



THE
SCARBOROUGH
PUBLIC LIBRARY
BOARD

ANNUAL REPORT 1984

SCARBOROUGH PUBLIC LIBRARY BOARD

1984

A REVIEW OF THE YEAR

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Mr. D. Reddin	District Librarian, Northern
Mrs. A. Soltys	District Librarian, Southwestern

CHAIRMAN'S REPORT

The year 1984 ended on a sad note for the Board members. A beloved member and past Chairman, Larry Hogan, passed away on December 4th. He had loyally and whole-heartedly served the Library Board since 1976.

A year's review is always a good exercise. As I looked back I realized afresh just how much was accomplished in twelve months. This was enabled, in a large part, because the members of the Scarborough Public Library Board faithfully attended all the regular meetings, plus a number of extra ones dealing with the hiring of A. M. Ingleson Associates as architects for the Taylor library, the hiring of a new District Librarian in the Southwestern District, Bill 93-An Act Respecting Public Libraries, the second edition of the five-year Framework document, and the Operating Budget.

Building

Three areas in Scarborough were brought into focus this year. The Port Union Neighbourhood Branch, which relocated in the new Port Union Recreation Centre and Public Library in September, was certainly one highlight, and its vastly increased circulation since then indicates how much it has meant to the local residents. The opposite end of Scarborough

2.

saw the old Taylor Memorial branch torn down and a new architecturally splendid building well begun before the year's end. Also of concern to the Board was the lack of local library service to an established community centred around Eglinton/Kennedy intersection. A new branch has just received approval of capital funding for a start in 1985.

The money for these three locations is agreed upon by the City Council who continue to recognize the value of library services in their budget deliberations.

Programmes

The monthly Events Calendar indicates only too clearly how clever the library staff are in achieving a wide variety of free programming for all ages. Of particular interest are the art shows regularly changed in seven branches. We are pleased to showcase some of the works of our talented Scarborough artists.

New or Updated Services

This year we introduced on-line services in Cedarbrae District Library. Info Globe, Canada Systems Group, Dow Jones News, Retrieval, Textline and Dialog are now available for the use of small businesses. They give a useful retrieval of law, finance, current events and business articles.

The videocassette collection has been improved and updated with many new adult non-fiction tapes: everything from daycare, to language instruction, to house repairs, to learning sign language for the deaf.

Documents of Local and Provincial Interest

This year saw the completion of our second edition of the five-year plan entitled, A Framework for the Development of Public Library Service in the City of Scarborough. Such a full document of our aims and objectives took more than a year to prepare but the studied direction it gives to Scarborough's library system makes it well worth while.

Of interest to the whole province was Bill 93, An Act Respecting Public Libraries, which passed its first, second and third readings in 1984. This Bill was the government's answer to a re-vamped Public Library Act. Many librarians and trustees across the province spent hundreds of hours writing briefs in order to fine-tune or amend some of the clauses in the Bill. Next year will see Bill 93 promulgated making 1985 an interesting and challenging year for librarians and trustees as they seek to work out the changes that will have to be made. However, I am certain that, whatever the outcome, the aim of public libraries to give first rate service to its patrons will remain undiminished.

4.

Changes in Staff and Board

In May of this year, the Board welcomed Mrs. Amy Soltys to her new position as District Librarian for the Southwestern District. Staff who were honoured by the Board upon retirement after more than fifteen years of service were Hazel Brisco and Elaine Leightner.

Board members who retired at the end of 1984 were Mrs. Diane Smith and Mrs. Flora McKinlay each of whom served six years on the Board. We welcome three new members: Richard Goldsmith, Firoz Ravji and Jean McLaren.

Conclusion

As I conclude my term as Chairman and my six years as a member of the Scarborough Public Library Board what can I say but that it has been an honour to work with Administration and staff who are constantly dedicated to good librarianship, and trustees who are interested and trustworthy in setting policies which give Scarborough the good library service it enjoys.

Flora McKinlay
Chairman
December, 1984.

DIRECTOR'S REPORT

The literary overtones of the year 1984 had an inauspicious aspect, given the despairing political content of George Orwell's book Nineteen Eighty-four. The publicity for Orwell's novel was, nevertheless, felicitous for his heirs and the beginning of the year saw this work the most sought-after volume in the library system. The interest did not last and people returned to reading the new bestsellers, asking for material that would be of help in their education or job and requesting information that may lead to employment. This ability of the staff of the public library system to respond to the needs of the residents of the City of Scarborough has resulted, as in most of the recent years, in a record use of the services provided by the Library Board. The numerical information, together with the descriptive reports, contained in this Annual Report for 1984, indicates improvements in both service and performance by all of the Divisions of the library system. This is as well as being the busiest year in the history of the Board.

The goals, objectives and direction of the library system were completely re-evaluated by the staff and members of the Board during the year. The final document was published as the second edition of A Framework for the Development of Public Library Service in the City of Scarborough. It is expected that this edition of the Framework

6.

will give the staff clear and attainable objectives for the rest of the eighties, as the first edition did for the preceding years.

Although the successful implementation of the computer assisted circulation control and inquiry system is mentioned in most of the following reports, there is at least room for one more comment: that the achievement was a triumph for all of the staff and, in particular, for the managerial and supervisory skills of the Technical Services Division. The introduction of computer technology continued in the form of office automation in the Administration area. The equipment, Dec Rainbow by Digital, is located in the Business Office and the Deputy Director's office. The computer and the printer of the equipment in the Business Office is linked directly to the UNIVAC mainframe in the City Data Processing Department, allowing the processing and printing of financial data already stored in the mainframe. The office automation equipment is being used for a range of financial, statistical and inventory purposes, as well as record-keeping and documentation preparation for all Administrative sections and the Technical Services Division.

During 1984, the Administrative staff introduced a management development programme. The people involved in this programme were the Administrators, Division Heads and nine of the librarians from all areas of the library system.

The sessions were spread over seventeen Friday afternoons throughout the year and all participants made presentations on a range of administrative and management functions and issues. The overall purpose of the programme was to create an awareness of the environment of management and administration and to develop some understanding of the type of work, thinking, considerations, and stresses that occur in such positions. The approach of the programme was to emphasize community responsibility, leadership roles, strategies, organizational theory, decision making, planning, communication, data handling and administrative analysis. The programme is now being evaluated in an endeavour to see what is the most productive next step and how to keep the momentum proceeding for all of the professional and management staff.

In spite of the fact that this Annual Report describes many successes, it has to be pointed out that all of the resources of the Board are under considerable pressure by the one hundred and sixty thousand people who use the services of the library system. The workloads per staff member are among the heaviest of any public library system of comparable size in Ontario, for both circulation and library use. The ratios for total floor space and number of volumes to the size of population are one of the smallest compared with similar public libraries. The addition of the District Library in the north and further neighbourhood branches

8.

seems to be the only way to alleviate the pressure on both the public and the staff.

The co-operation with other public libraries in Metropolitan Toronto continues in the area of 16mm films, multilanguage services, talking books, interlibrary loan of materials, training workshops, production of bibliographies and exchange of information. There are currently eight standing committees and two task force groups which meet regularly to explore ways of improving public library services to the citizens who live and work within the boundaries of Metropolitan Toronto. As explained in various reports to the Board during the year, the vendors of computer assisted circulation control systems were asked to write software in order that any library card could be used in any public library in Metropolitan Toronto. During the year, GEAC tested its software successfully using the Scarborough system. While the GEAC systems adopted by Etobicoke, Scarborough and Toronto are capable of handling the library cards generated in other library systems, the computer systems used in the other Metropolitan Toronto library systems cannot as yet reciprocate.

