THE SCARBOROUGH PUBLIC LIBRARY BOARD

ANNUAL REVIEW 1989

THE CITY OF SCARBOROUGH

PUBLIC LIBRARY BOARD

A REVIEW OF THE YEAR - 1989

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Framework:

Refers to A Framework for the Development of Public Library Service in the City of Scarborough, second edition. Scarborough: Scarborough Public Library Board, 1984.

CHAIRMAN'S REVIEW

During 1989, the City of Scarborough Public Library Board continued to plan for expansion of its services to developing areas of the City, while maintaining existing services and programming. The Library Board's accomplishments during 1989 in which we can take particular pride are discussed below.

Progress on Agincourt District Library

... Opening date scheduled for Fall of 1991

During 1989, the design was approved for the new district library at Kennedy Road and Sheppard Avenue and the name "Agincourt" was confirmed in keeping with the wishes and traditions of the community. If, as expected, the remaining funds for collection purchase are approved in the 1990 Operating Budget, then the Library Board will be in a position to build the collection on an orderly basis through to opening day.

Confirmation of Multicultural Focus

There has been ample opportunity to demonstrate our commitment to multicultural programmes and book collections.

The Library Board hosted a Court of Canadian Citizenship at Albert Campbell District Branch. The Library Board introduced people from approximately twenty-two different nationalities presented for Canadian Citizenship to educational and recreational books in their native language as well as to books to assist them to learn English as a second language. User Guides for Newcomers were available in eleven different languages.

Cedarbrae District Library hosted a celebration to recognize the Black and Caribbean Heritage Collection, complete with traditional foods, song and folk readings.

Author Henriette Major visited six branch libraries to read from her books and to hold discussions, all done in the French language, to an appreciative audience.

The Library Board's policies identify multicultural programming and collection building as specific objectives of the Board. These policies can be expected to be continued in the community of Scarborough.

Renewal of Woodside Square Branch Facilities

The Woodside Square Neighbourhood Branch was renovated and reorganized during the year to better serve the community.

Community Use for Special Programmes

The tradition of annual Christmas parties for senior citizens was continued at Bendale, Guildwood, Morningside and Taylor Memorial Neighbourhood Branches. These community functions were supported from service clubs, schools and local merchants. The Library Board was pleased to provide its facilities for these purposes.

Conclusion

The Library Board is proud of the way in which its management and employees deliver services to the public with the means at hand. Once again the City of Scarborough's public library system has one of the highest materials circulation rates per capita in Ontario, while maintaining one of the most efficient cost structures. Many thanks to the staff of the City of Scarborough Public Library Board for their dedication to providing excellent service to the residents of Scarborough.

C. Richard Goldsmith,
Chairman.

January, 1990.

CHIEF EXECUTIVE OFFICER'S REVIEW

The annual review generally summarized the activities of the Library Board that have occurred during the past year. The following reports, written by the management staff, outline the events of 1989 and detail some of the achievements of the staff. The appendices tabulate the various inputs and outputs of the Board and show that 46% of citizens of Scarborough have used the resources of the library system during the year.

As 1989 was the end of a decade, it would seem appropriate to review the 1980's from the point-of-view of the influences, both social and technological, that the library system has dealt with over the ten year period.

The decade began with the staff looking forward into the 1980's and several reports were written which were incorporated into the 1984 Framework document. Although many of the trends were begun during the latter part of the 1970's, it was during the 1980's that it became apparent, for example, that Scarborough's population was going to develop in a multilingual and multicultural manner and special attention was given to the languages other than English and French. At the beginning of the decade, the multicultural collections had just been expanded to twenty languages and emphasis was being placed on Asian languages. Over the next

ten years another ten languages have been added to the collection and mostly these were in Asian or South American languages.

As the collections were being developed, programmes in the whole general sphere of multiculturalism were expanded to help the newcomers to Scarborough settle, not only into a new community but, into a totally new culture and environment. This approach to the whole subject of multiculturalism was boosted by a study of multilingual services in the Metropolitan Toronto area which created a co-operative process between the seven public library boards of Metropolitan Toronto. This, in turn, has not only initiated services within the metropolitan area but has helped to build a self-sufficiency within the seven public library systems and enhance their abilities to service the now wide range of languages and cultures of people who are using the public library systems.

In the early 1980's, the 3/4" videocassette collection was changed over to the 1/2" videocassette which has been extraordinarily popular both in the area of entertainment and general information. This product has certainly changed over the decade and is now used for a range of services including multicultural services.

It was during 1980 that the Toy Lending Library was opened at the Albert Campbell District Library and was the second such service of its type in the Metropolitan Toronto area. This

service is now given from both the Cedarbrae District and the Malvern Community libraries as well. The services to teenagers were targeted during 1980 as a special concern and now the branch libraries do have teenage areas and specialized information in resource binders which are especially designed to help the teenagers of the City.

It was during the 1980's that the Provincial Government of Ontario initiated the Ontario Public Libraries Programme Review which resulted in Bill 93, An Act Respecting Public Libraries. Bill 93 was a complete rewrite of the Public Libraries Act which was passed through the Legislative Assembly during 1984 and proclaimed in early March of 1985. The review of the Act created a number of influences on public libraries which included a new board structure with the intention of developing a closer relationship with municipal councils and, for example, enhanced the interlibrary loan network with the Ontario Public Library Information Network (OPLIN).

People with disabilities had special consideration during the 1980's and a number of pieces of equipment were purchased to help people with either poor or failing eyesight and all of the buildings were re-evaluated to make sure that people with disabilities may have reasonable access to public library service.

The major technological influence was the use of data processing and really the 1980's was, for the City of Scarborough Public Library Board, the beginning of the electronic age. It was during 1982 that the computer assisted automated circulation control system was introduced to the public services at the opening of the Malvern Community Library. It took two years to establish this computer system throughout all of the library branches and, during 1988, an upgrading took place to initiate an on-line public catalogue service directly to the public.

The computerization of administrative tasks began during the middle 1980's and has certainly continued with the whole aspect of office automation reaching out gradually from the administrative centre to the branch libraries.

In looking at the system in generalized terms, at the beginning of the decade the library system served approximately 420,000 people from fourteen branches and two bookmobile units. It was during 1980 that one of the bookmobile units was retired and twelve of the bookmobile stops were eliminated. The circulation in 1980 was a little over three and a half million and the requests for information totalled 830,000. The collection had reached approximately 820,000 items. The permanent staff, full and part-time, which excludes the students, was 224 and the financing for the running of the library system was just over six million dollars and, of that, $850,000 was spent on library materials.

By the end of the decade the population had risen close to 500,000, an increase of twenty percent, and the residents were served by eighteen branches and one bookmobile unit. The circulation had climbed to over four and a half million items, a little over twenty-eight percent increase, and the requests for information passed the million mark showing a twenty-two percent increase. The permanent staff, both full and part-time, had risen to 273, an increase of approximately twenty-two percent. By 1989 the collections had risen to over 1,400,000 an increase of seventy-one percent. The financial resources necessary to run the library system in 1989 were $15,600,000 and, of that, a little over $2,000,000 was spent on library materials.

The four new branches that were opened were the Maryvale, Steeles and Kennedy/Eglinton Neighbourhood Branches and the Malvern Community Branch Library. There were five neighbourhood branches either redeveloped or relocated and they were Woodside Square, Eglinton Square, Port Union, Florence Taylor Memorial and Maryvale, and the Cedarbrae District Library had a major extension of five thousand square feet and a partial renovation.

Towards the end of the decade, legislation was beginning to become a major influence on the work of the library system, certainly from the administrative point-of-view and no doubt will continue on into the 1990's.

In looking forward into the next decade, there are certainly new branches to build and a new district library to open. One of the major capital considerations for the next five to eight years will be the renovation and possible relocation of a number of the branch libraries, in particular the neighbourhood branch libraries. The legislation requiring access, for example that in the Human Rights Code regarding people with disabilities, will have to be taken into account during the next few years.

One of the major considerations for the 1990's may well be the second phase of the revisions to the Copyright Act. The amendments that received Royal Assent during 1988 and included the establishment of collectives will, no doubt, have both administrative, service and financial implications for the Library Board. If the clause on fair dealing were to be rescinded during phase two of the copyright revisions, there will be considerable changes in the way service is given and probably a substantial change in the cost of public library service.

Some of the new legislation, certainly at the Provincial level, tends to have both administrative and financial implications. Bill 49, which is An Act to Provide for Freedom of Information and Protection of Individual Privacy in Municipalities and Municipal Boards and the Pay Equity Act will have substantial financial and administrative concerns for the Library Board.

The major project for the Library Board and the Municipality from the point-of-view of service development during the 1990's would be the planning of a Central Library for the City of Scarborough. This is a project that will take considerable financial and human resources. This is a service that the citizens are beginning to request and require as the population and the complexity of life increase.

