through which it was achieved.

Programmes

In retrospect, 1983 was the year of youth. The Science Fiction Festival was a terrific hit with young people. The programmes were not only informative but also stimulated interest in this type of fiction.

Interest created by the Festival may have been a factor in the success of other programmes for the twelve-to-fifteen age group. Film series such as "Friday's Frightening Flicks" (Albert Campbell), and "Teen Topic Cinema" (Eglinton Square) did quite well. The "Y.A.K." club at Bendale invites teens to participate in planning and conducting their own activities.

In reviewing children's programmes, one realizes that Scarborough's alleged reputation as a cultural wasteland would be lost on our children. Members of the Toronto Symphony and leading children's authors appear in our branches with amazing regularity. We have certainly come a long way from the days when a junior magician was something to shout about!

Information Service

One trend that is clearly emerging is that our libraries, especially the district branches, are developing a much stronger role in fulfilling informational requirements related to people's working lives. This service is not necessarily reflected in circulation statistics -- a better measure may be the loss rate among business directories and in the job search section.

Many people are turning to the library for information which will help them to adapt to the advent of computers in their workplaces. Job training materials continue to be popular, and the Occupational Health and Safety Collection at Albert Campbell is slowly but steadily establishing a clientele.

One of Albert Campbell's contributions this year was to provide, from its harried professional staff, the Chairman for the Audio Committee. This ad hoc committee conducted a comprehensive review of the selection, acquisition, cataloguing, processing, display and circulation of materials published in audio format. As the committee's recommendations are gradually put in place, our patrons will recognize the improvements achieved through a rational scheme for delivering service.

Staffing

Unlike preceding years, there have been few changes this year in the staff. Through an unfortunate combination of circumstances, the Albert Campbell District Library has borne a very large share of the gapping of positions. The year-end financial statements are expected to indicate only an eighty-six percent expenditure in the permanent regular staffing account.

On the bright side, the Branch Liaison Librarian reports that neighbourhood branch staff have benefited from a wide variety of in-service training experiences. Seventy-one work days in all, or 2.6 days per branch staff, were devoted to formal training.

Facilities

We were very pleased, early in the year, to move the Eglinton Square Branch into its new quarters. It took some borrowers a few months to find the "new" branch, but everyone is happy with the larger size, especially in the children's, multicultural, study and lounge areas. Best of all, the new facilities include a meeting room where branch programmes are conducted and community groups meet.

Conclusion

Now is the time to recognize the work of the staff who interpret the diverse service programme of the Scarborough Public Library Board to each person who comes through our doors. I think we are making it better. It has been a pleasure to work with you.

David Reddin
Albert Campbell District Librarian

January, 1984.

NORTHERN DISTRICT

It seems that the story of Northern District is that of a public service trying to keep pace with a rapidly developing community. The past year has recorded advances which may be attributed both to increased resources and to better ways of working together.

In its first full year of operation, the Malvern Community Library offered a more ambitious service programme than we are able to provide in the smaller branches. Staff took advantage of excellent meeting facilities to offer a wide variety of programmes. Some of these, such as programmes for young people, were entirely the work of staff; others, such as English as a Second Language and Citizenship Classes, were co-operative endeavours involving other community agencies. We have long recognized the irony of a situation whereby the district with the largest ethnocultural populations has had the fewest resources to offer. Malvern, with its larger collections and its meeting space, allows us to redress the imbalance somewhat.

Early in the year, Bridlewood and Woodside joined Malvern on the automated circulation control system. The initial months proved to be quite a test of staff's mettle. They were also a period of rapid learning which has benefited all branches.

Although reciprocity among Metro library systems continues, its most visible user benefit, the Metro borrowers' card, has temporarily suffered a setback. The necessity to re-register and

acquire another card when using different automated systems has been an irritant for some patrons. Staff in border branches, such as Bridlewood, have had to endure numerous complaints in this regard -- in the midst of entering thousands of borrower records into the data base.

The automated circulation control system has brought about one quite important change in the staff -- borrower equation. All information about a borrower's outstanding transactions is available on-line at any branch. Although the information is most welcome in placing holds, borrowers have been less enthusiastic about staff having complete up-to-date knowledge of their fines and overdues. Staff have dealt with some very awkward -- and even incendiary -- moments with commendable tact. Our borrowers are gradually adjusting to new realities.

