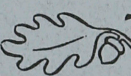


# 1992 Annual Review




THE  
SCARBOROUGH  
PUBLIC LIBRARY  
BOARD







# 1992 Annual Review



THE  
SCARBOROUGH  
PUBLIC LIBRARY  
BOARD







**THE CITY OF SCARBOROUGH**

**PUBLIC LIBRARY BOARD**

**A REVIEW OF THE YEAR - 1992**







### **MEMBERS OF THE 1992 BOARD**

Mr. A. H. Bhalloo	Chairman
Councillor S. Shaw	Vice Chairman
Councillor B. Balkissoon	
Ms. J. Boisselle	
Ms. E. Bosma	
Mr. R. A. Douglas	
Councillor R. Moeser	
Mrs. P. Morse	
Councillor R. Watson	

### **EXECUTIVE**

Mr. P. J. Bassnett	Chief Executive Officer and Secretary Treasurer
Mrs. A. Eddie	Deputy Chief Executive Officer
Mr. T. W. Houghting	Director, Financial Services
Mr. M. Johnston	Director, Personnel Services

### **DIRECTORS AND MANAGERS**

Mr. S. Algoo	Director, Technical Services Division
Mrs. A. Lau	Director, Southwestern Division
Mr. D. McKenzie	Director, Southeastern Division
Mr. D. Reddin	Director, Northern Division
Miss M. Topa	Director, Service Development and Promotion Division
Miss H. Carmody	Manager, Northern Division
Mrs. L. O'Neill	Manager, Southeastern Division
Mrs. N. Robinson	Manager, Technical Services Division
Mr. E. Carr	Manager, Maintenance and Security
Mr. P. Lam	Manager, Accounting and Administration



## TABLE OF CONTENTS

## Page

Chairman's Review . . . . .	1
Chief Executive Officer's Review . . . . .	5
Deputy Chief Executive Officer's Review . . . . .	9
Service Development & Promotion Division Review . . . . .	17
Southeastern Division Review . . . . .	31
Southwestern Division Review . . . . .	37
Northern Division Review . . . . .	43
Technical Services Division Review . . . . .	48

## APPENDICES

Operating Budget . . . . .	(i)
Collections . . . . .	(ii)
Cataloguing, Processing, Interloan . . . . .	(iii)
Personnel . . . . .	(iv)
Circulation of All Items . . . . .	(v)
Circulation by Division . . . . .	(vi)
Circulation Per Hour of Service . . . . .	(vii)
Estimated Reference Requests . . . . .	(viii)
Estimated Annual Uses . . . . .	(ix)
Estimated In-library Use . . . . .	(x)
System Programmes . . . . .	(xi)

Framework: Refers to A Framework for the Development of Public Library Service in the City of Scarborough, third edition, Scarborough: Scarborough Public Library Board. Fall, 1991.

Resource Allocation: Refers to Policy on Public Service Resource Allocation document. Companion document to the Framework. Scarborough Public Library Board. (Publication date: Spring, 1993.)





## **CHAIRMAN'S REVIEW**

1992 was the first year of a three-year term for the City of Scarborough Public Library Board which is appointed by the City of Scarborough. The Board comprises of four City Councillors and five citizens-at-large who are recommended by the Administrative Committee of City Council, the Scarborough Board of Education and the Metro Separate School Board. Given the financial difficulties of the times, the Board had a particularly challenging year in carrying forward its plans for expanded and improved services. Most of the Library Board's plans, however, were carried out successfully.

The year started with the Bookmobile becoming automated with the installation of data radio equipment linking the service directly to the Geac system through a terminal. The other technological advance was the introduction of the Dial-in Access component of the On-line Public Catalogue (OPC) which became operational during February. This made the information about the library system's collections available in homes, businesses and schools or anywhere, assuming there were a microcomputer and modem available.

The City of Scarborough, with its diverse multicultural society, observed February as Heritage Month with special displays in all libraries highlighting the various cultures represented by the population. The Freedom to Read Week was observed in the last week of February and

posters, bookmarks and some books that have been banned at various times in countries around the world were displayed at the branches.

There were special events throughout the year for example, the Chinese Lantern Festival and the Moon Cake Festival when many branches exhibited Chinese lanterns and posters on Chinese art and culture.