The services that are delivered to the public will begin to be different as the 1990's draw to a close. The videocassette will probably be treated very similarly to a book and will be loaned in the same manner, that is for three weeks and a small fine charged if it is not returned within that period. The videocassettes would be filed on shelves with the books and probably classified in a similar fashion. Interestingly enough, the price of videocassettes in the non-fiction area will probably be lower than that of a book.

The whole area of handling information through machine readable form will probably change a number of services. Certainly one would expect by the early 1990's, that people will be able to dial into the library's data base and browse to see if an item is carried and if it is available for immediate use. The probability is that, by the end of the decade, people from their home will be able to dial in to all of the major libraries in Southern Ontario, for example university, public and special libraries. The use of Compact Disc-Read Only Memory (CD-ROM) technology will be used in all

of the district libraries especially for periodicals and back files of periodicals and indexes.

The individual differences of people will influence the service whether it be language, religion, cultures, disabilities, sexual orientation, ancestry. All of these aspects, which are now stated in the Human Rights Code, will be expected by the individual to be recognized by library boards and municipalities.

In summarizing the 1990's, it will certainly be more complex and the urban society will certainly be more stressful to live in which, in a sense, means that the delivery of public library service will be more complicated and difficult to carry out successfully by the end of the 1990's.

To this end, the reconsideration of the Framework document will be one way of endeavouring to create a focus for public library service over the next ten years.

Peter J. Bassnett,
Chief Executive Officer.

January, 1990.

DEPUTY CHIEF EXECUTIVE OFFICER'S REVIEW

Overview

The Library Board responded to changes in the community by reviewing services, facilities and policies. Services offered to the residents of Scarborough in 1989 did not differ markedly from the 1988 level. Some reduction in service, however, did occur in the area of audio visual materials available to the public.

Service

Following the City's reduction in support of the Film Services unit, the Library Board approved a strategy for the removal of the administrative unit "Film Services". "Visual Resources" is now administered by the public service facility at Albert Campbell District Library. The Board will continue to support the 16mm format in the short term, however, the demand for videocassette indicates that this form continues to be the visual format preferred by residents. The videocassette collection will continue to support residents' needs for library materials in the areas of information, culture and leisure activities. The Board reinforced its objective to review emerging formats and technologies for the delivery of the library service in the "Report on Film Services".

Facility Improvements

The Barrier-Free Design Centre assessed all Library Board facilities to enable the Board to assure improved access for people with disabilities. The Board will be effecting the Centre's recommendations in the early 1990's. Alterations in furniture design and arrangement are proceeding. Equipment will be purchased to assist patrons to reach higher shelves and to aid patrons whose eyesight is limited. Approaches to buildings will also be improved by changes to parking lots and entrances.

Policy review

Public libraries in Metropolitan Toronto reviewed current practices on shared borrowing and recommended continuation of the agreements on reciprocal borrowing. A patron card from any public library in Metropolitan Toronto will continue to give residents access to collections and services from any of the 90 public libraries within the boundaries of Metropolitan Toronto. Residents borrowing materials in cities or boroughs within Metropolitan Toronto will be registered in each city's data base. The initial registration in each city or borough will require the patron to show identification showing name and address. This procedure will ensure that current, accurate information is available to each board.

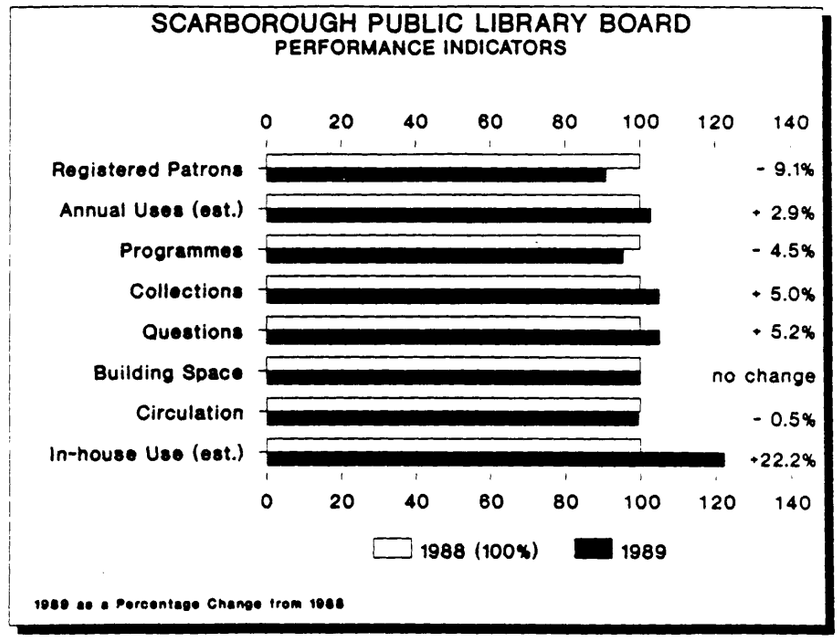
The Library Board also reviewed its policy on excluding individuals and removing library privileges when the safety and security of other patrons and staff is threatened. The procedure established supports immediate action by management for officially excluding these persons from the facilities and property of the Board. The Public Libraries Act gives the Board the right to make and enforce rules of conduct. The Library also operates under the legislation established by the Trespass to Property Act.

The Library Board responded to the Planning Department's request for a response to Metropolitan Toronto Council's document "Metropolitan Toronto Population Projections". The report recommends that Metro adopt an official projected population of 2,527,000 by 2011. The report suggests that the City of Scarborough should add 60,000 units to house a total of 545,000 residents by 2011. The Library Board reviewed the capabilities of the current branches and of those proposed in the capital budget to support the future growth of Scarborough as projected by Metropolitan Toronto. Although most branches can accommodate some growth by extending hours open and adding new staff there are some branches now operating at or beyond capacity without room for growth. The Board will review proposals circulated by Planning Department staff to monitor the need for facilities to accommodate library service for projected population growth.

Performance

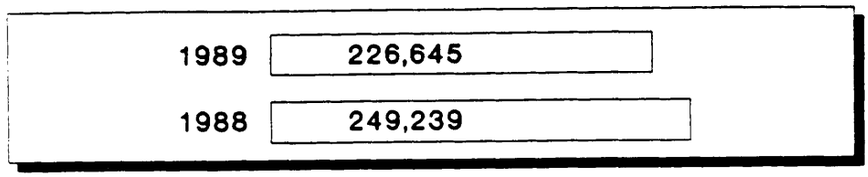
All 1989 performance indicators with the exception of registered patrons and in-house use were within plus or minus five percent of the 1988 figures. Circulation figures showed a steady performance when compared with increases in other years. The estimated overall annual uses increased by 2.9% over 1988 figures.

The chart below shows the percentage change in performance indicators comparing 1989 performance measures with 1988 figures.



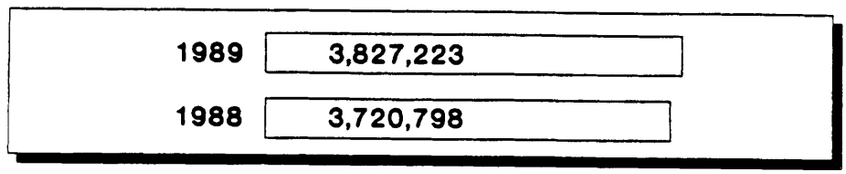
* 1989 population 495,000; 1988 population 490,000

Registered patrons



In 1989, 46% of the residents of Scarborough had library cards. This compares with 51% in 1988. Although more residents registered and used the libraries, many persons previously registered were removed from the data base in 1989 to prepare the materials data base for the introduction of the on-line public access catalogue. The data removed from the patron data base was related to patron cards which were inactive and were not used in 1988 and 1989.

Annual uses

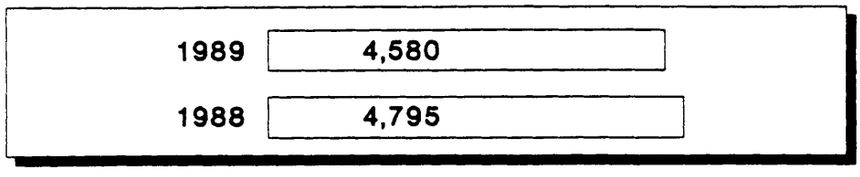


Estimated annual uses continued to rise. The Board employs a measurement which is based on a formula used by Ontario public libraries to indicate the estimated overall use of

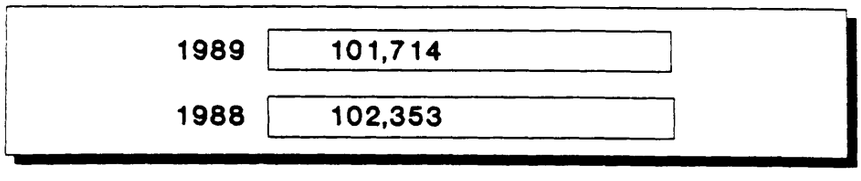
materials, services and facilities. Branches with the highest estimated annual uses were Agincourt Neighbourhood Branch, 539,885; Cedarbrae District Library, 446,438; Woodside Square Neighbourhood Branch, 370,670; and Albert Campbell District Library, 320,592.