Toward the end of the year, Malvern, Woodside and Bridlewood joined one of the south-west branches on an experimental automated circulation control based interloan network. Essentially we are using a new communications tool to perform a familiar task. When a staff member says to a patron, "We don't have that ... but perhaps we can find it for you", she now turns to an automated circulation control terminal. The staff member interprets the patron's request, recommends specific items and finds them through the automated circulation control system. Our preliminary finding is that the method is quite successful; the network's capacity will be tested when the district libraries are ready to participate.

Because local residents come to the mall branches in sometimes overwhelming numbers, there is less emphasis on community

relations than is necessary at Malvern, for example. The principal challenge is to provide sufficient quantities of the desired materials. Nevertheless, these branches did make an effort to get out of the library and to get to know their communities better. In late summer, the former District Librarian joined the Agincourt staff in a community walk. As she commented afterward, "The Northern District continues to grow and older areas have been undergoing noticeable changes. Getting out of the library and selling residents and shop owners in their own settings undoubtedly increases staff's understanding of their client base.".

Both Woodside and Agincourt branches report successful ventures in improving library/school relations.

Staff took advantage of numerous in-service training opportunities provided within the system and through the library associations. As in other divisions, several staff members are also advancing their formal education on their own time -- a formidable task for public service staff who work two nights per week. Two seminars on children's literature were offered especially for staff in the Northern District and were enthusiastically received.

Bookmobile staff have continued to display the particular sang-froid which is requisite to their area of work. The fact that thirty-six stops were cancelled because of generator failure alone indicates that staff must be prepared to change their plans on short notice.

In 1984, we will attempt to consolidate the advances of the past two years. With Agincourt coming on-line early in the

year, all branches will be able to work together to take full advantage of the automated circulation control system. Malvern staff can approach the year from a base of experience, supported by steadily improving resources. If the additional staff position is funded for Woodside, a serious pressure point can be relieved somewhat. I anticipate with pleasure my first full year of working with the staff of Northern District.

David Reddin
Northern District Librarian

January, 1984.

TECHNICAL SERVICES DIVISION

1983 was a year of transition for the Division. As automated circulation control (A.C.C.) gradually spread through more of the library system, changes had to be made in the staffing, procedures and even the work space at Technical Services.

The necessity of appointing a fourth computer operator had an impact on the entire division. As the position had to come from the existing division establishment, Cataloguing gave up a Code III position, but the actual appointment was made from the Acquisitions/Interloan Section, leaving them short-staffed for much of the year. Although four operators are necessary to cover the long hours the automated circulation control system is running, work assignments had to be adjusted to account for overlapping shifts.

The staff of the division has weathered these changes and continues to provide the high level of service that has come to be expected.

Acquisitions/Interlibrary Loan

Although the library materials budget again surpassed the million dollar mark ($1.3 m), the number of orders placed by the section was actually down from 1982 (18,887 compared to 20,764). Inflation took its usual toll but a change in buying patterns by the branches accounted for the biggest drop. Some branches have developed a preference for buying directly from book stores, thus by-passing the Acquisitions Section.

The integration of Acquisitions and Interloan functions continued during the year. With the shortage of staff in Acquisitions, the back up for Interloan was often provided by the computer operators. The taking of reserves was still limited for most of the system to books on the best seller list. However, branches coming live on the automated circulation control system were soon able to use the hold function for their own titles and those of other live branches, thus enabling patrons to reserve books which were already circulating.

The Acquisitions/Interlibrary Loan Section also underwent a physical change during 1983. The original plan was to create more room for the staff, but outside factors intervened. The new photocopier required a special room, and a new sick room was needed, as the old one was turned into a small meeting room. Both these new rooms impinged on the floor space set aside for Acquisitions. We are still hopeful that, once our transition period is over, more room will be found for the section.

In 1983 Scarborough Public Library Board began participation in the Ontario Biography Reserve Plan, taking responsibility for cataloguing and storing biographies in the ROC-SOZ part of the alphabet. This plan ensured that at least one copy of a biography is kept in Ontario and made available through interlibrary loan.