Since its official opening on November 5th, 1991, the Agincourt District Library continues to make new records in circulation figures at no expense to the circulation at other branches in the library system.

On July 13th, 1992, the Goldhawk Park Public Library and Neighbourhood Centre officially opened to the public, exactly one year following the ground-breaking ceremony. The opening was attended by Mayor Joyce Trimmer, Councillor Bas Balkissoon the Ward Councillor, and numerous other dignitaries, politicians and citizens. The attendance was well over 1,000 persons. The opening of this library with a neighbourhood centre marks the climax of years of planning and preparation by the Recreation, Parks and Culture Department and the Library Board, working together to serve the needs of the community.

The Library Board endorsed the report Reading in Canada 1991 produced by the Federal Government. This report brought fresh insight on the place of the pleasure of reading in Canadian society. Perhaps the most important conclusion is that reading for pleasure is a central aspect of most Canadian's lives. The study echoed the emphasis placed by the Library



Board in promoting reading as a pleasurable experience for users of all ages and educational background.

Ontario Public Library Week was celebrated from October 19th to 24th, 1992. The week also marked the anniversary month for three libraries in the Scarborough system:

- Taylor Memorial Neighbourhood Branch Library celebrated its thirtieth anniversary;
- Cliffcrest Neighbourhood Branch Library celebrated its twentieth anniversary; and
- Maryvale Neighbourhood Branch Library celebrated its tenth anniversary.

The Bridlewood Neighbourhood Branch Library moved to a new and improved location in the Bridlewood Mall on October 26th, 1992 after sixteen years at the old location having circulated many millions of items over the years. The new location is twice the size of its previous space, with a multipurpose room, more reference tables, study carrels and an attractive children's area to serve the community.

The Highland Creek Neighbourhood Branch Library, which is proposed to be built and relocated at the corner of Ellesmere and Morrish Roads, had the final design and working drawings completed and is awaiting budget approval for construction to start in 1993.

The average circulation of library materials during 1992 in the Scarborough library system has risen from 98.5 items per hour to 109.8 items per hour. This use of library materials by the residents of Scarborough is very high considering that few public libraries manage to reach a circulation of 100 items per hour. The Agincourt District Library has, no doubt, added to the general use of the library system but, at the same time, nearly all branches have shown higher than expected increases. This confirms the fact that the Scarborough public is definitely making greater use of their libraries.

All of the above has been made possible by the co-operation and dedicated service of the staff at all levels with the Board's full participation and commitment to quality service in our library system. Many thanks to the elected representatives and citizen members of the Library Board. We are proud of our accomplishments during the year under review.

Ahmed H. Bhalloo, CMA, ACIS, P.Adm.  
Chairman  
City of Scarborough Public Library Board

### **CHIEF EXECUTIVE OFFICER'S REVIEW**

As expected, the citizens of Scarborough made record use of the services provided by the City of Scarborough Public Library Board. The surprises for 1992 were the size of the increases, a fourteen percent increase in items borrowed by the public for a total of 5,506,625 and an eleven percent increase in reference requests reaching 1,179,548 questions answered during the year.

The difficult economic times of 1991 followed through to 1992 influencing many of the financial decisions as the Agincourt District Library operated for a full year and the Goldhawk Park Public Library and Neighbourhood Centre opened in July. Compromises were made both in staffing and library materials, however, the approved budget for the Library Board by City Council did allow for the services of the Board to expand more or less as planned.

Other 1992 projects that received special attention were; the relocation in an enlarged space of the Bridlewood Neighbourhood Branch Library, the design and completion of working drawings for the redevelopment and relocation of the Highland Creek Neighbourhood Branch Library, involvement with a City Committee in regard to a proposed Community Complex and Chinese Cultural Centre at Markham Road and Sheppard Avenue and making the Dial-in Access component of the On-line Public Catalogue operational.