The news that Thomson International Information had given a letter of intent to purchase UTLAS from the University of Toronto just prior to Christmas was, of course, of great interest. The bibliographic utility, UTLAS, which is the

major support service to the cataloguing section and the basis of the Canadian network for access to bibliographic information, is an important component in the Board's bibliographic services. There is logic in the decision of Thomson International Information to purchase UTLAS, as this division is responsible for the range of publishers now owned by the Thomson group. The management of UTLAS have been looking for a purchaser for some time, the purpose being to break away from the University of Toronto and to obtain venture capital for development. During 1985 there will, no doubt, be more information concerning the new position of UTLAS and what that may mean to the Board's bibliographic services.

At the Provincial level, the presentation of Bill 93, An Act Respecting Public Libraries, to the Legislative Assembly by the Honourable Susan Fish, Minister of Citizenship and Culture, was obviously the dramatic event for the public library community in Ontario. This Bill, which substantially revised the repealed Public Libraries Act, had its third reading in December and is likely to be proclaimed sometime during February 1985, and has the potential for changing the delivery and governance of public library service in Ontario. There are many differences in the new Act and the following summary outlines the changes from the point of view of Scarborough Public Library Board and the Council of the City of Scarborough. The Public Library Board for

10.

Scarborough will be composed of at least nine and no more than fifteen members, all appointed by the City Council. Two of the Board members will be persons recommended by the Board of Education for the City of Scarborough and one member will be recommended by the Metropolitan Separate School Board, and the appointments will then be made by the City Council. The City Council may appoint one less than a majority of the Library Board from its own members and the term of office for all Library Board members will be concurrent with the term of the Council. The reservation and circulation of materials, and the reference and information services shall be offered to the public without making any charge. There are, however, some possible exceptions. The Metropolitan Toronto Library Board has its regional library status repealed and the new Act establishes the Board as a "special library service board" providing services to the Ontario Library Community. There are a range of other initiatives in the new Act that are designed to encourage the formation of County Libraries across Southern Ontario and co-operation among library boards in all parts of Ontario. The Act dissolves the existing regional library system and establishes an agency of the Ministry called the Ontario Library Service which will operate throughout the Province, the exception being the Metropolitan Toronto area.

The year concluded with the sorrowful tidings that the past

Chairman of the Board, Larry Hogan, died on December 4th. The staff will miss working with Flora McKinlay, the Chairman of the Board for 1984, who retired at the end of the year. These were two exceptional people who both volunteered their time and their energy in the belief that public library service is one of the most important municipal services provided to the citizens of Scarborough.

Peter J. Bassnett
Director
January, 1985.

12.

DEPUTY DIRECTOR'S REPORT

In 1984 the final step was taken to successfully integrate the bibliographical information with the circulation status of all books, records, cassettes and videotapes in the 16 public libraries in Scarborough. In addition, this "one stop shopping" information includes a comprehensive description of materials outstanding with any one user. This concentration of information has increased service to the public but it also demands a staff interface. Never before have we had the ability to know instantly if material is on the shelf at any of the 17 locations (includes bookmobile), and to be able to update library users immediately on their "active file". Currently, staff are reviewing various promotional aids which will self-guide the public to the Board's services and collections. The increase in service in 1984 has brought our collections to 1,069,242 or 2.4 items per capita; the standard in the revised Framework is three items per capita. Programmes for Scarborough residents of all ages were well attended. Facilities were upgraded and the new Port Union Branch was opened in the Port Union Recreation Centre and Public Library. Staffing adjustments were made to bring branch establishments into line with usage patterns throughout the City. Both the Provincial and Federal Governments assisted the Library Board with grants to provide staffing for special projects.

The Scarborough Public Library Board continued to receive welcome project assistance from both the Provincial and Federal Governments. Three staff were provided by the Federal Government to work on the Films for Seniors Project, six students to work on two separate Outward Bound Projects, two students for the Microcomputer Mania programme at Cedarbrae, and one Career Access Grant to continue the research into local history collections for the Cedarbrae District Library. In addition to these twelve students provided by the Federal Government, seventy-five percent of the salary of five students was provided by the Provincial Government to carry on the Scarborough Public Library Board's Travelling Troupe. This talented and motivated group, supervised by the Co-ordinator of Services for Children and Young Adults, provided 85 children's programmes at 16 library locations and 33 programmes at child care facilities throughout Scarborough in the summer of 1984. All the grant programmes were well supervised by staff and the resulting programmes were greatly appreciated by the thousands of residents who were treated to expanded services first-hand by the additional projects. The students benefited from professional supervision and training, experience in direct public service and exposure to future career paths.

Service at the seventeen public service points vastly improved once the entire collection of material had been inventoried and put onto the automated circulation function. Any member

14.

of the public requesting material by author/title or subject area can now quickly determine if the material is readily available (owned by Scarborough Public Library Board and in "on shelf" status). One phone call to the owning branch can have the book kept at the branch for public use or have it moved to a more convenient location for the public. Retrieval is faster and more exact and, since "holds" are placed on the branch's own collection first, the delivery system has maintained its equilibrium. The success of the system can be measured in many ways, but perhaps one of the best ways is by the number of staff from other library systems who continue to call to ask for advice and assistance in their selection of a computer assisted circulation and inquiry system.

Collections

Materials stock at the end of 1984 was 1,069,242; the estimated population figure of Scarborough was 444,000. The infusion of a library materials budget of \$1,407,000 increased the items per capita from 2.26 in 1983 to 2.4 in 1984. In the planning and design formula for collections in the 1984 revised Framework, the system-wide stock development was based on the rate of three items per capita.

Circulation

Circulation of materials in 1984 has increased over circulation for the same period in 1983 by .4 percent, maintaining the circulation per hour of 85 accomplished in 1982 and 1983.

The most significant increases in circulation were at Eglinton Square (11.9%), Agincourt (8.4%), Maryvale (5.4%), and Albert Campbell (2.2%). Comparing district-wide 1984 circulation figures with 1983 figures, the Southwestern District increased by 1.6 percent, the Northern District increased by 1.1 percent, and the Southeastern District decreased by 0.8%. The average circulation per hour at the neighbourhood branches ranged from 27 per hour at Highland Creek to 126 per hour at Agincourt; at the district libraries the circulation per hour ranged from 122 at Albert Campbell to 172 at Cedarbrae. The most significant change in circulation per hour for 1984 was Agincourt's circulation which rose from 116 in 1983 to 126 in 1984. In the revised Framework the anticipated annual rate of use noted in the planning and design formula is ten items per capita for the total Scarborough population. The annual rate of use remained relatively stable at 9.03 in 1984, compared with 9.1 in 1983.

The annual number of uses in the library system as calculated using the provincial formula was 2,843,588. During the period analysed the average number of materials borrowed by each user per visit was 1.4. In 1982 and 1983, the average number of items borrowed per user per visit was 1.7. In-house

16.

use of materials, which is measured annually at the district libraries, increased by 9.6 percent from 145,839 in 1983 to 159,907 in 1984. The year's circulation broken down by the district is indicated in the following chart.

