

Annual Report

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 THE
SCARBOROUGH
PUBLIC LIBRARY
BOARD

"The Library Board is proud of the way in which its management and employees deliver services to the public"

Cover: Anne Ngooi and her son, Marcus, enjoy a programme at Cedarbrae District Library. Photograph courtesy of The Scarborough Mirror.

From the Chairman

The City of Scarborough Public Library Board is appointed for a three year term, coincident with the timing of municipal elections. The year 1991 was the third year of the Board's term and a tremendous year in terms of its accomplishments which included improvements in existing services, opening and planning new facilities, celebration of significant anniversaries, and a legacy of planning for the future. The accomplishments during 1991, in which we can take particular pride, included:

- the branch library in the Agincourt Mall was closed to the public, after 24 years of service, and the new Agincourt District Library was officially opened on November 5th, supporting neighbourhood branch service in the Northern Division;
- improved accessibility to the collection catalogue with the installation of publicly accessible, on-line computer catalogues which we dubbed Maxwell;
- service to Chinese patrons was enhanced with the introduction of the first Chinese catalogue written in Chinese characters. The new catalogue not only lists books using traditional library methods, but also by Chinese characters. As a result, Chinese patrons who speak different dialects no longer have to rely on an English transliteration of a book's title, but can look up the title in Chinese!



At the ground-breaking, from left to right: Councillor Bas Balkissoon, Mr. Ahmed Bhalloo, Mayor Joyce Trimmer, Ms. Elsie Bosma, and Councillor Fred Johnson.

Library, 25 years; and Bendale Neighbourhood Branch, 30 years.

The Board completed its work of revision, approval and publication of the third edition of the development document, *A Framework for the Development of Public Library Service in the City of Scarborough* and produced its first edition of *Policy on Public Service Resource Allocation*, a companion document to the Framework providing a decision-making tool for allocating precious resources.

The Library Board is proud of the way in which its management and employees deliver services to the public with the means at hand. Many thanks to the staff of the Library Board and to the elected representatives and citizen appointments who comprise the Board.

C. Richard Goldsmith, C.A., *Chairman*

- On July 13th, the groundbreaking ceremony was held for the Goldhawk Park Public Library and Neighbourhood Centre with completion expected in the spring of 1992. We paused to reflect on the maturity of the system with two significant anniversary celebrations of service to the public: Cedarbrae District

"1991 was the third year of the Board's term and a tremendous year"

From the Chief Executive Officer

The major objectives of the Board, of providing resources and increasing the use of those resources, in the areas of self-development, information dissemination, support of the cultural life of the people of Scarborough and emphasis on reading as a pleasurable experience, have been attained during 1991. The residents of Scarborough have certainly turned to the public library system for material to complement their formal and informal learning experience, as well as fulfilling their informational needs. The people who use the libraries for their general reading requirements have, quite literally, borrowed books by the millions. There has been a considerable effort to help the twenty-five percent of the population whose mother tongue is other than English and French, to feel comfortable when using the facilities, by introducing programmes and materials that were helpful and attractive. The demand for library materials and events in many languages continues to increase in the City. Currently materials are available in over thirty languages.

To support these objectives, the public library's resources grew to 1,142,875 hardcover books; 260,322 paperback books; 144,115 audio recordings; 6,289 videocassettes; 948 framed prints; 6,224 microforms; 1,662 toys; and 73 computer software programmes. There were 1,111 different periodical titles purchased and the public library has reports and pamphlets from government, corporate and private sources numbering in the tens of thousands. There are accessible, on-line, hundreds of data bases located throughout North America and Europe.

The use of these services saw the 268,588 residents of the City of Scarborough possessing library cards make record use of the services provided by the Scarborough Public Library Board during 1991. The citizens made 3,784,300 visits to the eighteen branches and bookmobile, borrowing 4,824,085 items and requested answers to 1,059,481 questions.

To manage and control the activities and resources there are 512 staff, both full and part-time, who competently carry out the millions of tasks that are necessary in a year in delivering a library service to a population of some 515,000 citizens.

The total budget for 1991 amounted to \$19,235,400 which, at a cost of \$37.35 per citizen, is below the average cost of a hardcover reference book. The major part of the budget, 90%, comes from the Scarborough City Council, 7% as a grant from the Provincial Government and the remaining 3% is realized by levied charges and recoverables.

The responsibility for the management of the City of Scarborough's public library system is with a nine-person Board, all of whom are residents of the City. All appointments are made by Scarborough City Council and include four members of the Council. The non-elected members of the Board are recommended by the Administrative Committee of Council, the Scarborough Board of Education and the Metropolitan Separate School Board.

Peter J. Bassnett, *Chief Executive Officer and
Secretary Treasurer*

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"The demand for library materials and events in many languages continues to increase in the City. Currently materials are available in over thirty languages."

The Agincourt District Library serves as a resource library for the nearly 200,000 residents in northern Scarborough

Agincourt District Library Officially Opens !!