Programmes

Number of Programmes



Audience



The Library Board continued to offer a wide diversity of programming throughout the city with target groups varying from community to community. The total number of programmes in 1989 decreased from the 1988 total. Notable decreases

were indicated in children's summer programmes and in adult programming at specific branches. Children's book clubs were emphasized in the summer as a result of the Library Board being unsuccessful in its application for a federal grant for special staff to promote and organize children's programmes during the summer period. The book clubs registered 735 children compared with 2,200 in 1988. The children read 5,321 books to complete their 1989 Summer Safari passports. Programming was reduced in other branches as a result of priorities given to circulation and reference functions. The continued emphasis on maintaining circulation and reference services resulted in a planned reduction in programmes in branches with very high usage per staff hour.

Collections

Framework target	1,485,000	3.0 per capita
1989	1,413,857	2.9 per capita
1988	1,347,555	2.8 per capita

Council approved the Board's library materials budget of $2,087,400. ($4.21 per capita) compared to 1988's materials budget of $2,257,000 ($4.60 per capita). Council deferred

funding for the collection for the district library in the north and reduced funds for the system's audio and video-cassette collections. Council also partially deferred project funding for two new branches planned for 1991-1992 opening. Following approval of the City operating budgets in April staff responsible for building the materials collections revised development plans and reorganized materials purchase plans for 1989 to coincide with the revised funding.

Questions

1989	1,023,526
1988	972,890

The number of questions rose in each district. Cliffcrest Neighbourhood Branch, Morningside Neighbourhood Branch, Malvern Community Branch and Albert Campbell District Library recorded the highest percentage increases. Throughout the system in 1989 the average number of questions per hour was 19.17 compared with 18.81 in 1988. Branches which recorded an above average number of questions per hour were Cedarbrae District Library, 43; Agincourt Neighbourhood Branch, 32;

Port Union Neighbourhood Branch, 29; Morningside Neighbourhood Branch, 28; Malvern Community Branch, 26; and Albert Campbell District Library, 24.

Building space

Framework target	24,750 sq. m.	.05 sq. m. / capita
1989	14,617 sq. m.	.03 sq. m. / capita
1988	14,617 sq. m.	.03 sq. m. / capita

The Library Board's building space did not increase in 1989.

Circulation

Framework target	4,950,000	10 circulations / capita
1989	4,570,055	9.2 circulations / capita
1988	4,594,219	9.4 circulations / capita

The total circulation for the library system stabilized in 1989. The circulation at Malvern Community Branch continued to rise with a 7% increase in 1989. Other branches showed results similar to 1988 figures. Branches with the highest

circulation per hour were Cedarbrae District Library, 195.1; Agincourt Neighbourhood Branch, 134.6; Woodside Square Neighbourhood Branch, 126.4; and Albert Campbell District Library, 121.7. The average circulation per hour for all branches was 87.7 in 1989 compared to 88.8 in 1988.

In-house or in-library use

1989	1,624,345
1988	1,329,763

Materials used in the library are from both the circulating and reference collections and are used by the public in the library and are not included in the circulation figures. Branches with the highest estimated 1989 in-house use in the City of Scarborough were Cedarbrae District Library, 289,121; Albert Campbell District Library, 212,465; Agincourt Neighbourhood Branch, 173,062; and Woodside Square Neighbourhood Branch, 133,976.

Availability of Materials

During 1989 management staff organized a project designed to provide qualitative performance measures of service. The project gathered information on techniques to measure the success rates of library patrons in immediately finding materials to meet their specific needs. The project also collected information on the time required for the delivery of materials which were not available at the time of the initial visit. The Director in the Southwestern Division and the Manager in the Northern Division operated as an advisory committee for the Materials Access Measures Pilot Project (MAM). A system task force consisting of the Albert Campbell District Library Branch Head (Project Co-ordinator), Malvern Community Library Branch Head, Morningside Neighbourhood Library Branch Supervisor and the Senior Acquisitions/Inter-library Loan Assistant co-ordinated the project. The task force modified the performance measures techniques published by the American Library Association for use at the City of Scarborough Public Library Board and organized the pilot project in three branches in 1989.

The results of the pilot project showed that 56% of all patrons seeking a specific title found it on-shelf during their visit. Patrons seeking material on a particular subject or by a specific author located the material on shelf in 58.3% of the cases. Browsers found material of interest in 85% of the cases. In general two thirds of the patrons found material which met their needs in the library they visited.

The outcome in the document delivery area indicated that materials not immediately available for patrons on their initial visit to the library were located in other branches and forwarded to the requesting branch for pick up within 7 days in 71.2% of the cases.

The pilot project demonstrated that the two measurements tested would provide reliable data for planning and decision-making. The members of the task force made minor changes to the public forms and will administer the qualitative measurement in Albert Campbell District Library in 1990.

Summary

The Library Board's public service staff provided a comprehensive user-oriented public library service which responded to and anticipated the needs of almost a half million residents in the City of Scarborough. Employees in personnel, service development and promotion, financial services, maintenance and technical services provided supportive administrative and technical assistance. The inventory of positive performance indicators measures the extent to which the challenges were met in 1989. The staff is to be commended.

Ann Eddie,
Deputy Chief Executive Officer.

January, 1990.

SERVICE DEVELOPMENT AND PROMOTION DIVISION REVIEW

In 1989 the division continued to provide direct service to the public through the Bookmobile and through Film Services and supported public service in the branches to children, home readers and the multicultural community. Staff co-ordinated the acquisition of materials, conducted staff training and development sessions and worked with system-wide, professional and community groups to develop library services. The development, production and printing of promotional materials was also an important focus this year.

The division continues to administer the production of the Multicultural Training Manual for the Ministry of Culture and Communications. Staff participated in the development of guidelines for the project, selected the consultants, convened meetings of the advisory group and continue to monitor the work on the manual which should be completed in early 1990.

The declining use of the film collection and the reduction in public service hours prompted an extensive review of this service and resulted in both short and long range plans to continue to provide visual resources to the residents of Scarborough.

Staff participated in the Ontario Public Library Strategic Plan Marketing Issue Team which met monthly until the submission of its final report in July. Division staff also chaired Metro-wide service committees and worked to develop sessions for the Ontario Library Association and Ontario Film and Video Associations' annual conferences. These professional networks allow staff to maintain current awareness of developing trends in their particular service areas and assure that Scarborough's public library branches offer relevant and innovative services.

Children's Services

In 1989 the Co-ordinator of Services to Children and Young Adults worked with staff, teachers, parents, students, and community organizations to encourage children and teens to enjoy reading and library use as a life long pursuit.

Children's Collections

The Juvenile Book Selection Committee met with publishers' representatives from Canadian, American and British sources throughout the year. Children's book publishing is the one area in the publishing industry that is expanding, making selection more difficult because of the wealth of

material from which to choose. Canadian non-fiction however, is still an area in need of development.

In 1989 the circulation of children's materials rose 1.5% over 1988 and accounted for 24.5% of the Library Board's total circulation. This increase can be attributed to the growing public awareness of quality children's materials (also experienced in the publishing industry) and the effectiveness of the "Children's Services" brochure produced by the City of Scarborough Public Library Board in 1988 and distributed throughout 1989.

Children's Programmes

Parents and children were introduced to literature and services available at the library through a variety of library programmes. Visits from Canadian authors and illustrators were highlighted throughout the year. These visits served to raise the profile of the library and the authors in Scarborough. In total there were twelve different authors who spoke in the libraries to groups of children and teens.

The summer reading club, Summer Safari, ran once again but this year without student assistance. The programme introduced children to books through storytelling, puppetry, games and crafts.

Programmes for children and teens accounted for close to 70% of the system's programmes and audience for the year.

Children's programmes	2,900	audience	64,068
Teen programmes	172	audience	3,883

Community Outreach Services

The Community Outreach Department continued to provide library service through the Home Reader and Institutional Services and from the Bookmobile to residents of Scarborough who are unable to use branch libraries because of distance, age or disability.

Circulation at 9 Bookmobile stops, the Glamorgan Room, St. Raphael's Nursing Home and to home readers increased 3 1/2% from 66,177 to 68,493. The Saturday morning Bookmobile stop in the Milliken area was successfully relocated to the schoolyard of Banting and Best School.

The number of Talking Book readers increased 8.9%, from 157 in December 1988 to 171 in December 1989. Circulation of Talking Books increased 20%, from 14,243 to 17,156. Questions answered by outreach staff increased 17% from 4,705 to 5,506.

With the assistance of the Outreach Committee a survey of large print collections was completed and recommendations made to meet the increased demands for this type of material by increasing and diversifying collections and promoting them more actively in the community.

Magnification aids were added to each library to enable patrons to easily use reference books with small print.

Community Outreach Promotion

A selected book list "Caring for Aging Relatives" was researched, designed and printed to alert those who are caring for aging relatives to the helpful resources in our libraries.

Outreach Services in the Divisions

Since 1982, when home reader services were decentralized, the divisions have contributed in a major way to the growth of the service. The public service and outreach divisions provided materials for 167 home readers and twenty-six institutions.