<u>Year</u> <u>End 1984</u>	<u>Number of Outlets</u>	<u>Items Circulated</u>	<u>% of Total Circulation</u>
Southeastern	1 District Library	566,224	
	4 Neighbourhood Branches	646,144	
	3 Bookmobile Stops	12,818	
		<hr/>	
		1,225,186	30.5
Southwestern	1 District Library	402,564	
	6 Neighbourhood Branches	981,677	
	* 6 Bookmobile Stops	28,662	
		<hr/>	
		1,412,903	35.2
Northern	4 Neighbourhood Branches	1,283,823	
	6 Bookmobile Stops	30,872	
		<hr/>	
		1,314,695	33.0
Film Services	1 Outlet	44,722	1.1
Outreach Department		13,926	0.3
		<hr/>	<hr/>
		4,011,432	100.0
		<hr/>	<hr/>

* included in Southwestern District is circulation resulting from class visit to Bookmobile Department

Information Questions

Service to the public is measured by the circulation of materials and the number of questions answered by the staff, excluding Service Inquiries. In 1984 the last branches were brought onto the automated circulation system bringing significant changes in the processes used in answering questions. Previously material was requisitioned from the whole library system, thus, if a title was owned by Cedarbrae, Bendale, Bridlewood and Cliffcrest, staff at these branches would check on shelf to see if the material was in at the time. All these shelf checks would be counted. Today, staff in any one branch where a particular author or title is requested are able to check the circulation database to determine which branch has the material on shelf. Only the branches where the material is indicated as "on shelf" are requested to search for the material. As a consequence people asking information questions at the library are given more exact and specific answers and no duplicates of materials are sent through the interbranch delivery. Also, however, the number of author/title searches in each branch will be reduced. A duplication of work done in previous years is illustrated in the 1984 figures which indicate a nine percent reduction in questions. Throughout the system the author/title requests have been significantly reduced in '84 from '83, whereas, in the case of Cedarbrae District Library, the most complex question titled "Extended Search", which

18.

is answered by reference work involving intensive scrutiny of indexes, periodicals, and other sources, has increased by fifteen percent. The total of "Extended Search" questions has also increased in the Northern District.

Special Services

Film Services

The Film Services Department once more circulated more 16mm films than any other film department in Metropolitan Toronto. Film circulation decreased from 52,530 in 1983 to 44,722 in 1984. This decrease has resulted from the combination of the gap in service from Metropolitan Toronto Library Board in the latter part of 1984 and from the gradual move of home-users from the 16mm format to the 1/2 inch video format. Although the 16mm format is still preferred for community groups, the ease of video appeals to the home-user. The audience figure for users of 16mm films of 398,226 represents churches, businesses, youth agencies, Metro Housing groups, City Government, police and fire departments, women's groups, agencies and private citizens.

During the summer of 1983 three students provided by a Federal Government grant offered film programmes and assistance in creating film programming for seniors' residences and recreational centres. Over two thousand senior residents

availed themselves of this service.

Staff in Film Services assisted agency and group personnel and residents in the presentation of programming for children and adults as part of Scarborough Public Library Board's contribution to Fanfare '84. The Film Co-ordinator is a member of the Scarborough Human Services Intergenerational Committee, was a juror at the American Film Festival and, currently, has a one year appointment on the Addiction Research Foundation's Preview Committee. These contacts assisted in organizing film preview sessions for both staff and representatives of Scarborough groups providing programming on specific subjects for children, teens and adults.

In addition to their work with 16mm film, the Film Services Department organized and processed the 1/2 inch video collections which were used to capacity during 1984. The average monthly system-wide circulation of over 5,500 videotapes was led by Albert Campbell District Library followed closely by Agincourt and Cedarbrae. The selection of videotapes during 1984 concentrated on classics and award winners and de-emphasized current features. Non-feature areas continued to be promoted. The Pilot Project sponsored by TVOntario came to its natural conclusion during the year and, after a very positive evaluation of the project, TVOntario

20.

allowed the Board to keep 120 tapes in exchange for 3/4 inch tapes no longer used by the system. The successful promotion of the TVOntario tapes assisted staff in assessing the potential of non-feature videos. In addition to their work with 1/2 inch videos, the Film Services staff worked on 1/2 inch video training tapes for Scarborough Public Library Board staff to be used during 1985. According to the Co-ordinator's Annual Report, visual media is alive and well.

Community Development and Programming

The Co-ordinator of Community Development and Programming continued to respond to the Board's goals and objectives in programming, continuing education and liaison with Scarborough-wide organizations and agencies.

Co-sponsoring groups assisted the Scarborough Public Library Board in organizing and presenting programmes and information sessions on subjects in their areas of specialty. Some programmes are intended for large audiences (Scarborough Horticultural Society, University Women's Club, Arts Scarborough), while others focus on smaller groups (Huntington's Society, Community Contacts for the Widowed, Community English Language Programmes). We are particularly appreciative of the assistance given to us by the Arts Scarborough Fanfare Committee in publicizing the Board's programming for this special event.

There was a concerted effort made to decrease staff involvement in programmes in branches in which the staff were experiencing difficulties dealing with increasing circulation or significant changes in service patterns. These problem areas were only clearly identified early in 1984 after programming had been established to the end of June 1984. Advertised programmes were continued but each administrative area discussed the overall branch service to the community prior to committing itself to any programmes for the Fall. In the last four months there was a decrease of 16.2% in the number of programmes over the same period for last year.

The Programming Committee, chaired by the Co-ordinator, continued to plan and monitor programming by establishing system-wide targets, considering various forms of analysis of the programming, publicity and attendance, and by developing a statement of programming philosophy and guidelines based on material in the Framework.

The Media Productions Committee took its first step in identifying skills required for in-house production. Staff interested in developing these skills were polled and the production team was assembled. After experience was gained in-house, productions were attempted. The first full-scale

22.

production will be premiered in 1985 and other instructional and staff training tapes are in the preliminary stages.

The Bibliography Committee produced bibliographies on Housing and Buying a New or Used Car. In addition, the Committee established the groundwork for "Pathfinders"; these aids will be designed to provide "self service" assistance to the public searching for materials on current topics.

The Continuing Education Committee is concerned with the collection of materials and services describing formal and informal courses sponsored by educational institutions. Appropriate titles have been ordered in the areas of aptitude and skill evaluation, on the job training, apprenticeship opportunities, job search techniques, interviewing skills and career and vocation selection or change. The review of acquisition procedures will culminate in new procedures in 1985.

During 1984, the Co-ordinator was involved in the Local Arrangements Committee for the Canadian Library Association's Annual Conference in Toronto and in the development of sessions for the Ottawa Conference of the Ontario Library Association. In addition, the Co-ordinator was active on the Ontario Library Association's Professional Development Committee.

Service for Children and Young Adults

The Co-ordinator reported that 1984 was a bumper year for collection development. Because the value of the British pound went down, the Board was able to purchase more of the beautiful British picture books than had been anticipated. Picture book collections throughout the system receive very hard use and are constantly renewed. For teens the Co-ordinator was able to work with a staff committee replenishing materials in the areas of biology, Canadian Law, contemporary music and self-defence. In addition, board books were purchased continually throughout the year but their popularity with our youngest users kept the materials in constant circulation. Additional monies have been budgeted for branches which have had extremely heavy use over the year. Primarily Cedarbrae, Agincourt and the Bookmobile collections will receive special funding in 1985.

In 1984, Introducing Books to Babies, a special five-week course for parents and infants, was held in four branches. Each group had a maximum of twenty parents in attendance. Programmes such as Tales for Twos, and Preschool Story Hours were fully booked and had waiting lists. Families with youngsters who are unable to attend daytime story hours continued to request evening programmes. A Federal Government grant allowed Cedarbrae District Library to

24.

hold a continuing programme on basic microcomputer usage for children and their parents during the summer of 1984. The public's interest in storytelling for older children aged seven to twelve continues to increase in Scarborough as a result of the popularity of storytelling in the school systems in Scarborough, and through the impact of the Storytellers' School of Toronto. The Co-ordinator will continue to provide in-service training opportunities to permit staff to respond to the requests with imaginative programming.

The Co-ordinator worked with Scarborough-wide agencies to provide services for Scarborough's teens. In particular, work with the Scarborough Human Services Youth Services Committee has allowed the staff to offer assistance to other agencies and to bring in specialists to assist with specialized programming in Scarborough libraries.