The new Agincourt District Library was officially opened in Scarborough on the 5th of November 1991. More than 1,000 people visited the library on its opening day, including Provincial Minister of Culture and Communications, the **Honourable Karen Haslam**. Scarborough Mayor **Joyce Trimmer** was on hand to deliver a warm welcoming address to the community.

The Agincourt District Library has a total area of approximately 2,500 square metres (27,000 square feet) and contains approximately 100,000 volumes. Since its opening, the library has been used beyond all estimates. Circulation figures are averaging at 1,800 volumes per day, on a weekday, and 4,000 on Saturdays!

In its first month of operation, the library was visited by hundreds of school children and students from ten English as a Second Language classes.

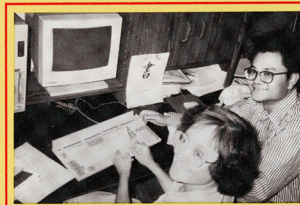
Special programmes were offered to the children of the neighbouring communities during its first month of operations, including a visit by the celebrated author of *Alligator Pie* and *Jelly Belly*, Dennis Lee, who read from his new book, *The Ice Cream Store*. Author and illustrator *Barbara Reid* had the honour of being the subject of the first children's programme in the district library, when she visited at the beginning of the month.



Scarborough Public Library Board

Pin-Yin Chinese Catalogue Improves Service for Patrons

At the Ontario Library Association Conference in Hamilton last November, the Scarborough Public Library Board was awarded the prestigious *Angus Mowat Award of Merit* by the Ministry of Culture and Communications.



Breaking new ground: from left to right, librarian Daphne Cheng, and computer consultant Felix Keung.

The award is given to libraries, in the Province of Ontario, that develop and implement innovations in the delivery of library service.

Scarborough Public Library won the award for the development of the Chinese Cataloguing System, a computer-based, Chinese and transliterated catalogue, that allows both Chinese- and English-speaking library patrons and staff to search for Chinese language materials in the public library's Chinese collection.

The software was created by senior cataloguing staff member, **Daphne Cheng**, and computer software consultant, **Felix Keung**, who set out to develop a system of computer-generated, transliterated characters, that were based on the Chinese *Pin-Yin* system. Use of the *Pin-Yin* system ensures that the transliteration is understandable to Chinese-speaking patrons no matter what particular dialect they may speak.

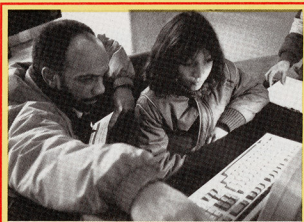
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In accepting the award, Scarborough Public Library Board Member, **Julie Boisselle**, indicated that the new catalogue system,



"achieves the objective of assuring equal access and improved service to the Chinese residents who live, work, and go to school in Scarborough."

Highlights 1991



The library introduced **MAXWELL** a new on-line computer catalogue for the use of patrons in October of the year.

Knowlton Nash was one of the many people who helped us celebrate the opening of the Agincourt District Library. Mr. Nash read from his new book, *Visions of Canada: Searching For Our Future*.

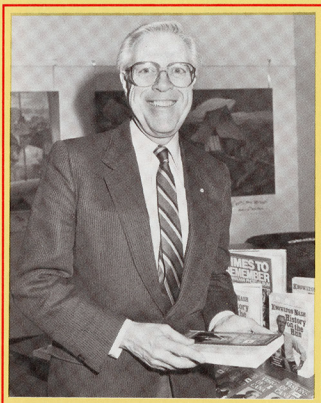


Photo courtesy of The Scarborough Mirror.

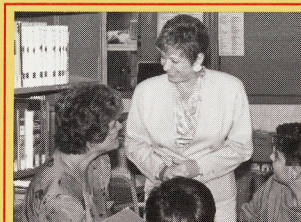
Author of the successful *Babysitter's Club*, **Ann Martin**, signs a fan's book, at a well-received visit to Cedarbrae District Library.



More than 20 authors and illustrators presented programmes for library patrons in 1991.

Highlights 1991

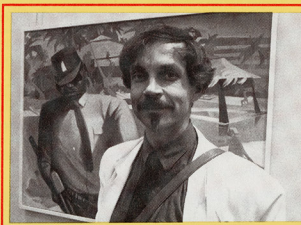
The Honourable **Karen Haslam**, Minister of Culture and Communications, visited the library system many times and spoke with patrons.



Mayor Joyce Trimmer attended many library festivities, in 1991, and delivered an address at the Agincourt District Library opening.



Painter **Rudi Stussi** was one of 52 artists who exhibited their works on the walls of Scarborough's public libraries.



East Indian dancers performed at the celebration for Cedarbrae District Library's **25th Anniversary**.