Another issue that surfaced in 1991 and carried through into 1992 was the evaluation of all aspects of library operations and consideration of alternatives to service delivery and the political structure. This was proposed as an action in the City of Scarborough's Strategic Plan. To commence the first part of the above described action, the Budget Committee of Council requested that the Library Board evaluate and study the feasibility of reducing the number of smaller libraries by combining them in larger libraries or community libraries. Currently this proposed study is under discussion. The debate between City Council and the Library Board on alternative ways of governing the public library system is awaiting the outcome of the City of Mississauga's application for special legislation to dissolve the Mississauga Public Library Board. This debate on public library governance, which is currently taking place in the Province, has centred around the City of Mississauga's application and a position statement by the Ministry of Culture and Communications on Public Library Boards being replaced by Committees of Council. It will probably be towards the end of 1993 before any conclusion will be available on whether or not there will be alternatives for the governance of public libraries in Ontario.

Another process that started in 1991, known as "disentanglement", which emerged from the Report on the Advisory Committee to the Minister of Municipal Affairs on the Provincial Municipal Financial Relationship (Hopcroft Report), seems to be taking its slow affect on the Provincial household grant to Public Library Boards. The report clearly indicated the



intention to change the responsibility for public libraries from one of being shared between the province and municipalities to one of complete municipal responsibility. Over the past two years the per household grant has slowly diminished as a percentage of the total operating budget, thus causing the financing of the public library service to fall even more on to the taxpayers of Scarborough. The expressed intention of the Hopcroft Report was to reduce the transfer grants, both operating and capital, to public libraries to zero. It would look as if the Provincial Government were putting into effect a slow but nevertheless effective process to reduce all transfer grants to public libraries and may even apply the reductions to libraries serving populations of over 100,000 more severely on the premise that urban populations can well afford to fund their public library services. There are discussions taking place that suggest the per household grant will be reduced gradually over the next several years, not a welcome sign, especially as the grant contributes 1.3 million dollars to the Library Board's revenue annually.

Amendments to the Copyright Act<sup>1</sup> were announced by The Honourable Perrin Beatty, Federal Minister of Communications, early in 1992. As of the year end, the amendments had not been introduced to Parliament. The amendments announced by the Minister indicated that the copyright legislation would enforce an exclusive distribution right for foreign books in Canada. This has been a major objective of the Canadian Book Publisher' Council (CBPC) and the Association of Canadian Publishers in

---

Quill and Quire, December 1992. pp.8-11 (was used for the information)

endeavouring to stop the practice of "buying-around", which is the practice of buying foreign published books directly from foreign-based suppliers. Although assurances were made to include the library community in the implications of the legislation, no formal consultation process has yet taken place. The probable effect of the exclusive distribution right may well be higher prices for books for libraries, bookstores and book buyers and difficulty in obtaining material. The latter comment relates to service problems experienced by most libraries in the past with suppliers and the probable processes that may be put in place to prove that a work is not involved in contractual agreements or not represented in Canada. Either way, libraries, of all types, will be spending more money and having to spend more administrative time on the selection and acquisition of materials. There are discussions for a single copy exemption for libraries which would permit the importation of the occasional title whose foreign edition has something extra to offer. Looking at this suggestion from the point-of-view of a library like Scarborough's, with nineteen branches and a bookmobile, one can only be amazed at the mind which would devise such legislation.

The reviews that follow this report describe in more detail the accomplishments of the five hundred and thirty-five staff, both full and part-time, who work for the Library Board and have contributed to an extraordinarily successful 1992.

Peter J. Bassnett  
Chief Executive Officer

### **DEPUTY CHIEF EXECUTIVE OFFICER'S REVIEW**

In 1992 more residents borrowed more materials from the City of Scarborough public libraries than in any other year in the history of the Library Board. Circulation of all materials and numbers of reference requests answered increased by 14% and 11% respectively over 1991. Many projects planned over the past years saw fruition in 1992; it was also a year replete with planning new projects, buildings, and services to ensure an efficient and effective library service for the people of Scarborough.

The opening of Goldhawk brought the total number of branches to nineteen. The closing of the Glamorgan Library Room reduced the number of serviced deposits to fifteen. Fifteen small browsing collections were maintained, twelve at seniors institutions, one at a community centre, and two at literacy centres. Weekly, the bookmobile visited eight locations.

#### **Performance measures**

All of the Library Board's performance statistics illustrated a successful year. Over 50% of the City's 525,000 residents (277,000) held active library cards. Circulation topped five million for the first time. Residents consulted almost two million materials inside the libraries, and borrowed 5.5 million items for use outside the branches.