During the year, the Co-ordinator worked as a consultant assisting two groups of British publishers. Publishers were also consulted about new formats, subject matter, or gaps in subject matter in their current catalogues. The Co-ordinator is a member of the Canadian Association of Toy Libraries, on the Children's Book Centre Board, and is the Chairperson of the Canadian Section of the International Board on Books for Youth. Throughout the year the Co-ordinator participated in and attended many workshops and seminars and used the information and contacts to assist staff in using the new ideas in a creative way for the Scarborough community.

Multicultural Services

The focus of the year was on serving the many segments of the community by integrating the multicultural services into the total Scarborough Public Library Board Service Programme.

The materials stock in this area grew to 41,854 in 1984. Materials in five languages are contributed by co-operative buying in Metropolitan Toronto; seven languages are purchased by Scarborough Public Library Board staff in the large languages; and fifteen languages are on deposit from the Regional Multilanguage Department. For the second consecutive year, the largest circulation occurred in the Southwestern District. Branches with the highest circulation of language materials in descending order include; Bridlewood, Agincourt, Malvern, Morningside and Eglinton Square. Although the provision of books coming through the co-operative and Regional Multilanguage Department programmes arranged by the interlibrary co-operative system and supervised by Metropolitan Toronto Library Board's Regional Multilanguages Department, produced a slow process, the advantage of co-operatively developing our multilingual collections far outnumber the disadvantages inherent to any co-operative network.

26.

During 1984, Chinese videotapes were circulated in the Albert Campbell District Library. Chinese videos were added at Agincourt at the end of 1984, and Indic tapes will be available at Cedarbrae early in 1985.

A language learning facility, including an in-house collection of audiocassettes, has now been completed at Malvern Community Library. Programming and services for children, in languages other than English and French, was continued in 1984. The Chinese and Greek language collections were promoted through special story hours in these languages offered by resource people from the community.

Two programmes have been planned in co-operation with community groups to give support to immigrant women. The Family Changing Together programme received little community support and was discontinued, but the Women and Children of Many Cultures programme gained the support of the Malvern community and funding has been requested from the Ministry of Citizenship and Culture to ensure its continuance until June 1985, at which time it is expected that a community group will be formed to support the programme. A special appeal was made by the Co-ordinator that programming in general should reflect the interests and concerns of newcomers. This guideline will be used in the consideration of any programming for 1985.

The Co-ordinator continued her involvement in in-service training by offering the third and last in the current series of staff training on cross-cultural interaction.

Outreach

The Outreach Co-ordinator continued to work with a staff committee to organize the delivery of reading materials to home readers. The selection of most materials going to home readers is done at the local branch level. All the Talking Books, however, are selected centrally for distribution. During the year, fifty-two users joined the Talking Book Users' Group, bringing the total of Talking Book Users in Scarborough to just under one hundred people. Currently, twenty cassette players are out on loan to these users.

The delivery van operating out of the administration office visited 13 branches to pick up materials assembled for 150 shut-ins throughout Scarborough. In addition, deliveries were made to 10 institutions which receive deposits, and 12 institutions which receive materials and are staffed with reader advisors.

Conclusion

The staff continued to maximize the benefits of available automated technology to offer an efficient service. We

28.

will endeavour to continue to explore streamlined methods of bringing library collections, services and facilities to the residents of Scarborough in a planned and organized way.

As a last note in my review of 1984, I would like to welcome Amy Soltys, the new Division Head in the Southwestern District. Amy joined the Scarborough Public Library Board in May 1984 from the Grande Prairie Public Library in Alberta.

A glimpse into 1985:

Plans for service reviews and improvements for 1985 are already underway. An in-depth analysis of the periodical collection will review the selection, ordering, processing, display and use of the periodical collection throughout Scarborough Public Libraries. In addition, a review is currently underway of the process used to select and order current materials. This review is being carried out by the Core Committee which represents Technical Services, and all the public service outlets in each division. The staff committee redesigning the Page Procedures Manual and co-ordinating the duties and working conditions for the student assistants throughout the system will also report in 1985. This report will ensure a uniform approach to the work of the student assistants throughout the entire library system.

Circulation reached 4,011,432 in 1984. Our aim for 1985 will be to maintain the circulation and to concentrate on the most effective methods of delivering library service to the residents of the City of Scarborough.

Ann Eddie
Deputy Director
January, 1985.

SOUTHEASTERN DISTRICT

1984 was for the Southeastern District in many ways a year of changes brought about by developments that were planned and begun several years ago to ensure a library service responsive to the changing needs of the community in years to come. The installation of the automated circulation control system was completed in the fall of 1984. At least as important, albeit less dramatic in its immediate effect on the branches, was the publication of the second edition of the Framework for the Development of Public Library Service in the City of Scarborough. Of more localized impact, yet appreciated and important to the affected community, was the move of Port Union Branch into the new Port Union Recreation Centre and Public Library complex.

Collections

Demand for recreational reading materials played a major role in the collection development for neighbourhood branches. Accordingly, purchases for fiction, paperback, record and cassette collections were emphasized. A new format, Fiction on Tape, was introduced and proved to be very popular.

Selected areas of Cedarbrae District Library's non-fiction collection, notably Business, Science and Technology, and History were substantially improved.

The capacity of the On-line Reference Service has been expanded by adding four new data bases that will increase significantly the availability of Canadian business information on-line. Among them are the Canada Systems Group databases which provide information on Canadian corporations, trademarks and industries, and the Globe and Mail's Canadian Financial Databases with detailed information on the top 500 Canadian corporations. Additional databases enable Cedarbrae staff to provide on-line information on American business and industry as well as up-to-date general information. Two client groups made sharply increased use of the service; the Scarborough business community, made aware of the service through publicity, and unemployed people who look for company information useful to their job search.

The Historical Collection of the library system has been improved not only by adding books and non-book resources but also by special projects such as establishing a collection of local newsletters and periodicals. Also, staff worked hard to make the collection more accessible.

Cedarbrae's project "Heritage Scarborough", funded through the Federal Government programme, Summer Canada: Internships, accomplished the goals set for 1984, namely; locating, identifying, reproducing and listing all unpublished

32.

materials related to Scarborough's history in private and public collections in the Metropolitan Toronto area.

Services

Highland Creek Branch joined Morningside and Cedarbrae in offering Income Tax Clinics for people on a low income. A total of 357 people throughout the district were helped by volunteers. Most of the volunteers were again affiliated with the Institute of Chartered Accountants.

Cedarbrae staff assisted the Legal Counselling Service in improving the appointment system for clients. This service, for which Cedarbrae provides office space and some staff assistance, is a most valuable service, judging by the number of people seeking advice.

Cedarbrae library again hosted a Community English Language Programme. The number of students is increasing from year to year. In the Fall of 1984, 63 adults enrolled in a total of 7 classes on 3 levels; basic, intermediate and advanced. The students' small children, 23 in number, were kept occupied with stimulating programmes for the duration of the classes.

Some services are rather inconspicuous yet important for those who need them. An example is the pay telephone

installed in the lobby of Cedarbrae's Florence Cruickshank Community Room at a height suitable for people in wheelchairs.

Programmes - Exhibits

Information presented in the form of lectures, discussions, library material displays and exhibits was an important aspect of programming and exhibit work in 1984. Often an idea was developed with the expressed needs of specific groups with the community in mind. A few examples are: for parents, street-proofing of children; for teens, how to improve job hunting skills; for women, the challenges faced by them entering into or returning to the work force; for small businesses, key concepts of business management; and, for families, a helpful discussion series for recent immigrants to Canada. This series concentrated on the changes the Canadian way of life will bring to their lives and how to cope with them.

The most ambitious presentation among a number of interesting and beautiful exhibits in the district was the multi-media display on "Aspects of New Architecture in Canada", in Cedarbrae library.