Financial and Statistical Data 1991

Operating Budget

Expenditures	1991	1990
Board & Administrative Services	\$1,812,100	*\$1,686,800
Technical Services	2,008,100	* 1,799,900
Public Services		
Service Development and Promotion	1,102,600	1,070,900
Southeastern Division	4,061,900	3,680,900
Southwestern Division	4,949,200	4,793,800
Northern Division	4,327,200	* 3,675,800
Capital Debt	974,300	* 606,800
	\$19,235,400	*\$17,314,900
Revenue	1991	1990
City Grant	\$17,251,400	\$15,275,400
Provincial Grants	1,290,000	1,237,000
Levied Charges	265,000	235,000
Recoverables	365,000	287,500
Surplus	64,000	280,000
	\$19,235,400	\$17,314,900

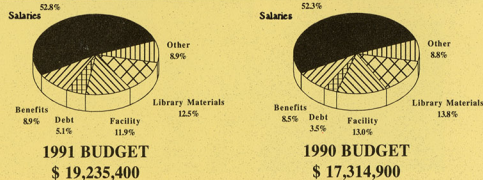
* Prior year's numbers have been restated to comply with the 1991 presentation.

Statistics

	1991	1990
Items Borrowed	4,824,085	4,638,769
Reference Requests	1,059,481	1,036,346
Programmes Held	3,550	3,934
Items in Collection	1,562,508	1,484,506

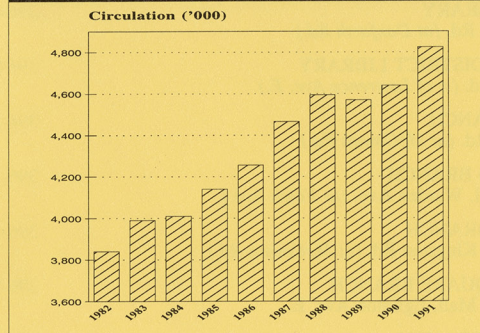
More extensive reports and statistical figures are available in the Annual Review 1991 which is available for perusal at all branch libraries of the City of Scarborough Public Library Board.

Comparison of 1991 Budget to 1990 Budget



Scarborough Public Library Board

Circulation of Materials



Members of the Board 1991

Richard C. Goldsmith, C.A.,
Chairman

Ahmed H. Bhalloo,
Vice Chairman

Sidney Allinson (January to June) Bas Balkissoon, Councillor

Lorenzo Berardinetti, Councillor Julie Boisselle

Elske Bosma Pamela Morse (September to December)

Sherene Shaw, Councillor Ron Watson, Councillor

Members of the Executive 1991
















Peter J. Bassnett,
Chief Executive Officer & Secretary Treasurer

Ann Eddie, Deputy Chief Executive Officer Trevor W. Houghting, Director, Financial Services

Jill Garrard, Director, Personnel Services (January to May) Merv Johnston, Director, Personnel Services (June to December)

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Branches of the Scarborough Public Library

-  AGINCOURT DISTRICT LIBRARY 396-8943
 155 Bonis Ave.(n. of Agincourt Mall)
- ALBERT CAMPBELL
 DISTRICT LIBRARY 396-8890
 496 Birchmount Rd. (at Danforth Rd.)
-  CEDARBRAE DISTRICT LIBRARY 396-8850
 545 Markham Rd. (s. of Lawrence Ave. E.)
- BENDALE BRANCH 396-8910
 1515 Danforth Rd. (at McCowan Rd.)
-  BRIDLEWOOD BRANCH 396-8960
 Bridlewood Mall, Warden Ave. (at Finch Ave.)
-  CLIFFCREST BRANCH 396-8916
 Cliffcrest Plaza, Kingston Rd. (at McCowan Rd.)
-  EGLINTON SQUARE BRANCH 396-8920
 Eglinton Square Mall, Eglinton Ave. E.
-  GUILDWOOD BRANCH 396-8872
 Guildwood Plaza, Guildwood Pkwy.
- HIGHLAND CREEK BRANCH 396-8876
 277 Old Kingston Rd. (at Watson St.)
-  KENNEDY/EGLINTON BRANCH 396-8924
 2380 Eglinton Ave. E., (at Kennedy Rd.)
-  MALVERN COMMUNITY BRANCH 396-8969
 30 Sewells Rd. (east of Neilson Rd.)
-  MARYVALE BRANCH 396-8931
 Parkway Plaza, Ellesmere Rd.(at Victoria Pk. Ave.)
-  MCGREGOR PARK BRANCH 396-8935
 2219 Lawrence Ave. E. (east of Birchmount Rd.)
-  MORNINGSIDE BRANCH 396-8881
 Morningside Mall (at Kingston Rd.)
-  PORT UNION BRANCH 396-8885
 5450 Lawrence Ave. E. (at Charlottetown Blvd.)
-  STEELES BRANCH 396-8975
 Bamburg Gardens Shopping Centre
 375 Bamburg Circle (at Warden Ave.)
-  TAYLOR MEMORIAL BRANCH 396-8939
 1440 Kingston Rd. (at Warden Ave.)
-  WOODSIDE SQUARE BRANCH 396-8979
 Woodside Square Mall, Finch Ave.
- ADMINISTRATION CENTRE 396-8800
 1076 Ellesmere Rd. (at Midland Ave.)
Bookmobile Department ext. 322