Overall, home reader service increased 7% during 1989.

Multicultural Services

Multicultural Collections

There was an overall increase of 16.25% in the circulation of multilingual and English as a Second Language materials which totalled 465,201 (400,122 in 1988). A significant increase of 78.19% occurred in the circulation of English as a Second Language material which totalled 22,358 (12,547 in 1988). The successful introduction in branches of English as a Second Language materials for children had a considerable impact on use of this collection.

All public service divisions showed an increase in the use of multilingual collections with the most significant at the Southwestern Division libraries.

Southeastern Division	Southwestern Division	Northern Division
110,060 (17.9%)	121,178 (22.6%)	233,941 (19.7%)

Chinese language materials accounted for the highest circulation totalling 250,177; more than half of all multilingual items circulated.

Languages	Highest Circulation
Chinese	250,177
Hindi	40,302
Italian	19,517

Branch	Highest Circulation
Cedarbrae	95,450
Albert Campbell	68,505
Agincourt	68,214

The budget for multilingual magazines was decentralized and allotted directly to individual branches for more effective monitoring and control. Magazines are a particularly successful format in addressing the reading and informational interests of the multicultural community. The use of these materials increased 37.5% over 1988 totalling 57,700 in 1989 compared to 41,812 in 1988.

Multicultural Services Initiatives

The Co-ordinator participated in the development of the Black and Caribbean Heritage Collection, co-ordinating the work of staff in the selection of materials, the development of community contacts and support materials such as bibliographies.

For the first time, books in the Farsi language were added to Scarborough's collections through the Metro Deposit Acquisition System.

The Multicultural Services Committee completed the detailed work on the Branch Community Profiles pertaining to the multicultural population and services. These profiles are an invaluable aid in service planning.

Multicultural Programmes/Promotion

The promotional materials completed in 1989 included the "User Guide for Newcomers" in 11 languages and the preparation for publishing of three annotated bibliographies in the "World Literature in Translation" series.

Film Services

Overview of 1989

For Film Services, 1989 was a particular challenge as staff worked to maintain good public service in the face of a 50% staff turnover, reduced materials budget and fewer open hours to serve the public. The loss of expert staff accelerated the downward trend in the use of the film collection. This medium requires a high level of advisory and outreach effort.

In 1989 circulation decreased by 6,374 items from 32,402 in 1988 to 26,028, a decline of 20%. Community organizations accounted for 34% of the total circulation.

Other client groups used the collection as follows:

Schools	29%
Libraries	21%
Home Users	16%

Increasingly the public's attention has focussed on the videocassette format as the quantity and diversity of material produced in this format continues to increase. Although the videocassette budget was reduced, circulation rose over 2.5% (3,519 items) for a total annual videocassette circulation of 140,692.

The committee structure was used extensively to select visual resources for the system. The Co-ordinator convened service and preview committees for both 16mm and videocassette formats and for specific client groups such as children and teens. These committees assessed materials and advised the Co-ordinator of the public's interests and requirements. The selection and quality of children's materials was particularly good in 1989. The Co-ordinator also previewed materials at Metro-wide meetings and maintained current awareness of new materials through active participation in the Ontario Film Association and attendance at the Grierson Documentary Seminar and Festival of Festivals.

As technological change accelerates in the area of visual resources, contacts with members of the media community at every level are particularly important to assure that the transitions in format and service delivery will occur smoothly and the public will continue to enjoy access to a wide range of visual resources.

Programming and Publicity

The branches planned a wide range of programmes for a variety of target audiences. These events required extensive involvement from Service Development and Promotion staff in the development, production and printing of promotional and support materials, the design and distribution of invitations and contact with resource people in the community.

Department staff amended the distribution and format of flyers to assure that branches would continue to enjoy a satisfactory level of promotional support for library activity and resources with a budget that had been reduced from the 1988 level. The Scarborough Mirror began its "Library Happenings" column in April and by July the by-line and photograph of the publicist were appearing in what has become a regular column.

The Publicity Department wrote 824 press releases, of which 45,320 copies were produced and distributed. One hundred and sixty-six flyers and 12 Events Calendars to promote library activity and resources were also produced. The User Guide was revised three times to assure that information was current and accurate.

Conclusion

Staff turnover in both the Community Outreach and Film Services has required considerable flexibility and resourcefulness to maintain good public service. Vacancies in the co-ordinating positions have meant that the division has operated without one of these key positions for a total of six months. The division secretary, publicist and publicity assistant have made considerable effort to minimize the impact of these vacancies. The arrival of the division's part-time clerk in September was particularly welcome. In all, the division has worked well and enjoyed an interesting and productive year.

Michele Topa,
Director of Service Development
and Promotion.

January, 1990.

SOUTHEASTERN DIVISION REVIEW

1989 was a year of many changes in the Southeastern Division. The majority of the communities which the branches serve are changing at an ever accelerating pace. A high rate of staff change brought the challenge of training a large number of new staff.

Initiatives of the past year include the development of the Black and Caribbean Heritage Collection and an English as a Second Language materials section for children as well as an expansion of the Parenting Collection.

Collections and Services

The library materials budget for the Southeastern Division increased by 3% in 1989, which meant careful allocation of funds was required to ensure appropriate maintenance of existing collections and development or expansion of collections which were in high demand.

The most important accomplishment was the establishment of the nucleus of a Black and Caribbean Heritage Collection in Cedarbrae District Library in response to the information needs of the Black and Caribbean Community in Scarborough. The collection is geared to adults with a representative

selection of juvenile literature. The strong influx of new immigrants from non-English speaking countries necessitated the expansion of English as a Second Lanaguage Collections for adults and children.

The Parenting Collection in Cedarbrae District Library was expanded to include practical advice on parenting. Since this collection is housed in the Children's Services area of the district library, parents taking their children to this area are now better able to utilize it.

The longstanding efforts of Cedarbrae District Library staff to establish a creditable Business Collection and to make Scarborough's business community aware of it, started to pay off in closer co-operation with members of the Scarborough Chamber of Commerce. As well, business people seeking information are now frequently referred to Cedarbrae library by the Scarborough Chamber of Commerce. On-line Reference Service is developing into the major source of up-to-date information on current issues. The addition of two important data bases, CanComp, Canadian Corporations, providing information on more than 6,000 public and private Canadian companies and the Goods and Services Tax Papers, enhances the performance of this service.

All branches continued to provide programming that offered information on topics for which insufficient printed material existed, such as the new income tax and immigration legislation or the legal aspects and procedures of starting

an importing business. The official inauguration of the Black and Caribbean Heritage Collection in November represented the culmination of a wide range of activities throughout the year which included establishing the collection, working with the community and arranging programmes and exhibits.

An important aspect in programming for children is the encouragement to read. For the very young a total of ten preschool story hours per week were offered in addition to four series of Tales for Two in the Southeastern Division. For children new to Canada story hours in Spanish and Persian were arranged and for school-aged children many authors of children's books were invited. The Summer Reading programme continued to draw children, albeit not as many as in previous years when a wide range of related programmes could be offered.

Increasingly the communities are turning to their libraries for meeting space. Often the facilities at Cedarbrae District Library and Port Union Neighbourhood Branch Library were used by two or three different groups on the same day. Income Tax Clinics for citizens on limited income and for disabled persons, Legal Aid Clinics, Community English Language Programme (CELP) classes and Citizenship classes, all services of great importance to residents, were again offered in library facilities.

Two exhibits by Black artists highlighted the celebrations of Black and Caribbean Heritage. Throughout the year several internationally known artists exhibited their work at the Cedarbrae District Library. They were Habib Hooshiarian, Dorsey James, Alan Perkins, Hannah Sandberg and Gerd Untermann.

Usage

The residents of the southeastern district continued to make good use of their libraries in 1989. While they borrowed somewhat fewer items than in 1988 they asked more questions, and, by all reports, more complex questions.

	1989	1988	Variance%
Circulation	1,256,179	1,273,384	-1.4
Questions	352,421	334,227	+5.4

The great influx of immigrants from non-English speaking countries is reflected in a 17.9% higher circulation of materials in languages other than English and French. Their desire to learn English is documented in crowded CELP classes in Cedarbrae District Library and a steep increase in use of English as a Second Language materials.

Circulation In	1989	1988	Variance%
Other languages	110,060	93,359	+17.9
ESL Materials	7,868	4,419	+78.0

The Ontario Academic Credits (OAC) programme, which replaces Grade 13 in this province, has brought many high-school students into all libraries in this district in search of materials for quite specialized topics. Often the students have to be referred to Cedarbrae District Library because their information requests require resources that are only available in a district library.

As the age of the population increases so does the demand for library service by home-bound citizens and residents of institutions as an increase of 19% in outreach circulation shows.