A first of its kind for Scarborough was the Summer Canada project, "Microcomputer Mania", which gave children and

34.

their parents a basic introduction to the microcomputer. It was designed to attract children from low income families who may otherwise not have had an opportunity to become familiar with microcomputers. This programme was as successful as many other events arranged by library staff throughout the year.

Parents and children have come to expect the great variety of stimulating programmes offered by the public library system. They are particularly needed in branches which serve high density housing developments, as the high attendance figures for children's programming in Morningside Branch area show.

Community Outreach

Community outreach in the Southeastern District during the past year can be described as a continuous process of gathering information about the community, translating this into purchasing appropriate materials and arranging relevant programmes and informing the community about the resources of their library. Examples are the close co-operation of Port Union branch staff with the Centennial Community Recreation Association in designing a community survey regarding the programme of the Port Union Recreation Centre and Public Library facility; the gathering of information by Highland Creek branch staff on changes

in their community; the efforts of Guildwood branch staff to publicize the services of the branch by talking to community groups; and the assistance and information on useful materials in Cedarbrae's collection provided by a Cedarbrae librarian to the staff of the Women's Centre.

District Library - Neighbourhood Branches

The use of library services in the Southeastern District remained fairly stable through 1984 with upward trends in branches serving areas with an influx of new residents.

The implementation of the automated circulation control system and removal of the teleprinter link between branches affected not only a wide range of procedures, causing shifts in work loads, but also altered significantly the search methods for library materials across the system. The process of review and change of routines in order to achieve the most effective service possible has already started and will continue in 1985.

The highlight of the year for the Southeastern District was the re-opening of Port Union Branch in its new quarters. During the 5 weeks that the branch had to be closed, its patrons used the other branches in the district but returned quickly to Port Union. Since re-opening, its use has increased as circulation and information requests show. A survey

36.

of the catchment area of the Port Union Recreation Centre and Public Library, jointly undertaken by the Centennial Community Recreation Association and staff of the Scarborough Recreation and Parks Department and Scarborough Public Library Board, established that, while most residents were quite satisfied with the library service, there was a need for books in languages other than English and French, more study space, and a separate room for programmes. Books in several languages are now available and the larger facility, with increased study space and a multi-purpose room, will accommodate the needs of a growing community.

One reason for Morningside's thriving business is its location in a busy shopping mall. Also, the communities it serves are still growing and there are large pockets of high density housing within its catchment area. The service delivered from this branch has a stronger information component than that of other neighbourhood branches in the district as the high and still increasing number of questions show.

Highland Creek branch still serves a small circle of loyal, long-time patrons. However, new housing developments in the Rouge Community have brought some new patrons and consequently slightly increased business to Highland Creek branch. For the new year, a publicity campaign is planned in these newly developed areas.

Guildwood branch continued to be a focal point for its community where people meet for a chat or to read the newspaper. The well attended pre-school story hours and a strong demand for information on anything pertaining to raising a family point to an increasing number of young families in the Guildwood community. The branch staff maintained close liaison with the schools through numerous class visits.

Cedarbrae District Library maintained its position as a very busy reference library as Scarborough's citizens, including, increasingly, the City's business community, looked to Cedarbrae for information on complex questions.

The high caliber of exhibits and programmes mounted in conjunction with "Fanfare '84" presented by Arts Scarborough highlighted Cedarbrae's position as an important cultural centre in Scarborough.

A comprehensive review of the function and work load of Cedarbrae's service points was conducted by a staff committee. As a result, a number of changes that have improved the efficiency of service and balanced the work loads of the service points were already implemented in the course of the year. However, more work in this area will have to be done in 1985.

38.

Staffing and Staff Development

In 1984 the district experienced a fairly high staff turnover. The vacant positions were filled as quickly as possible. However, since the turn-around time was quite long in some cases and, in addition, all branches but one had to cope with long-term sick leaves, staff resources were quite stretched throughout the year. Nevertheless, staff on all levels were able to attend a wide range of In-Service Training workshops and learning sessions outside the system.

Conclusion

The past year had its fair share of challenges. They were faced by staff whose top priority is giving good public service. All of the staff in the Southeastern District are to be commended for having their part in making 1984 successful.

Birthe Joergensen
Southeastern District Librarian
January, 1985.

SOUTHWESTERN DISTRICT

1984 was a year of challenge and change for all staff in the Southwestern Library District. By September all seven libraries were nodes in the automated circulation system and the resources of the Scarborough Public Library system became quickly available at the touch of a finger. The revolution in information service became evident as work duplication necessitated in the manual environment was replaced by personalized and precise location of materials and information. With the assistance of the computer's prodigious memory, public service staff found themselves more frequently becoming interpreters of the library's overdue policies. This somewhat new role has become a challenging learning experience for all parties.

Circulation of materials to the end of November showed a 7% increase across the District. Branch circulation was up 1.5%. Eglinton Square experiencing its first full year in its new location has already surpassed last year's level and the tiny friendly Maryvale branch will soon follow. Bendale's circulation will also increase. With the move to smaller temporary quarters and the subsequent disruption in service, circulation at Taylor branch will decrease. Changes in the mall environment at Cliffcrest will lead to a modest decrease in circulation at this branch. McGregor's circulation, while likely to decrease from 1983, has shown a rally in

40.

the last four months. The branch should experience a healthy use in 1985 entering its first full year on the automated circulation control system. Albert Campbell District Library circulation should surpass that of 1983 due to modest monthly increases and heavier summer use than in previous years.

Developments in Service and Collections

The most popular service innovation in 1984 was the availability of audio-books in the neighbourhood branches. Commuting listeners often checked out an entire branch's collection of popular novels. Among other service developments in the neighbourhood branches were improvements in and exchanges of the large print collections and collection development in the areas of technology, business, and Canadian geography. The year concluded with an infusion of new encyclopaedia titles to most locations.

At the Albert Campbell District Library the development of a science fair collection for in-library use helped staff and patrons survive the annual onslaught. Campbell staff responded to patrons' needs for job related information by providing a key word index to the Occupational Health and Safety Collection and developing a resource file on small Scarborough firms for prospective employees.

Community Relations

In addition to the on-going community outreach to groups and individuals performed by library staff, community relations this year once again centred around the development of library facilities.

The Taylor Advisory Committee continues to function in a 'Friends of the Library' capacity. This group commissioned a watercolour of the former Taylor library which will grace the new building and participated in the planning and ceremonial functions surrounding the erection of the new building.

Planning for the development of a neighbourhood branch in the Ionview and Kennedy Park communities brought the library staff into frequent contact with residents and agency personnel in these communities. Library plans were discussed at a Ward 4 meeting and a new branch is planned for late 1985.

Knowing our neighbourhoods is of utmost concern to library staff in the district. Plans are underway to formalize this process with the development of up-to-date community profiles in 1985.

42.

Programmes

Programmes designed to serve both adults and children were among the year's highlights. There were programmes on streetproofing your children, author visits, and a course for parents of infants. Bedtime storyhours at the district library attracted families unable to use the library during the working day. Booksales also drew first time library users. Eglinton Square's meeting room continues to grow in popularity with community groups. Multicultural programmes, particularly in the children's areas, were very popular. District staff will be working in 1985 to present quality programmes oriented to persons from all cultural backgrounds.

Information Services

Vocational development, occupational training, school assignment, and job search questions continued to form the largest portion of queries posed to staff by patrons in the Southwestern Library District. Plans to redesign the library's career sections are developing in response to these needs.