INDICATORS	1991	1992	%
Circulation	4,824,085	5,506,625	14.15 %
Circulation / Hour	98.49	109.80	11.48 %
Circulation / Capita	9.4	10.49	11.60 %

INDICATORS	1991	1992	%
Reference Requests	1,059,481	1,179,548	11.33 %
Reference Requests / Capita	2.1	2.25	7.14 %

INDICATORS	1991	1992	%
Programmes	3,550	3,492	-1.63 %
Programme Attendance	87,840	89,418	1.80 %

INDICATORS	1991	1992	%
In-Library Use	1,656,081	2,146,990	29.64 %
Registered Patrons	268,588	276,996	3.13 %
Library Visits	3,554,149	4,002,646	12.62 %
Uses	3,946,381	4,405,774	11.64 %

INDICATORS	1991	1992	%
Collections	1,562,508	1,638,977	4.89%
Collections/Capita	3.03	3.12	2.97%

INDICATORS	1991	1992	%
Annual Hours of Service	48,979.90	50,150.20	2.39%
Personnel FTE*	342	350	2.34%
*excluding Student Assistants/Pages			

INDICATORS	1991	1992	%
Building Space (sq. m.)	16,723	17,700	5.84%
Building Space / Capita	.03	.03	0%

### 1992 Objectives

The Library Board achieved most of its major 1992 objectives. One objective not achieved was the development of the Centenary



Neighbourhood Branch. The retail/office development planned to house the leased branch did not progress to the building permit stage. Development on the remaining objectives ranged from initial planning stages to completion.

The Library Board, the Mayor and Councillors of the City of Scarborough and residents who were members of the Library Board's Ad Hoc Advisory Committee officially opened Goldhawk Park Branch on July 13, 1992. The library opened with a five-day, forty-nine hours per week, service. Service was readjusted in several other locations to provide the necessary staffing for this new branch.

The Library Board approved Quadrangle Architects' design for the proposed relocation of the Highland Creek Neighbourhood Branch and recommended the project to the City for capital funding for 1993 construction. The Library Board and its architect met with residents of Highland Creek in June to review the building and service programme and to receive comments on the design.

Planning progressed on the Central Library. The Library Board confirmed that it ". . . strongly recognizes the need for a Central Library and agrees with the concepts with regard to a Central Library as outlined in the City of Scarborough Social Infrastructure report and urges the development of such a facility."

Agincourt District Library hours were increased from 56.5 to 60 hours per week. Full hours would be 63.5 hours per week. Part-time positions transferred from Steeles and Cedarbrae permitted the library to open Friday evenings.

The Board approved plans for the replacement of the lift at Cedarbrae with a full service elevator. The design was completed and approved by the province and construction is expected to take place in the winter months with completion by late spring 1993.

Councillor Montgomery invited the Library Board to a public meeting organized by Recreation, Parks and Culture in the Rouge Community to discuss possible services on City land north of the Abbey Lane shopping area. The City is currently surveying the Rouge Community to complete a feasibility study on City services in the area.

### **Policy Review**

#### **Borrowing and return**

The Library Board reviewed its loan policies to maximize the use of materials by making them available to the greatest number of residents.

The following changes were effective November 1992:

- maximum number of materials permitted to be on loan at one time reduced to 100 items

- maximum number of renewals reduced to two
- maximum number of non fiction books on six week holiday loan reduced to ten.

### **Videos**

The Library Board reconsidered its restrictions on the use of video. When videotapes were introduced in the early 1970's the circulation policies emulated those of 16mm film rather than print materials. The minimum age for borrowing was 18 and the fines reflected a bookable collection procedure. Currently the videos are a browsing collection and are used for leisure and information for audiences ranging from preschoolers to seniors. Children are now able to borrow videos selected and catalogued especially for children's collections. Teens were extended access to all materials in the Library Board's video collections. In 1993 the Library Board will provide a pilot project where videotapes will be interfiled with books on the same subject. Videos accounted for 3% of the circulation in 1987 and 6.8% in 1992.

### **Service fee review**

Effective January 2, 1993 the non-resident fee will be raised from \$85.00 per year per household to \$100.00 per year. This fee reflects the municipal tax rate paid per household for library service by Scarborough

residents. The non-resident fee is charged to library users who do not live, work or attend educational institutions within Metropolitan Toronto.