Cataloguing and Processing

The Cataloguing Section also faced a year of transition. In January a new Assistant Head of Technical Services was appointed

when the former Assistant decided to devote more time to her young family and return to work on a part-time basis. Although the full complement of cataloguers was maintained throughout the year, one clerical position was lost to Circulation Control, and two others were vacant for much of the year. The work assignments were adjusted and the computer operators were trained to do some of the cataloguing work. However, the number of titles catalogued, classified, indexed or retrospectively converted was down from 1982 (22,088 compared to 25,459). Since 1982 was a record year, this was not unexpected. Although the total number of titles catalogued was down, the number of audio-visual materials was up. This was in large part due to the start-up of the half inch videocassette service. New materials require new procedures and these had to be adjusted as experience was gained in handling the videocassettes.

UTLAS service continued to improve, especially in the area of product delivery. In December another transition took place as we stopped renting VUCOM terminals from Bell Telephone and purchased TeleVideo 910 terminals. In the approximately eight years that we have used computer terminals, the price has dropped to a point where buying is now more attractive than leasing. Also Bell Telephone no longer makes the VUCOM terminals and repairs were becoming more and more difficult.

In Processing 126,946 items were added to the collections, compared to 143,484 the previous year. Again, although the total decreased, the number of audio-visual materials processed rose dramatically from 1,521 to 3,107. Audio-visual materials require more processing than do books, so an

additional 1,586 items had a big impact on the workflow of the section. In addition 7,412 items were repaired. Again in 1983 fewer items were discarded, 83,446 compared to 85,171 (1982). The branches seem to be keeping books longer as the price of replacing them goes up. Also, in the past, when reserves were taken, a title would be considered lost if the reserve was not filled within six months. Now this method of discovering missing titles is not functioning and will not be until next year when the entire system is running on the automated circulation control system.

Circulation Control

In 1983 four more branches came "live" making a total of six now operating on the automated circulation control system. However, this includes both district branches and accounts for more than half the circulation of the library system. As well, one branch (Eglinton Square) is ready to come live early in January 1984 and two more (Morningside and Bendale) are being prepared by the Implementation Team. Terminals are installed at Agincourt awaiting the team and Guildwood has had Bell Telephone lines installed for their terminals. As of December 24th, 93,288 patrons have been registered and 534,111 items linked to computer records.

Some of this progress is due to the fact that starting in May we were able to hire six extra people for the Implementation Team on a government grant (COED). The computer operators also aided the implementation process by creating records in the automated circulation control database for titles which had been catalogued prior to the introduction of automation in cataloguing.

At the end of May the first computer-produced overdue notices were sent out from the automated circulation control system. At the same time a COED staff member resumed sending overdue notices for branches still on the manual system.

Throughout the year the Project Manager for the implementation was kept busy writing new procedures, training staff and keeping track of where staff were needed. The computer operators expanded their knowledge of the system, learning as they worked what could and could not be done. Routines were constantly reviewed and adjusted, a process which will continue for some time.

Conclusion

Transition periods are always difficult and this one was no exception. However, changing procedures and assignments were handled by all the staff in a very competent manner. Although the statistics are down in all sections, there are no major backlogs with which to start the new year. We look forward to 1984 and whatever further changes it brings.

Ellen Jaaku
Assistant Head,
Technical Services

January, 1984.

BUDGET 1983

Expenditures

Administrative Support and Board Services	$2,981,300
Public Services - Special Services	568,440
Public Services - Cedarbrae District	2,262,980
Public Services - Albert Campbell District	2,279,050
Public Services - Northern District	1,422,000
	$9,513,770

Revenue

City Grant	$8,089,580
Provincial Grants	952,000
Levied Charges	152,500
Recoverables	201,000
Surplus	118,690
	$9,513,770