The provision of a terminal for use by librarians at Albert Campbell has enabled staff to quickly locate materials for

library patrons. The use of the messaging system by all branches has increased interbranch loans and staff and patron knowledge of the system's collections. Branch staff report that patrons are using multiple branches as they become aware of the system's collection. These changes in use need to be explored in the next year to ensure that library procedures and policies keep up-to-date with new patterns of use.

Staffing

The relative stability achieved in 1983 was shattered by a significant level of lost time due to illness, maternity leaves, and vacancies in 1984. This was particularly evident in the latter part of the year. District staff demonstrated their flexibility in meeting this challenge and full establishment strength should be achieved by the end of January 1985. New solutions need to be found to enable Scarborough Public Library staff to meet this particular challenge.

Facilities

Construction began on the new Taylor Memorial Neighbourhood Branch Library in the summer. It promises to be an exciting architectural addition to the Birch Cliff

44.

community and library staff are looking forward to the new service opportunities that will be possible.

Roof repairs began on the Albert Campbell District Library. There has been minimal disruption to programmes and services in the building.

In the waning hours of 1984 workroom renovations began at Cliffcrest branch. Staff hope this work is a harbinger to the long awaited renovation of the public service area.

Conclusion

The challenge and change of 1984 was perhaps most evident to me as I joined the staff of the Scarborough Public Library Board in May. In every area of my work I have been met with a willingness to evaluate service and explore new ideas which characterizes staff committed to public service. I thank everyone and look forward to starting my first full calendar year with the library.

Amy Soltys
Southwestern District Librarian
January, 1985.

NORTHERN DISTRICT

1984 has been another very active year in the libraries of the Northern District. The challenge, as always, has been to meet the greatest demand for service with the least available resources. The staff has met this challenge directly, providing the most essential services to the greatest extent of their ability.

Services

In most branches, the circulation of materials has been roughly comparable to that of other years. Agincourt has been exceptionally busy, however, with a definite surge in activity occurring in the second half of the year, annual circulation will exceed 400,000 for the first time in many years. Staff have indicated that probable causes of this increase include the advent of automated circulation control, the replacement of the 8mm film collection with videocassettes, and a general increase in business in the mall.

Even though the automated circulation control system (A.C.C.) was first introduced to Northern District in 1982, it was only this year that the entire library system began to share the wealth of information available in its files. We are still adjusting to a situation in which any staff member is able to ascertain the whereabouts of any item - whether

46.

on shelf at another location or with a borrower. The potential benefit in delivering service is great, but there are frustrations to be overcome in communicating among branches and with the public so that materials can actually be placed in the hands of the would-be borrower. Another outcome of full system use of the automated circulation control system has been the slowdowns that occur in periods of peak use. The optimum deployment of personnel and equipment has been a challenge shared by all levels of staff.

Information service has not changed much in its contents - the school-age population of the district continues to make the greatest demand on staff's resourcefulness and patience. Working through the automated circulation control system, many of the searches that were formerly distributed through the teletype network can now be performed at the branch where the request has been received. The effect is to increase the control over this area of service at the local level.

During the past year, branch programmes were thoroughly reviewed, both in meetings with the co-ordinators and in discussions with the individual branch supervisors. Overall, there was a slight reduction in the number of regularly-scheduled programmes. The emphasis was very much on programming for children of all ages. In this regard, we have been fortunate to have the summer Outward Bound project again in the Agincourt, Woodside and Malvern

branches. A new feature, the Cantonese storyhour, was very appreciatively received by Woodside's patrons. This type of programme has great potential in the Northern District; our ability to provide it is quite limited.

Collections

The branch supervisors have commented that our adult collections are improving. Publishers' catalogues are consulted before the meetings between the Core Committee and the sales representatives, so that each branch is able to select items that are particularly suited to its clientele. A major goal for next year will be to increase the supply of best-sellers. A large order of audio books was placed this year, and they have proved to be extremely popular.

Staffing

Perhaps the most satisfying development, from the Division Head's perspective, has been the approval of new positions for Woodside (Code III), and Agincourt (Code 1). At each branch, the volume of circulation had reached the point where staff were being drawn away from other basic services such as helping patrons to find material and providing children's programmes. The two additional positions also provide a degree of stability district-wide, so that we are less vulnerable to staffing crises.

48.

One staff group on whom we rely greatly to keep the collections in order and to assist in moving the materials through the control desk is the pages. Our reserve battalion of high school students provides crucial support to the regular staff. Unfortunately, the pressure of school work and the lure of higher-paying jobs tends to deplete the ranks of our most competent pages. Having worked in all the districts, I have the impression that this loss of experienced pages, and the consequent need to train young recruits, is most keenly felt in the Northern District.

Facilities

Although there were no major changes in the library buildings, there were some significant improvements in the furniture and equipment which have facilitated the work of staff. With the removal of teletype units from all branches, we were able to have the circulation counters upgraded at both Agincourt and Woodside. Additional computer terminals at those locations are also helping staff to handle the flow of materials more efficiently. The lack of furniture for display and shelving has handicapped Bridlewood branch; however, Maintenance staff has been able to increase the shelving for popular materials so that the problem will be diminished.

Our mobile branch serves locations all over the City, but it does fall within our division for administrative purposes. It has been a year of ups and downs for the service, with the ups coming when staff were able to service locations on a consistent basis, and the downs coming when mechanical failure prevented them from doing so. In December, a report was presented to the Board which outlined the alternatives available to allow us to achieve the desired consistency in servicing all locations. If funding is available in 1985 to implement the Board's decision, patrons of the mobile branch will be much better served.

The District Library

We opened this report with a comment about the greatest demand for service and the least resources to provide it. This imbalance will be redressed when a district library is established in the north. All staff look forward to having the district service programme, with its underpinnings of personnel, space and collections to support the work of the neighbourhood and community branches. To that end, a building and service programme was presented to the Board and an operating budget drawn up for 1985, to begin the process of establishing this facility. We are all held in

50.

suspense until the necessary land and capital funds are secured so that the project can go ahead.

Looking Back, Looking Forward

Looking back over the year's work, there is a feeling that we have made some progress in securing the resources needed by the mall branches. These three exceptionally busy locations require a high degree of efficiency in their operations in order to maintain a satisfactory level of service. Over the coming year, I am sure that the staff will, once again, work the wonders that characterize their approach to public service. Our community branch is very much in its developing stages. The staff has established an array of programmes which is praiseworthy both in terms of quantity and also in terms of its appropriateness to the community. For 1985, we have been able to direct a reasonable materials budget toward Malvern's half-empty shelves. This will enable us to undertake the gradual process of building a resource of knowledge, information, and material to enrich leisure time that will fulfill the needs of the growing Malvern community.

I look forward to participating with the Board, Administration, support services, and the district staff in giving the residents of Northern District the best possible public library service.

David Reddin
Northern District Librarian
January, 1985.

TECHNICAL SERVICES DIVISION

The Division has successfully completed the implementation of the Automated Circulation Control System (A.C.C.). The project was scheduled over a two year period and was brought in on time. Bringing 16 branch locations on-line to the automated circulation control system required considerable staff support, some luck, and good management planning.

This accomplishment was effected while carrying on the normal business of the Division, which is to acquire, catalogue, process and barcode items for the branch collections and update inventory. The statistics which represent these activities are better than the previous year and better than many other years. It was also effected while reorganizing the Division to four sections instead of five, and staffing adjustments that went from 31 full-time and 11 part-time to 28 full-time and 9 part-time.

Acquisitions/Interlibrary Loan

The integration of these two sections accounted for the reduction in the number of sections within the Division. The staffing changes which occurred enabled the Implementation Team to be created and the Automated Circulation Control project to be on time. With the staffing

realignments that were made, the section can now provide back-up support in both aspects of its operations, interlibrary loan and acquisitions, from within its staff corps of 9.