#### **Barrier free access**

The public libraries in Scarborough are visited by many residents using motorized scooters and other assistive devices. To provide the best access possible the Library Board completed an inventory of all facilities for accessibility for residents in wheelchairs in 1989. Washrooms, writing surfaces, aisle widths, computer catalogues, ramps and circulation desks were reviewed, renovated and rebuilt where necessary. Barrier free renovations have been completed at all branches except for Highland Creek, Bendale and Albert Campbell. The Library Board has planned barrier free access for these three locations through future capital budget projects. Although sixteen of the branches are classified as barrier free, obstacles such as tight spaces and limited turnaround space will continue to exist in smaller branches where many varied customer groups vie for service.

#### **Staff recognition**

The Library Board honoured long service staff on two special occasions in 1992. A twenty-five-year service recognition was held at Cedarbrae District Library on May 27 to celebrate two long service staff - Grace Lord and Barbara Ruscoe. Board members and staff shared memories of

experiences over the past twenty- five years. On October 21 the Board held a reception for retirees Frank David, Birthe Joergensen, Betty King and Helen Laing and their families and friends. Agincourt District Library hosted well wishers including former Board member Florence Cruickshank and many staff who have retired or moved on to other challenges.

Following Birthe Joergensen's early retirement Donald McKenzie transferred to the position of Director, Southeastern Division, Anna Lau was promoted to Director, Southwestern Division and Heather Carmody transferred to the position of Manager in the Northern Division.

### **Summary**

Providing public library service for the 525,000 residents of Scarborough is a challenge. In a typical day staff will find materials for customers ranging in age from babies to octogenarians, in over 30 languages, in up to 10 material formats and covering a span of thousands of subjects. This community-oriented library service invites all citizens to improve the quality of their lives through study, self-development, cultural participation and the creative use of leisure time. The following Directors' reviews note the considerable achievements in each division.

Ann Eddie  
Deputy Chief Executive Officer

## **SERVICE DEVELOPMENT AND PROMOTION DIVISION REVIEW**

In the Library Board's A Framework for Development of Public Library Service in the City of Scarborough, the Mission Statement highlights the commitment "to enrich the quality of life in the City of Scarborough". In 1992, this challenge became even greater as the deepening economic recession touched every aspect of the lives of Scarborough residents.

In a survey sample of library users, 11% of the 400 respondents (44 people) indicated that they were unemployed and were using the library to prepare their resumes and upgrade their employment skills. Many borrowed magazines for which subscriptions had become too expensive and others were using the library as their office and study space. More children than ever before attended March break programmes as fewer families could afford to leave the City for vacations.

Even in these difficult economic times, however, the residents of Scarborough seem to have maintained their affection for their libraries. The considerable increase in the use of libraries is one clear indication of this positive response. Of the sample surveyed (400), 64% (256 people) indicated that they visit the library at least twice a week. One respondent described the local branch as "a fantastic world" and another older patron said that she would be "lost" without "her library".

In the Division's fourth year, staff have worked creatively with ingenuity and limited resources to support the branches in maintaining this public

affection. The year's activity in the Division reflects the determination to represent in the collections, programmes, services and marketing approach the Library Board's commitment to an enriched quality of life.

#### Service to Children and Young Adults

Encouragingly children and teens in Scarborough are avid library users. Children's materials accounted for close to 1.4 million items or over 25 % of the system's overall circulation of 5,506,625. Teen borrowing accounted for just over 8% (451,600). Programming plays a major role in service to youth as it provides the opportunity to highlight library services and promote a love of reading. The 82 programmes presented for adolescents included self-defence, baby-sitting and communicating about sex and attracted 1,798 teens. The branches provided 2,084 programmes, attended by 47,812 children. These included preschool storytimes, tales for twos, class visits, puppet shows, storytelling, concerts and author/illustrator visits. Programmes were presented in English, Gujarati, Cantonese, Tamil and Spanish. Many of the on-going programmes highlighted the heritage of the residents of Scarborough including Scottish, Persian, Caribbean, Chinese and Japanese cultures.