Outreach	1989	1988	Variance%
Circulation	22,374	18,765	+19.0

Staffing and Staff Development

The staffing situation continued to be very changeable. Maternity leaves, long term sick leaves and the many career

opportunities within as well as outside the library system generated more than sixty changes, all but one in Cedarbrae District Library and the Morningside Neighbourhood Branch. Eight librarians, out of a professional staff establishment of twelve full-time equivalent, were new to their positions in 1989, while some of the Code I and Code III positions changed hands more than once during the year. Accordingly, staff training and orientation had high priority. On-the-job training was provided by staff with longer work experience. In addition, staff attended over one hundred workshops, seminars and courses within and outside the system, including extensive training in the area of health and safety. The desire of all staff to give good public service and the keen drive of new staff to learn new skills quickly were important factors in the accomplishments of 1989.

Outlook

Undoubtedly, in the next decade the communities in the Southeastern Division will change greatly. The much discussed intensification of housing will bring many newcomers to this district, who may have different needs and expectations from a public library system. Community outreach and re-evaluation of our services will have to be carried out very extensively. Staff will begin this process in 1990 with a needs assessment of the communities served by Morningside and Guildwood Neighbourhood Branch Libraries.

In 1990 the collection development for the new Centenary Neighbourhood Branch Library will be accelerated and the preparations for the new facility of Highland Creek Neighbourhood Branch Library will commence.

In the coming year work of making the branches more accessible to persons in wheelchairs as recommended in the report on the branches' accessibility prepared by Barrier-Free Design Centre for the Library Board will be continued.

Birthe Joergensen,
Director of Southeastern Division.

January, 1990.

SOUTHWESTERN DIVISION REVIEW

The continued development of library services appropriate to the needs and interests of the residents of Southwestern Scarborough was achieved in 1989. In its first full year of operations, the Kennedy/Eglinton Neighbourhood Branch generated the level of activity projected during the planning process. During the final quarter of the year, a survey of the residents of Birch Cliff and Oakridge communities revealed overwhelming support for an adjustment to the service hours of the Taylor Memorial Neighbourhood Branch which, sanctioned by the Library Board in December, will be implemented early in 1990. While the service programme of the Cliffcrest Neighbourhood Branch was more formally reviewed, all divisional libraries undertook assessment of their respective catchment areas in order to ensure the greatest possible compatibility of resources and services to communities undergoing the complex sociocultural and economic evolution currently affecting Metropolitan Toronto and its environs.

Community

Although the area situated within the boundaries of the Southwestern Division includes some of the municipality's most long-established communities, recent census data

indicates a metamorphosis in hitherto stable demographic characteristics. As a result of an influx of new Canadians, heritage languages represent the mother tongue for approximately one district resident in five. Whereas the principal cultural communities residing within the communities served have historically been of European origin, liaison work with community agencies and educational institutions indicates a predominance of residents from Southeast Asia, the Middle East and Latin America.

Although data released by the Planning Department of the City of Scarborough indicates that the majority of housing units situated within the boundaries of the division are single-family residences, the impact of the current real estate boom in Metropolitan Toronto has given rise to an insurgence of high-rise development along major arterial routes, a general intensification of housing along the southern perimeter of the division and subsidized improvement of the business districts of Birch Cliff and Cliffside. Library staff remain alert to the challenge of promotion of library service in the light of such volatile urban development.

Library staff likewise reviewed the service implications of changes in the demographic mix of client groups. The number of residents seventy-five years of age or older declined generally but that portion of the population characterized as the "active aging" increased across the district and, in areas such as Cliffcrest and Birch Cliff, attained levels

significantly higher than the municipal average. Whereas the numerous institutions and residences for seniors within the district have served as a focus for the division's considerable commitment to outreach services, general circulation figures indicate a continued decline in the number of library materials circulated to residents of institutions and an upswing in that generated by readers serviced in their homes. As a general trend to defer institutionalization of the elderly is expected to continue, staff have initiated an assessment of how the public library can best respond to increasing demand for home reader service.

In addition, the relative affordability of starter housing within the municipality has resulted in a small but significant rise in both the division's population of adults of childbearing years and of infants. In that multiple employment is often an economic necessity for Metropolitan Toronto residents, the challenge to library staff will be the targetting of services to a client group with limited time to devote to the pursuit of informational, recreational or cultural needs.

Performance Measures

Use of libraries by residents of the Southwestern Division increased in 1989. Overall, circulation of library materials

was stable, with the annual total of 1,573,106 loans exceeding the prior year's total by 0.1%. The total of 296,758 information questions recorded represented a 7.6% increase.

	1989	1988	Increase
Circulation	1,573,106	1,571,767	0.1%
Questions	296,758	275,688	7.6%

Increases remained largely due to the impact of a full year's operation at the Kennedy/Eglinton Neighbourhood Branch, which entailed the circulation of 138,335 items and the resolution of 27,637 questions answered. As expected, adjustments continued in the activity level of branch libraries which had previously drawn readership from the Ionview and Kennedy Park communities. Indeed, whereas a slight increase in circulation was recorded at the Cliffcrest Neighbourhood Branch following a review of its overall service programme, other divisional locations registered a regression in circulation figures. Among other causes, major roadwork affected the accessibility of the Bendale Neighbourhood Branch during the third quarter of the year; six months of renovations to the Parkway Plaza resulted in Maryvale Neighbourhood Branch library's first failure to register a circulation increase since 1982.

Circulation trends for the division, however, mirrored those experienced by the system as a whole. In fact, the portion of the system's operations accomplished by the division achieved its highest level since 1987.

	1989	1988	1987
System Circulation	4,570,055	4,594,219	4,465,820
SW Circulation	1,573,106	1,571,767	1,505,084
% SW/System	34.4%	34.2%	33.7%

Outreach to non-traditional users of public libraries bore fruit in that the division registered a 22.6% increase in the annual circulation of English as a Second Language and heritage-language materials.

Circulation levels indicate a district turnover rate of approximately 4.2 loans per item in the collection, with the most intense use of library materials recorded at Maryvale Neighbourhood Branch (8.0) and Kennedy/Eglinton Neighbourhood Branch (5.2).

Service Development and Programming

Southwestern library programmes for adults and children were impressive in terms of both quantity and quality; approximately 43% of all programme activity offered to

residents of Scarborough originated in one of the divisional branch locations.

Throughout the year, writers such as Camilla Gryski, Bernice Thurman Hunter, Welwyn Katz, Anne Lindsay, Claire MacKay, Audrey O'Hearn, and former writer-in-residence Ronald Wright met groups of interested patrons to discuss the craft of writing and to offer public readings of their creative work. Under the auspices of a provincial French-language Service Development Grant, the library system arranged its first "rencontre d'ecrivain", inviting award-winning author, Henriette Major, to address immersion classes and members of Scarborough's francophile community at Eglinton Square Neighbourhood Branch and the Albert Campbell District Library as part of a three-day residence.

The roster of activities also included ongoing programmes such as book clubs, movie matinees and income tax clinics for adults and, for children, preschool story hours and Tales for Twos. In addition, special events were arranged to respond to prevailing information requirements on topics of current interest such as "The first-time home-buyer", "Migraines", and "Choosing the right toy for your child". The particular interests of the "active aged" were met by the presentation of a highly successful "Elderhostel" programme at Maryvale library and a four-part series on various topics for Seniors' Month at Eglinton Square library.

Co-sponsored relations with the Colour Photographic Association, the Huntington Society, the Phyllis Griffith's Neighbourhood Centre, the Scarborough Aquarium Society, the Scarborough Historical Society, and the University Women's Club resulted in the presentation of fifty-one programmes to the general public, not the least of which was a presentation sponsored by this last group on "The changing face of Scarborough" by Scarborough's Mayor, Joyce Trimmer.

Much of the division's programming efforts celebrated the unique character of heritage cultures active within the community. While all branches arranged special activities during Heritage Month, patrons frequented the district library to participate in activities like "Songs and tales of West Africa", and an evening of "Croatian folk poetry" while McGregor Park Neighbourhood Branch excited media attention in the organization of "Genitori Italiani; Ragazzi Canadesi; Parliamone!", a dialogue on the particularities of the generation gap in first-generation Italian families, featuring Library Board member Councillor Lorenzo Berardinetti.

The principal accomplishment of the division for the year was undoubtedly the Open House for Newcomers. Planned to highlight the role of the public library as a catalyst to the integration of immigrants into Canadian society, the library elicited the participation of five governmental agencies dealing with this clientele for a day-long orientation to

information and human services which drew literally hundreds of people into the library and involved staff from a majority of the divisional branches. The day concluded with a session of the Canadian Court of Citizenship, presided over by Judge Maria Sgro, in which thirty-eight people from twenty-two countries formalized their adherence to their new land in a highly moving ceremony. The new citizens were greeted and commended by platform guests including Richard Goldsmith, Chairman of the City of Scarborough Public Library Board, Deputy Mayor Edith Montgomery of the City of Scarborough, Pauline Browes, Member of Parliament and Parliamentary Secretary to the Secretary of State for Canada and Minister of State (Multiculturalism and Citizenship), Member of Parliament Tom Wappel, and Ontario's Minister of Citizenship, the Honourable Robert Wong.