Through the interloan request, vital information about collection needs are identified and there can be input to the acquisitions process. The mechanism for providing interlibrary loan as well as fulfilling requests for library materials has been influenced by the automated circulation control capabilities. The telephone has become a more important tool, in the retrieval of items after they have been located and on shelf status ascertained through the automated circulation control system. This feature creates a more economic use of staff time than was previously possible. Now only the locations where on shelf status is available need to be contacted by the requesting location. Previously, through the teletype, on shelf status could only be determined by asking all holding branches to search for each requested item and this could, many times, mean all 16 branches. At each branch teletype monitoring could absorb one staff member all day.

The number of requests for interlibrary loans, as distinct from branch to branch loans, have been declining over the years from a high of 5,570 in 1975 to a current 3,000. This may in part be caused by the improvement in the retrieval capability introduced by the automated circulation control

54.

system and the continued expansion in the library materials budget which is now 1.4 million dollars. This has meant a heavier demand on the efforts of the acquisitions staff and, for this reason, another part-time position was added. Some assistance can now be more readily given to the multicultural and children's services co-ordinators in their acquisition needs.

This was also the year that a switch was made in the periodicals acquisitions. Instead of using a jobber and paying a service fee, subscriptions were ordered directly from suppliers, which meant an onerous transition period when each of the 979 titles had to be transferred to the existing automated acquisition system and required the verification and input of hundreds of new vendors and orders into those files. We expect a better resolution of problem periodicals by dealing directly with the supplier than was possible through the use of a third party. We are also looking at automated serials control systems that apply to this function.

Towards the end of the year staff in this section also had to cope with the upgrading of hardware and software at the City Data Processing Centre on whom we depend for our entire financial encumbrance system. Fortunately, the transfer was completed with only a minor mishap that was handled competently by the section staff.

Cataloguing and Processing

While there was a reduction of one in the number of clerical staff in this section, changes in the work methods and assistance from other sections of the Division allowed a higher number of items to be catalogued than had ever been done before. While 1982 saw 25,459 titles catalogued, 3,291 of these were recon items, which required minimum work. The 24,446 titles for 1984 were physically added to the branch collections and made a more meaningful impact on the patron.

The use of the UTLAS equipment to produce labels for library materials, introduced an improvement in the quality and accuracy of these products and removed a large typing load from staff. The use of the computer operators in the course of the year added a dimension of help that made the statistic possible. The continued development of services to video use patrons, meant more of this labour intensive material was handled by the section (598). Besides English, there are now Chinese and Hindi video materials being prepared.

The statistics from processing added to the phonorecords and cassettes barcoded by the computer operators are the best indicator of the Division's work output for the year. The operators began creating bibliographic records for phonorecords and cassettes as a way of ensuring consistency in the automated circulation control bibliographic database.

56.

Formerly, the processing of phonorecords and cassettes was handled by the branches. The total of these items and new materials released by processing was 162,334. This is the highest ever, surpassing 1977's 157,291 and was a significant change over 1983's figure of 126,946. In view of this volume and the changing nature of items added to collections, multilingual and media especially, the number of positions in the processing section has been increased by one-half. In addition, repairing library materials that cannot be replaced or have a demand in the collections totalled 6,717. Withdrawal of worn out materials continued to be stable at 88,013.

Circulation Control

With the ubiquity of the automated circulation control system, all branches have been provided with a powerful tool for patron service. The inventory control function of the system is superior to the manual predecessor. Previously, over 20,000 items per year that were loaned could be expected not to return, despite all follow-up activities. Now, if a patron has 10 items that he has been notified are overdue or if he has \$20.00 in unpaid fines, the system will not allow him to use any of the 16 branches until he has satisfied these thresholds. The number of items that have not been returned that were borrowed through the automated circulation control system now total, after two years, 5,148. This feature alone

enables more patrons the opportunity to find materials they may require. Materials requested by patrons are more accurately retrieved at the point of return, since the system signals this condition. Staff are able to check for over one million items in the bibliographic database by simply interrogating the system with the appropriate author, title or subject search key. Notices to patrons are now generated by the automated circulation control system eliminating the need for typed notification. Overall the system allowed seven full-time equivalent positions to be re-allocated to other departmental needs, many of these were Implementation Team staff who, at the conclusion of the project, were absorbed in various branch and section locations. This group of people have worked assiduously in what was, in many ways, an unknown area. Their spirit of dedication to the project completion was an inspiring tribute to human ingenuity, flexibility, and determination. Working in cramped branch facilities, they barcoded 16 collections totalling one million items and assisted in registering 162,000 patrons. They trained and nurtured all of the branch staff in the proficient operation of the system and have deserved a special commendation for their efforts. Meanwhile, back at the computer location, the operators faced a complex and difficult challenge, to master a system and keep it running with a reliability where it could be taken for granted. This entailed some all-night-long recoveries but, fortunately, these were few in number.

58.

To the Project Manager, whose training and documentation skills underpinned the entire project, the Operators and Implementation Team staff who fulfilled the project schedule, the other section staff who adjusted so willingly to imperative changes and still produced a remarkable statistical year, and to the Board and Administration whose support were always there when needed, I wish to express grateful appreciation for an enriching and growth experience.

Stanley Algoo
Division Head,
Technical Services Division
January, 1985.

BUDGET 1984**Expenditures**

Administrative Support and Board Services	\$3,142,200
Public Services - Special Services	607,240
Public Services - Southeastern District	2,477,570
Public Services - Southwestern District	2,535,760
Public Services - Northern District	1,532,140
	<hr/>
	\$10,294,910
	<hr/> <hr/>

Revenue

City Grant	\$8,927,560
Provincial Grants	948,000
Levied Charges	161,050
Recoverables	216,570
Surplus	41,730
	<hr/>
	\$10,294,910
	<hr/> <hr/>

CIRCULATION OF ALL ITEMS

<u>UNIT</u>	<u>YEAR 1984</u>		<u>YEAR 1983</u>	
FILM SERVICES		44,722		52,530
OUTREACH				
Bookmobile	75,602		75,695	
Talking Books	10,676	86,278	10,649	86,344
SOUTHEASTERN DISTRICT				
Cedarbrae	566,224		563,772	
Guildwood	131,413		132,324	
Highland Creek	53,381		50,632	
Morningside	299,219		297,807	
Port Union	162,131	1,212,368	178,141	1,222,676
SOUTHWESTERN DISTRICT				
Albert Campbell	402,564		393,837	
Bendale	185,479		181,998	
Cliffcrest	149,373		152,340	
Eglinton Square	254,177		226,991	
Maryvale	178,884		169,693	
McGregor Park	136,445		144,540	
Taylor	77,319	1,384,241	92,732	1,362,131
NORTHERN DISTRICT				
Agincourt	416,101		383,788	
Bridlewood	358,753		374,760	
Malvern	192,349		196,053	
Woodside	316,620	1,283,823	315,207	1,269,808
<hr/>				
TOTAL FOR THE YEAR		4,011,432		3,993,489
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HOURS OF SERVICE				
Yearly Total		47,178.5		47,218.75
CIRCULATION PER HOUR				
Year-to-date		85.0		84.6

POPULATION OF THE CITY OF SCARBOROUGH - 444,000 (estimated)