CIRCULATION OF ALL ITEMS

UNIT	YEAR 1983		YEAR 1982	
FILM SERVICES		52,530		51,814
OUTREACH				
Bookmobile	75,695		98,254	
Talking Books	10,649	86,344	10,839	109,093
DISTRICT I				
Cedarbrae	563,772		552,420	
Guildwood	132,324		139,973	
Highland Creek	50,632		50,366	
Morningside	297,807		304,110	
Port Union	178,141	1,222,676	181,003	1,227,872
DISTRICT II				
Campbell	393,837		380,896	
Bendale	181,998		192,562	
Cliffcrest	152,340		163,636	
Eglinton Square	226,991		227,913	
Maryvale	169,693		151,871	
McGregor Park	144,540		147,998	
Taylor Memorial	92,732	1,362,131	89,778	1,354,654
DISTRICT III				
Agincourt	383,788		370,106	
Bridlewood	374,760		370,359	
Malvern	196,053		48,164	
Woodside	315,207	1,269,808	307,780	1,096,409
TOTAL FOR THE YEAR		3,993,489		3,839,842

POPULATION OF THE CITY OF SCARBOROUGH - 440,000 (estimated)

TOTAL INFORMATION QUESTIONS

UNIT	YEAR 1983		YEAR 1982	
FILM SERVICES		52,503		33,943
OUTREACH		11,531		12,443
DISTRICT I				
Cedarbrae	172,098		131,345	
Guildwood	45,491		41,162	
Highland Creek	5,853		5,704	
Morningside	82,082		78,798	
Port Union	57,311	362,835	39,256	296,265
DISTRICT II				
Campbell	83,299		72,228	
Bendale	51,799		67,767	
Cliffcrest	45,051		38,122	
Eglinton Square	40,929		33,151	
Maryvale	51,293		54,558	
McGregor Park	43,082		39,159	
Taylor	25,215	340,668	24,670	329,655
DISTRICT III				
Agincourt	98,453		90,609	
Bridlewood	62,233		73,943	
Malvern	37,112		5,671	
Woodside	66,966	264,764	83,220	253,443
YEAR TO DATE		1,032,301		925,749

QUESTIONS BY CATEGORY

AUTHOR/TITLE	503,846	476,646
READY REFERENCE	273,653	248,206
INFORMATION QUESTIONS	170,737	139,487
USER ADVISORY	73,830	53,200
EXTENDED SEARCH	10,235	8,210
TOTAL QUESTIONS	1,032,301	925,749

SERVICE ENQUIRIES FOR SYSTEM

UNIT	YEAR 1983		YEAR 1982	
FILM SERVICES		6,773		5,202
OUTREACH		1,955		2,731
DISTRICT I				
Cedarbrae	102,945		66,901	
Guildwood	4,051		3,319	
Highland Creek	1,055		862	
Morningside	12,325		11,849	
Port Union	6,556	126,932	3,271	86,202
DISTRICT II				
Campbell	46,839		29,452	
Bendale	13,375		15,621	
Cliffcrest	3,694		3,113	
Eglinton Square	15,723		12,803	
Maryvale	9,461		10,714	
McGregor Park	4,065		3,790	
Taylor	4,850	98,007	5,864	81,357
DISTRICT III				
Agincourt	33,703		31,709	
Bridlewood	16,258		18,036	
Malvern	11,066		2,363	
Woodside	17,376	78,403	16,217	68,325
YEAR TOTAL		312,070		243,817

IN-SERVICE USE OF MATERIALS
(District Libraries Only)

	1983	1982
CEDARBRAE	78,590	76,062
CAMPBELL	67,249	69,015
TOTAL FOR YEAR	145,839	145,077

COLLECTIONS	1983	1982
Books	753,071	729,603
Paperbacks	163,119	144,125
Films, filmstrips and videotapes	2,607	2,405
Records, cassettes and kits	68,878	58,756
Framed pictures	758	606
Microforms	4,508	4,396
Toys	890	715
	993,831	940,606

SERIALS		
Titles	989	975
Subscriptions	3,413	3,399

SYSTEM PROGRAMMES	YEAR 1983		YEAR 1982	
JUVENILE	No.	Audience	No.	Audience
Book Clubs	138	2,378	122	2,308
Crafts	84	1,585	85	1,564
Class Visits	579	13,154	531	12,732
Film Programmes	300	12,364	194	5,661
Nursery	397	5,735	393	5,344
Preschool Story Hours	1,405	23,232	1,075	17,862
Puppetry	135	7,632	102	6,416
Special Events	328	13,365	244	8,490
Special Groups	49	871	*	*
Total Juvenile	3,415	80,316	2,746	60,377

* The 1982 figure included Young Adult programmes which have been included in the Adult audience figures for 1983.