Personnel Development

1989 continued the cycle of constant change in staff responsibilities as a result of multiple retirements, promotions and internal transfer. Across the division, approximately 38% of staff have assumed new positions within the past year. The fresh perspectives and enthusiasm of these individuals cannot help but influence the direction which public library service in the Southwestern Division will take over the coming year.

Into 1990 ...

The significant accomplishments of the past year would have been impossible to achieve without the commitment and dedication of public service staff. The introduction of the Checkpoint materials security system, for example, with its requisite retrospective tagging of the collection, was accomplished with the efficiency which characterized the year's major projects.

Principal objectives anticipated over the coming months will include the institution of open access to the district library's videocassette collection, the upgrading of public access microcomputer hardware and software, the continued renovation of existing facilities to increase the accessibility of library services to residents with disabilities and the inauguration of a Visual Resources Department within the district library.

In the early weeks of the year, Southwestern Division staff will continue their leading role in the development of qualitative performance measurement in administering a Materials Access Measures study at the district library. This will be a final analysis of service delivery prior to the system-wide introduction of On-line Public Access Catalogues which, it is anticipated, will revolutionize operations by ensuring patrons up-to-the-minute access to library collections.

These initiatives and their inevitable successors which will arise during the upcoming year will be carefully administered by staff to ensure maintenance of public service which must coexist with the development of library service in the Southwestern Division.

Donald McKenzie,
Director of Southwestern Division.

January, 1990.

NORTHERN DIVISION REVIEW

Northern Scarborough continues to be a challenging community to serve. It is a vibrant and youthful community of nearly 200,000 people. Many residents are users of the five northern branches. They are generally ambitious, hard-working and intellectually curious people who consume everything that the library can offer them. In 1989, the libraries of the Northern Division are not yet able to provide the breadth and depth of resources or the range of services that this population desires. A capable group of staff has, nonetheless, been making the most of the resources at hand to deliver a service which is very much appreciated and generally understood to be the best that is now possible.

Community

Like any large community, Northern Scarborough is comprised of many groupings of individuals and families who share common interests. Certain of these groups have sufficient influence on the community that a public institution must take note of their priorities. In the Agincourt area, for example, there is a sizeable Anglo-Canadian community which identifies strongly with long-established local institutions such as the churches and service organizations. In 1989, the Scarborough Chapter of the Canadian Red Cross Society

presented a citation to the Agincourt branch, commemorating the fiftieth anniversary of the Chapter's founding meeting in the Agincourt Public Library. This group, which has produced many civic leaders, takes obvious pride in its sense of continuity and has recently made known its view that the new district library for Northern Scarborough should incorporate the "Agincourt" name.

Newcomers from other countries continue to arrive in Northern Scarborough in large numbers. Whether they belong to a large and well-established community, such as the Chinese, or they are themselves the nucleus of a new community, such as the Tamils, these residents turn to public institutions for assistance in becoming productive members of the greater community. Coming to the library individually or as members of classes in English as a Second Language, these residents make tremendous use of our collections of language-learning materials.

The predominant group of newcomers continues to be people of Chinese origin. The result of this trend is that, in some parts of the north, Chinese-speaking patrons have come to represent a very substantial proportion of library users. At the Steeles branch, for example, the circulation of Chinese-language materials accounts for approximately fifteen per cent of the total. Of course, Chinese patrons borrow many English language items as well. Given that the numbers of Chinese residents in the area has increased greatly since

1986, when fifteen per cent of local residents claimed Chinese as their mother tongue, Scarborough Public Library Board must now prepare for the implications of serving a local community in which another ethnocultural group rivals the pre-eminence of Anglo-Canadians.

Services and Collections

Scarborough Council's decision to limit the 1989 funding increase to all municipal services, including public libraries, has had a notable impact on service and resources. In general, it has been a year of trying to maintain previous levels of service rather than initiating new ones. Staff have had to review priorities and direct their energies toward those activities which would have the greatest immediate benefit.

Maintaining service levels can be particularly difficult when there is increasing demand on constant resources. This has been the case at the Malvern Community Branch, where a growing community has been making steadily increasing use of the library since the mid nineteen eighties. In the past two years, the upward trend has been accelerated by the opening of the Mother Teresa secondary and St. Bede's elementary schools next door to the library. With the circulation of materials running almost seven per cent higher than the previous year and questions up by more than nine per cent, it was necessary to take a hard look at all the

services that were being offered. The result was that some worthwhile activities which require more staff preparation were discontinued so that very basic activities, such as school class visits, could continue to be accommodated.

Northern Division does stand to benefit from service initiatives achieved by other divisions. The Black and Caribbean Heritage collection established at the Cedarbrae District Library will be of great use to all residents of Scarborough. When the collection was built, additional materials were ordered for other branches as well, so that the Malvern Community Branch, for example, now has a better representation of material written by and about Blacks and West Indians. Another important breakthrough was the development of a means of cataloguing Chinese materials by the Technical Services Division so that specific titles may be retrieved in either Chinese or English. An additional benefit is that collections of Chinese language materials can be organized in a logical fashion which will facilitate browsing.

Usage

Residents of the Northern Division continued to make heavy use of their public libraries. District-wide circulation dipped by 7,153 to 1,629,093; however, without the closing of Woodside Square Neighbourhood Branch for three weeks the

total would actually have increased by at least 15,000. Borrowing patterns showed some changes, as the popularity of paperbacks and videocassettes waned somewhat. The decrease in popularity can be largely attributed to poorer selection, as budgets failed to keep pace with inflation. It has also been suggested that, as more adults have taken on second jobs and faced longer commuting times to work, there has simply been less time in their lives for leisure reading.

Use of the library as an information resource continues to increase. Staff in Northern Division handled 316,810 questions in 1989, an increase of 7,163 over the previous year. This increase is most likely related to the ever larger numbers of secondary school students using the libraries - at all hours of the day. At the Woodside Square Neighbourhood Branch, the tendency of students to monopolize all of the seating - and much of the standing room at times - has caused some discomfort for other patrons.

Facilities

The Woodside Square Neighbourhood Branch was closed for three weeks in August so that it could be reorganized, redecorated and largely refurbished. In order to replace the floor covering completely, it was necessary to pack and unpack the entire collection of library materials. Staff's efforts have

been well-rewarded however, with more efficient work spaces and a better layout of the collection. All possible efficiencies are needed in this branch of 395 square metres.

The selection of the firm of Moffat Kinoshita Associates as the architects for the Goldhawk Park branch project is a positive step toward improving service to the central part of the district. Preliminary design work gets underway next year, with construction of the library slated for 1991. As for the district library, the exact location was finally agreed upon and a beginning was made on the design.

Staffing

Frequent staff changes continued to be a fact of life throughout 1989. This meant considerably more time spent in recruiting by the management staff, a great deal of training by supervisory staff, and extra patience on the part of everyone who had to rely on inexperienced co-workers.

One of the rewards of being the Director of this division is the opportunity of working with a group of people who take pride in being able to handle the challenges that go with this territory. The level of motivation and commitment demonstrated by the whole staff is really quite high - as indeed it must be to carry on the service.

The Challenge Ahead

The delivery of public library service is influenced by many factors which are beyond the control of staff. It does appear that the growth in population will continue to slow, as will the growth in demand for service. If the predicted slowdown in the employment market leads to a decrease in staff turnover, it will be easier to plan and carry out our work. Every year brings new developments to which we must simply adjust. This past year, the responsibility for implementing pay equity fell to a joint committee of union and management. As a member of the committee, the Director was required to attend to priorities other than the immediate ones of Northern Division. Fortunately, the Manager is quite capable of running the district, so that the unusual absence of the Director is a manageable circumstance. If it does occur that the construction of the district library and the Goldhawk branch overlap, then the whole division will have to demonstrate its capacity for teamwork.

It appears that we have the opportunity, over the next two to three years, to bring about a significant improvement in public library service to the residents of Northern Division. It promises to be an exciting time.

David Reddin,
Director of Northern Division.

January, 1990.

TECHNICAL SERVICES DIVISION REVIEW

This year turned out to be one of consolidation and stability compared to the previous year when major physical changes to the workplace, including the building of a new computer room as well as migrating the circulation control functions from a Geac 8000 to a Geac 9000, occurred. The expectation was that the implementation of other 9000 modules would be accomplished in 1989 and large volumes of work would be necessary to complete the building of the planned Agincourt (Northern) District Library collection. However, no library materials budget was available for the division collection resulting in an overall library materials budget reduction of $169,700 over the previous year. Since the size of the library materials budget is the engine that drives the work of the Division's four sections, acquisitions/interlibrary loan, cataloguing, processing and circulation control, accomplishments were reduced proportionate to the number of items purchased.