TOTAL INFORMATION QUESTIONS

<u>UNIT</u>	<u>YEAR 1984</u>		<u>YEAR 1983</u>	
FILM SERVICES		48,318		52,503
OUTREACH SERVICES				
Bookmobile (etcetera)		10,175		11,531
SOUTHEASTERN DISTRICT				
Cedarbrae	157,763		172,098	
Guildwood	47,840		45,491	
Highland Creek	5,865		5,853	
Morningside	86,190		82,082	
Port Union	54,146	351,804	57,311	362,835
SOUTHWESTERN DISTRICT				
Albert Campbell	64,407		83,299	
Bendale	54,821		51,799	
Cliffcrest	34,192		45,051	
Eglinton Square	37,456		40,929	
Maryvale	28,310		51,293	
McGregor Park	40,651		43,082	
Taylor	18,187	278,024	25,215	340,668
NORTHERN DISTRICT				
Agincourt	114,722		98,453	
Bridlewood	60,156		62,233	
Malvern	35,108		37,112	
Woodside	38,615	248,612	66,966	264,764
<hr/>				
YEAR TO DATE TOTAL		936,933		1,032,301
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<u>QUESTIONS BY CATEGORY</u>				
AUTHOR/TITLE		399,545		503,846
READY REFERENCE		248,690		273,653
INFORMATION QUESTIONS		190,059		170,737
USER ADVISORY		83,807		73,830
EXTENDED SEARCH		14,832		10,235
<hr/>				
TOTAL QUESTIONS		936,933		1,032,301
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SERVICE INQUIRIES FOR SYSTEM

<u>UNIT</u>	<u>YEAR 1984</u>		<u>YEAR 1983</u>	
FILM SERVICES		6,559		6,773
OUTREACH SERVICES		1,616		1,955
SOUTHEASTERN DISTRICT				
Cedarbrae	164,186		102,945	
Guildwood	4,553		4,051	
Highland Creek	1,280		1,055	
Morningside	12,845		12,325	
Port Union	7,399	190,263	6,556	126,932
SOUTHWESTERN DISTRICT				
Albert Campbell	34,642		46,839	
Bendale	13,712		13,375	
Cliffcrest	3,524		3,694	
Eglinton Square	10,255		15,723	
Maryvale	7,272		9,461	
McGregor Park	5,240		4,065	
Taylor	4,266	78,911	4,850	98,007
NORTHERN DISTRICT				
Agincourt	25,201		33,703	
Bridlewood	15,675		16,258	
Malvern	17,317		11,066	
Woodside	9,832	68,025	17,376	78,403
<hr/>				
SYSTEM TOTAL		345,374		312,070
<hr/>				
<u>IN-LIBRARY USE OF MATERIALS</u> (District Libraries Only)				
CEDARBRAE DISTRICT BRANCH		79,937		78,590
A.CAMPBELL DISTRICT BRANCH		79,970		67,249
<hr/>				
TOTAL FOR YEAR		159,907		145,839
<hr/>				

COLLECTIONS

	<u>1984</u>	<u>1983</u>
Books	799,575	753,071
Paperbacks	182,308	163,119
Films, filmstrips and video cassettes	2,373	2,607
Records, cassettes and kits	78,432	68,878
Framed pictures	877	758
Microforms	4,632	4,508
Toys	1,045	890
	<hr/>	<hr/>
TOTAL	1,069,242	993,831
	<hr/>	<hr/>

SERIALS

Titles	979	989
Subscriptions	3,387	3,413

SYSTEM PROGRAMMES

<u>JUVENILE</u>	<u>YEAR 1984</u>		<u>YEAR 1983</u>	
	<u>Number</u>	<u>Audience</u>	<u>Number</u>	<u>Audience</u>
Book Clubs	130	1,730	138	2,378
Class Visits	491	11,932	579	13,154
Crafts	86	1,832	84	1,585
Film Programmes	193	8,181	300	12,364
Nurseries	428	5,894	397	5,735
Preschool Story Hours	1,399	22,844	1,405	23,232
Puppetry	117	6,948	135	7,632
Special Events	212	8,623	328	13,365
Special Groups	107	1,839	49	871
TOTAL JUVENILE	3,163	69,823	3,415	80,316
 <u>ADULT</u>				
Adult Basic Education	90	208	51	206
Book Clubs	176	2,058	170	1,819
Film Programmes	60	936	67	1,850
Multicultural	416	10,821	353	11,686
Senior Citizens	61	1,389	56	1,099
Speakers/Demonstrations	132	6,620	182	7,299
Special Groups	172	11,419	128	1,159
Women's Groups	198	2,411	226	3,024
Young Adults	92	944	147	1,651
TOTAL ADULT	1,397	26,806	1,380	29,793
 SYSTEM TOTAL	4,560	96,629	4,795	110,109

CATALOGUE SECTION

<u>TITLES CATALOGUED</u>	<u>1984</u>	<u>1983</u>
Books, adult	19,019	16,941
Books, juvenile	3,728	3,076
Audio Visual materials	1,449	1,796
Toys indexed	250	275
TOTAL TITLES CATALOGUED	24,446	22,088

MATERIAL PROCESSED

Books, adult	51,374	36,044
Books, juvenile	20,523	16,110
Audio Visual materials	12,780	3,107
Toys and reproductions	369	427
Paperbacks and pamphlets	77,288	71,258
TOTAL MATERIALS PROCESSED	162,334	126,946

INTERLOAN SECTION

TOTAL REQUESTS FILLED	22,673	14,420
Interlibrary loan requests filled, located via Metro Toronto network	2,988	3,001
Interbranch requests filled within Scarborough Public Library system. Conversion to Automated Circulation Control completed October, 1984, all branches using the automated system to capture requested material.	19,685	11,419

CIRCULATION CONTROL SECTION

	<u>1984</u>	<u>1983</u>
Circulation	4,011,432	3,993,489
* Items billed for replacement	72,460	

* Statistics for the "Bill for Replacement" notices for overdue items generated by the automated circulation control system were not kept prior to January of 1984.

ACQUISITIONS SECTION

Serials handled		
Titles	979	989
Subscriptions	3,387	3,413
Budget	\$122,710	\$104,530
Budget for other materials handled	\$1,284,290	\$1,211,280

PERSONNEL

The following is a breakdown of the staff establishment for 1984:

Fulltime

Administrators	3	
Division Heads	4	
Budget Officer	1	
Personnel Officer	1	
Building Superintendent	1	
Librarians	35	
Code VII	7	
Code VI	20	
Code V	27	
Code IV	18	
Code III	57	
Code II	5	
Code I	17	<u>196</u>

Parttime

Librarians	6	
Code V	2	
Code III	1	
Code I	36	<u>45</u>

The following breakdown summarizes the movement of permanent, fulltime staff in 1984:

New Employees

Division Head	1	
Librarians	1	
Code IV	1	
Code III	1	
Code II	1	
Code I	5	<u>10</u>

Retirements

2

Terminations

Librarians	1	
Code V	2	
Code IV	2	
Code III	3	
Code II	1	
Code I	2	<u>11</u>

Promotions, Transfers and Reclassifications

Promotions	7	
Transfers	9	
Reclassifications	1	<u>17</u>

		69.	
OVERALL SUMMARY COMPARISON	1984	1983	Percentage Variation
<u>Staff</u>			
Fulltime establishment	196	194	+1.0
Parttime establishment	45	47	-4.4
Total establishment	241	241	-
<u>Fulltime Only</u>			
New employees	10	10	-
Promotions	7	10	-30.0
Transfers	9	5	+80.0
Reclassifications	1	1	-
Terminations	11	8	+37.5
Retirements	2	4	-50.0
Turnover (as a % of fulltime established positions)	8	6	+33.0
<u>Absenteeism (Days)</u>			
Maternity Leave	344	405	-15.1
Jury Duty	33.5	9	+272.2
Workers' Compensation	21.5	9.5	+126.3
Leave of Absence (without pay)	201	79.5	+152.8
Emergency Leave	36.6	48	-23.8
Bereavement Leave	77	27	+185.2
Illness	2122.5	1512.5	+40.3
Total Absenteeism (days)	2836.1	2060.5	+37.6
Average days absent per person	14.5	10.6	+36.8