ADULT PROGRAMMES	No.	Audience	No.	Audience
Adult Basic English	51	206	26	68
Book Clubs	170	1,819	143	1,560
Film Programmes	67	1,850	40	529
Multicultural	353	11,686	270	11,003
Senior Citizens	56	1,099	55	1,270
Speakers/Demonstrations	182	7,299	133	6,836
Special Groups	128	1,159	105	713
Women's Groups	226	3,024	219	2,888
Young Adults	147	1,651	21	268
Total Adult	1,380	29,793	1,012	25,135
SYSTEM TOTAL	4,795	110,109	3,758	85,512

CATALOGUE SECTION

TITLES CATALOGUED	1983	1982
Books, adult	16,941	20,458
Books, juvenile	3,076	3,630
A.V. materials	1,796	1,135
Toys indexed	275	236
Total titles catalogued	22,088	25,459

MATERIALS PROCESSED		
Books, adult	36,044	47,351
Books, juvenile	16,110	21,402
A.V. materials	3,107	1,521
Toys and reproductions	427	347
Paperbacks and pamphlets	71,258	72,863
Total materials processed	126,946	143,484

INTERLOAN SECTION

TOTAL REQUESTS FILLED	14,411	27,302
Interlibrary loan requests filled, located via Metro Toronto network	3,001	3,695
Interbranch requests filled within Scar-Public Library system. Service decentralized July 20th, 1982 onwards, 4 branches using the ACC system to capture requested material.	11,419	23,607

CIRCULATION CONTROL SECTION

	1983	1982
Circulation	3,993,489	3,839,842
* Notices sent		32,659
Items 16 weeks or more overdue	53,912	46,456
Overdues as % of circulation	1.34%	1.20%

* Reminder notices discontinued July 26th, 1982, onwards.

Computer produced "Bill for Replacement" notices started May, 1983, for overdue items at the branches using the automated circulation control system.

ACQUISITIONS SECTION

	1983	1982
Serials handled		
Titles	989	975
Subscriptions	3,413	3,399
Budget	$104,530	$83,180
Budget for other materials handled	$1,211,280	$1,016,820

PERSONNEL

The following is a breakdown of the staff establishment for 1983:

Fulltime		
Administrators	3	
Division Heads	4	
Budget Officer	1	
Personnel Officer	1	
Building Superintendent	1	
Librarians	34	
Code VII	7	
Code VI	20	
Code V	28	
Code IV	17	
Code III	57	
Code II	5	
Code I	16	194
Parttime		
Librarians	6	
Code V	2	
Code III	1	
Code 1	38	47

The following breakdown summarizes the movement of permanent, fulltime staff in 1983.

New Employees	Number
Personnel Officer	1
Librarians	2
Code III	1
Code II	1
Code I	5
Total	10

Retirement (includes Early Retirement)	4

Terminations	
Personnel Officer	1
Librarians	3
Code V	2
Code III	1
Code I	1
Total	8

Promotions, Transfers & Reclassifications	
Promotions	10
Transfers	5
Reclassifications	1
Total	16

OVERALL SUMMARY COMPARISON	1983	1982	Percentage Variations
Staff			
Fulltime establishment	194	194	---
Parttime establishment	47	44	+6.8
Total establishment	241	238	+1.3
Fulltime Only			
New employees	10	23	-56.5
Promotions	10	22	-54.6
Transfers	5	14	-64.3
Reclassifications	1	0	---
Terminations	8	8	---
Retirements	4	3	+33.3
Turnover (as a % of fulltime established positions)	6	6	---
Absenteeism (Days)			
Maternity leave	405	447	-9.4
Jury Duty	9	0.5	---
Worker's Compensation	9.5	1.5	---
Leave-of Absence Without Pay	79.5	72	+10.4
Emergency Leave	48	39	+23.0
Bereavement Leave	27	51	-47.1
Illness	1512.5	1539.5	- 1.8
Total Absenteeism (days)	2060.5	2150.5	-4.2
Average days absent per person	10.6	11.0	-3.6