Acquisitions/Interlibrary Loan

For most of the year the section operated without the Head of Acquisitions, who passed away in October after many years of dedicated service to the organization. Gloria Williams will be remembered fondly for her quiet whimsy and dogged spirit,

treasured legacies which she leaves to her colleagues. A new Head of Acquisitions was appointed in December. The clerical staff did an admirable job with only minimal guidance from the Director. With a reduction of 7.5% in the library materials budget and only two new small neighbourhood branch collections totalling $100,000 to handle, the number of orders placed dropped to 31,151 compared to 34,716 in 1988. The Agincourt (Northern) District Library, even though there was no new money, did have items from the previous year in the work stream. By the end of the year this collection totalled 30,572 items. The two smaller neighbourhood collections, Goldhawk Park and Centenary, were 3,863 and 1,582 items respectively.

The Ontario Provincial Library Information Network (OPLIN) continued to operate with several small efficiencies brought about by a visit from staff of the Ministry of Culture and Communications. Towards the end of the year, a CD-ROM data base of most items catalogued by the Metropolitan Toronto library systems, was made available by Metropolitan Toronto Reference Library. A CD-ROM player to utilize this data base is expected in the new year. The role of the data base in support of interlibrary lending is still to be worked out. It could be a first stage in bibliographic verification thereby reducing on-line verification costs through Refcatss. However, the data is dated and without frequent and costly updates may not find ready acceptance as an equivalent substitute for Refcatss. The number of interlibrary loan transactions filled for the year was 4,267

compared to 4,536 in 1988. As in past years, we continue to lend more items than we borrow from other library systems: 2,676 items loaned against 1,591 items borrowed.

Cataloguing and Processing

Despite the shortfall in materials budget and the effect of inflation on purchasing power, cataloguing managed to record its second best year, a reflection on the solid improvements made in streamlining procedures over the last two years. The number of titles catalogued and indexed totalled 28,633 compared to the record year of 1988 when the number was 33,391. The capacity to reach 35,000 is in all probability within the reach of the section and will likely be needed next year if funds promised for the Agincourt (Northern) District Library and normal build-up for Goldhawk Park and Centenary branches occur.

A significant project, providing bibliographic access to the Chinese language collection, was begun and almost completed. A software package is being developed that can run on a stand-alone work station. The package will provide listings of Chinese language materials in the vernacular characters, filed by stroke count with parallel columns of English transliteration. Columns in Chinese will provide patrons with more exact access to the collections and the transliterated columns will enable non-Chinese speaking staff to serve this clientele better. The final phase of the

programme to be developed is the print package, which will produce the spine and pocket labels needed to shelve these materials in a logically retrievable fashion. If new staff positions become available in next year's budget, this access could begin at that time.

The section also withdrew 114,264 items from the UTLAS and Geac data bases. At the same time, the processing and computer operator staff added 179,641 new items for a system collection total of 1,413,857.

Circulation Control

The year was planned to see the completion of the implementation of the Geac 9000 system. In addition to the circulation control module, the on-line public access catalogue (OPC), serials control, micro back-up, UTLAS interface for cataloguing purposes were to be operational. However, because the City of Scarborough Public Library Board needed to build a complex bibliographic data base from its stripped down circulation records, Geac had to write special back transfer programmes to accomplish this requirement. Since the 9000 is a totally different machine from the 8000 it replaced, these programmes had to be quality assured in the 9000 before site testing. It is now expected that the OPC will probably be functional by May 1990. In the meantime, hardware up-grading progressed successfully as

first generation terminals and communication equipment were replaced at several branches. It was necessary to replace obsolete equipment to enhance system performance as well as to avoid situations where malfunctioning equipment could no longer be serviced. System performance and up-time were impressive over the year. Power failures are handled routinely as in-process data is written to disc and programme execution restored once power returns.

Conclusion

The year was a minor disappointment in terms of the statistical growth one has come to expect. However, since this was due to budgetary constraints little could be done about it. The delay in concluding the Geac 9000 implementation allowed us to pause a bit and consolidate the performance capacities we will need to cope with the workload involved in building new collections, including possibly a Central Library collection before the decade is out. Circumstances beyond one's control can be regarded either as disappointments or opportunities. We hope during the year past we have turned the former into the latter.

Stanley Algoo,
Director of Technical Services Division.

January, 1990.

APPENDICES

OPERATING BUDGET

Expenditures	1989	1988
Administrative Support & Board Services	$3,398,600	$3,538,800
Public Services – Service Development & Promotion Division	1,130,500	1,233,700
Public Services – Southeastern Division	3,413,700	3,130,300
Public Services – Southwestern Division	4,239,200	3,882,300
Public Services – Northern Division	3,199,400	3,115,400
	$15,624,800	$14,657,100

Revenue	1989	1988
City Grant	$13,577,300	$12,909,000
Provincial Grants	1,190,000	1,164,000
Levied Charges	228,000	218,000
Recoverables	262,500	255,000
Surplus	367,000	111,100
	$15,624,800	$14,657,100

CIRCULATION OF ALL ITEMS

UNIT	YEAR 1989		YEAR 1988	
FILM SERVICES		26,028		32,402
OUTREACH				
Bookmobile	68,493		66,177	
Talking Books	17,156	85,649	14,243	80,420
SOUTHEASTERN DIVISION				
Cedarbrae	642,764		648,306	
Guildwood	118,056		121,390	
Highland Creek	60,722		59,132	
Morningside	248,780		253,958	
Port Union	185,857	1,256,179	190,598	1,273,384
SOUTHWESTERN DIVISION				
Albert Campbell	400,943		412,080	
Bendale	179,294		186,208	
Cliffcrest	152,060		148,690	
Eglinton Squre	244,420		257,674	
Kennedy/Eglinton	138,335		93,022	
Maryvale	214,480		222,945	
McGregor Park	132,812		134,659	
Taylor	110,762	1,573,106	116,489	1,571,767
NORTHERN DIVISION				
Agincourt	442,844		459,662	
Bridlewood	316,057		321,425	
Malvern	272,238		255,146	
Steeles	237,734		235,818	
Woodside Square	360,220	1,629,093	364,195	1,636,246
TOTAL FOR THE YEAR		4,570,055		4,594,219
HOURS OF SERVICE				
Yearly Total		52,081.8		51,720.5
CIRCULATION PER HOUR				
Year-to-Date		87.7		88.8
POPULATION OF THE CITY OF SCARBOROUGH			495,000	

CIRCULATION BY DIVISION OR DEPARTMENT

UNIT	YEAR 1989		YEAR 1988	
	Number of Items Circulated	Percent of Total Circulation	Number of Items Circulated	Percent of Total Circulation
FILM SERVICES	26,028	0.6%	32,402	0.7%
OUTREACH	21,539	0.5%	19,519	0.4%
SOUTHEASTERN DIVISION				
Cedarbrae	642,764		648,306	
Neighbourhood Branches (4)	613,415		625,078	
Bookmobile Stops	24,014		18,709	
	1,280,193	28.0%	1,292,093	28.2%
SOUTHWESTERN DIVISION				
Albert Campbell	400,943		412,080	
Neighbourhood Branches (7)	1,172,163		1,159,687	
Bookmobile Stops	23,674		23,826	
	1,596,780	34.9%	1,595,593	34.7%
NORTHERN DIVISION				
Malvern	272,238		255,146	
Neighbourhood Branches (4)	1,356,855		1,381,100	
Bookmobile Stops	16,422		18,366	
	1,645,515	36.0%	1,654,612	36.0%
SYSTEM TOTAL	**4,570,055**	**100.0%**	**4,594,219**	**100.0%**

CIRCULATION PER HOUR OF SERVICE

UNIT	1989 Annual Hours Open	1989 Average Circ/Hour	1988 Annual Hours Open	1988 Average Circ/Hour
FILM SERVICES	2,970.5	10.4	3,300.5	9.8
OUTREACH SERVICES	1,239.5	63.4	1,149.0	69.9
SOUTHEASTERN DIVISION				
Cedarbrae	3,294.5	195.1	3,313.0	195.7
Guildwood	2,358.5	50.1	2,355.5	51.5
Highland Creek	1,999.5	30.4	2,014.5	29.4
Morningside	3,191.8	77.9	3,208.5	79.2
Port Union	2,359.5	78.8	2,370.5	80.4
	13,203.8	86.8	13,262.0	96.0
SOUTHWESTERN DIVISION				
Albert Campbell	3,294.5	121.7	3,311.5	124.4
Bendale	2,360.0	76.0	2,376.0	78.4
Cliffcrest	2,357.8	64.5	2,373.0	62.7
Eglinton Square	3,292.3	74.2	3,314.0	77.8
Kennedy/Eglinton	2,355.5	58.7	1,494.5	62.2
Maryvale	2,358.8	90.9	2,372.0	93.9
McGregor Park	2,358.3	56.3	2,375.5	56.7
Taylor	1,998.8	55.4	2,018.5	57.7
	20,375.8	71.6	19,635.0	80.0
NORTHERN DIVISION				
Agincourt	3,290.3	134.6	3,313.5	138.7
Bridlewood	3,192.8	99.0	3,213.0	100.0
Malvern	2,388.5	114.0	2,402.5	106.2
Steeles	2,571.5	92.4	2,606.5	90.5
Woodside Square	2,849.3	126.4	2,838.5	128.3
	14,292.3	108.1	14,374.0	113.8
SYSTEM TOTAL	52,081.8	87.7	51,720.5	88.8

TOTAL QUESTIONS

UNIT	YEAR 1989		YEAR 1988	
FILM SERVICES		52,031		48,623
OUTREACH		5,506		4,705
SOUTHEASTERN DIVISION				
Cedarbrae	141,690		135,837	
Guildwood	43,826		42,632	
Highland Creek	9,259		7,455	
Morningside	89,815		81,126	
Port Union	67,831	352,421	67,177	334,227
SOUTHWESTERN DIVISION				
Albert Campbell	77,349		71,704	
Bendale	39,266		43,009	
Cliffcrest	24,675		21,874	
Eglinton Squre	46,675		45,391	
Kennedy/Eglinton	27,637		11,965	
Maryvale	38,271		39,562	
McGregor Park	26,938		25,617	
Taylor	15,947	296,758	16,566	275,688
NORTHERN DIVISION				
Agincourt	105,796		106,918	
Bridlewood	53,035		52,847	
Malvern	60,926		55,691	
Steeles	44,697		44,082	
Woodside Square	52,356	316,810	50,109	309,647
TOTAL FOR THE YEAR		1,023,526		972,890
QUESTIONS BY CATEGORY				
AUTHOR/TITLE		429,053		397,669
QUICK SEARCH		266,791		265,024
INTERMEDIATE SEARCH		186,605		181,130
USER ADVISORY		127,005		116,337
EXTENDED SEARCH		14,072		12,730
TOTAL QUESTIONS		1,023,526		972,890

ESTIMATED ANNUAL USES

UNIT	1989	1988
OUTREACH		
Bookmobile	21,671	22,385
Talking Books	7,956	2,738
FILM SERVICES	45,234	52,382
SOUTHEASTERN DIVISION		
Cedarbrae	446,438	409,903
Guildwood	81,913	79,149
Highland Creek	22,120	24,943
Morningside	232,915	205,629
Port Union	124,982	134,738
SOUTHWESTERN DIVISION		
Albert Campbell	320,592	298,093
Bendale	89,067	91,804
Cliffcrest	77,358	82,290
Eglinton Squre	308,644	333,384
Kennedy/Eglinton	135,690	52,666
Maryvale	174,044	195,457
McGregor Park	90,146	79,467
Taylor	62,637	120,533
NORTHERN DIVISION		
Agincourt	539,885	499,939
Bridlewood	272,348	312,148
Malvern	241,006	204,992
Steeles	173,490	152,178
Woodside Square	370,670	379,897
TOTAL – BASED ON ADDITION	3,838,806	3,734,715
TOTAL – BASED ON LIBRARIES & COMMUNITY INFORMATION BRANCH FORMULA	3,827,223	3,720,798

ESTIMATED IN-LIBRARY USE

UNIT	1989	1988
FILM SERVICES	5,353	8,266
SOUTHEASTERN DIVISION		
Cedarbrae	289,121	181,700
Guildwood	39,668	32,883
Highland Creek	19,807	3,367
Morningside	106,151	49,467
Port Union	56,823	63,230
SOUTHWESTERN DIVISION		
Albert Campbell	212,465	148,968
Bendale	27,563	30,563
Cliffcrest	24,075	22,665
Eglinton Squre	64,593	72,997
Kennedy/Eglinton	47,565	22,321
Maryvale	43,546	43,578
McGregor Park	21,592	25,739
Taylor	40,694	50,079
NORTHERN DIVISION		
Agincourt	173,062	127,816
Bridlewood	99,826	98,342
Malvern	128,618	110,745
Steeles	96,105	79,744
Woodside Square	133,976	153,084
TOTAL - BASED ON ADDITION	**1,630,602**	**1,325,553**
TOTAL - BASED ON LIBRARIES & COMMUNITY INFORMATION BRANCH FORMULA	**1,624,345**	**1,329,763**

SYSTEM PROGRAMMES

ADULT	Year 1989		Year 1988	
	Number	Audience	Number	Audience
Book Clubs	143	1,703	145	1,583
Film/Video Programmes	83	1,062	83	1,083
Orientation/Demonstration /Speakers/Authors	237	2,943	196	2,144
Others (Senior Citizens, Income Tax Clinics, etc.)	156	5,291	128	2,360
Co-sponsored Groups	71	2,678	72	2,922
Total Adult	**690**	**13,677**	**624**	**10,092**
CHILDREN				
Storytelling/Story Hours/ Tales for Two	1,288	21,508	1,341	22,418
Class/Group Visits	653	16,258	593	14,930
Book Clubs/Book Talk	125	1,733	395	6,671
Film/Video Programmes	361	8,729	299	7,570
Puppetry	112	4,111	98	4,183
Nursery Programmes	215	4,464	217	4,398
Music/Drama/Authors	59	3,012	49	2,302
Special/Co-sponsored	177	4,253	255	6,458
Total Children	**2,990**	**64,068**	**3,247**	**68,930**
MULTICULTURAL				
Film/Video Programmes	23	455	15	421
Preschool/ESL Nursery	212	3,014	229	4,007
Class Visits	50	1,011	72	1,168
Cultural/Newcomers/Special	137	3,283	128	3,072
Co-sponsored/ESL/Citizenship	306	12,323	332	11,663
Total Multicultural	**728**	**20,086**	**776**	**20,331**
TEEN				
Film/Video Programmes	63	1,465	36	648
Class Visits	79	1,487	63	1,151
Life Skills	15	237	38	578
Book Clubs/Author/Special	15	694	11	623
Total Teen	**172**	**3,883**	**148**	**3,000**
SYSTEM TOTAL	**4,580**	**101,714**	**4,795**	**102,353**

COLLECTIONS	1989	1988
Books	1,025,748	977,243
Paperbacks	248,203	240,914
Films, Filmstrips and Videocassettes	6,014	5,607
Audio Recordings and Kits	125,809	115,897
Framed Prints	1,006	1,033
Microforms	5,764	5,501
Toys	1,313	1,360
	1,413,857	1,347,555

SERIALS	1989	1988
Titles	1,105	1,167
Subscriptions	4,422	4,256

CATALOGUING SECTION

TITLES CATALOGUED	1989	1988
Books, adult	21,493	25,053
Books, juvenile	4,662	5,056
Audio Visual Materials	2,228	3,085
Toys Indexed	207	197
Computer Software	43	0
TOTAL TITLES CATALOGUED	28,633	33,391

PROCESSING SECTION

MATERIALS PROCESSED	1989	1988
Books, adult	68,305	69,993
Books, juvenile	26,845	25,380
Audio Visual Materials	16,050	17,154
Toys and Prints	258	217
Paperbacks and pamphlets	68,124	76,963
Computer software	59	0
TOTAL MATERIAL PROCESSED	179,641	189,707

INTERLOAN SECTION

	1989	1988
Interlibrary loan requests filled	4,267	4,536
Interbranch requests filled within Scarborough Public Library system	44,009	34,581
TOTAL REQUESTS FILLED	48,276	39,117

PERSONNEL

The following is a breakdown of the staff establishment for 1989:

Full-time

Executive	3
Directors	7
Managers	7
Executive Support Staff	4
Librarians	37
Code VII	4
Code VI	24
Code V	25
Code IV	15
Code III	65
Code II	6
Code I	20
TOTAL	217

Part-time

Librarians	5
Code IV	1
Code III	2
Code I	43
TOTAL	51
Student Assistants	211

PERSONNEL

The following figures summarize the movement of staff for 1989:

New Employees	Full-time	Part-time	Total
Support Staff	1		
Librarian	7	1	
Code VII	1		
Code VI	1		
Code IV	1		
Code III	6		
Code I	12	18	
Total	29	19	48
Retirements	5		
Terminations			
Librarian	6	1	
Code VII	2		
Code VI	2		
Code V	4		
Code III	10		
Code I	7	8	
Total	31	9	40
Promotions	25	1	
Transfers	18	11	

OVERALL SUMMARY COMPARISON

	1989		1988	
Staff				
Full-time establishment	217		215	
Part-time establishment	51		51	
Total establishment	**268**		**266**	
Full-time				
New employees	29		26	
Full-time to Part-time	1		2	
Promotions	25		29	
Transfers	18		21	
Reclassifications	2		0	
Terminations	31		23	
Retirements	5		3	
Part-time				
New Employees	19		16	
Transfers	11		8	
Part-time to Full-time	5		6	
Terminations	9		6	
Days Lost Full-time Establishment				
Full Compensation		% per staff		% per staff
Jury Duty	21.00	0.10	11.00	0.10
Worker's Compensation	28.00	0.10	50.50	0.20
Emergency Leave	30.25	0.10	33.50	0.20
Bereavement Leave	78.00	0.40	76.50	0.40
Illness	2,331.00	10.70	2,371.50	11.00
Partial Compensation				
Maternity	660.00	3.00	691.00	3.20
Leave of Absence	594.50	2.70	462.50	2.20