The programmes that generated the most excitement were the author/illustrator visits. Twenty-two different authors or illustrators, five of them funded by the Canada Council, made a total of thirty-three readings in library branches. Favourite Canadian authors that visited in

1992 included Maryann Kovalski, Ian Wallace and Robin Muller. Inuit author Michael Arvaarluk Kusugak talked about his experiences growing up in the far north. American author Diane Wolkstein attracted close to one hundred people with only two weeks notice. Her audience was primarily adults that sat spellbound as she told stories, proving that storytelling is not only for children.

Visits from school classes make up the majority of the programmes offered to children and teens. 13,526 students visited the library with their class for a tour or a presentation on library services. Other students visited for special events like author visits.

Seasonal programming has always been popular, but in 1992 all of the March break programmes were filled to capacity as the recession left more people at home during the week than in previous years.

The Summer Reading Club took on a new look this year. Growing with books was the theme and environmental awareness was incorporated into the bookclub promotion. Almost one thousand children picked up reading activity packages to take home and explore during the vacation months and a wide variety of programmes and events took place to further encourage reading during the summer holidays. Authors, illustrators, storytellers and musical performers encouraged children to laugh, sing, read, draw and simply enjoy the library. Publishers provided the main characters of two popular children's books. Franklin (the turtle who is afraid of the dark)



and Clifford (the big red dog) delighted children when they arrived for storytimes.

The process of selecting library materials for children and teens continues to be challenging. There is continued growth in children's publishing, making selection decisions with limited funds more difficult. During 1992 retrospective Canadian titles were the focus of juvenile replacement purchasing. The opening of the Goldhawk branch culminated several years of collection building. As the range of compact discs and videos for children broadened, prices became more reasonable and these formats continued to increase in popularity with young library users. In 1992, library policy was amended to allow children to borrow videos chosen for them. The video collection has been selected with the hope that some of the videos will lead children to the books on which the films were based.

#### Multicultural Services

The multicultural community continues to be more diversified. Although there is a steady influx of newcomers, many multicultural citizens are long-standing residents of Scarborough and are now experienced library users. To meet the increasing demand and interest demonstrated by this group, the collections of resources provided for the multicultural community were increased by more than 10% (7,045 items) to result in a total multilingual book stock of 76,961 items. This increase in book stock

represents not only more material but a greater range and variety and scope.

#### **Multilingual Book Stock**

<b>1991</b>	<b>1992</b>	<b>Increase</b>	<b>%</b>
69,916	76,961	7,045	10.07

This collection of resources includes both materials purchased directly by Scarborough and those borrowed from the Metro Co-operative Acquisitions System. The stock of Metro-owned materials in Scarborough is estimated at about 15,000. Newcomers continue to require support to develop and perfect their English language skills. In 1992, the stock of ESL (English as a Second Language) materials was further increased by more than 13% (1,107 items) over the 1991 figure of 8,177 for a total collection of 9,284 items.

#### **ESL Book Stock**

<b>1991</b>	<b>1992</b>	<b>Increase</b>	<b>%</b>
8,177	9,284	1,107	13.53

Residents used over 37% more multilingual and ESL materials than in 1991, borrowing 224,491 more materials than in 1991 to result in a total circulation of 818,873 (594,382 in 1991).

#### **Multilingual and ESL Circulation**

<b>1991</b>	<b>1992</b>	<b>Increase</b>	<b>%</b>
594,382	818,873	224,491	37.76

The increase in use of ESL materials alone reflects the influx of new immigrants to the City. These materials were used over 21% more often than in 1991 resulting in a total circulation of 30,387.

#### **ESL Circulation**

<b>1991</b>	<b>1992</b>	<b>Increase</b>	<b>%</b>
24,983	30,387	5,404	21.63

At present, the system holds about 100 titles of general interest magazines in many languages. These magazines provide a broad range of features on a wide spectrum of subjects. The magazines and multicultural newspaper collections enjoy a heavy in-library use that is not reflected in the circulation count.

However the circulating magazines show a significant increase in use over last year, 115,860, accounting for over 14% of the total circulation of multilingual and ESL materials.

#### Multicultural Magazine Circulation

1991	1992	Increase	%
85,985	115,860	29,875	34.74

The use of multilingual collections increased in all public service divisions with the most significant increase in the northern area.

#### Multilingual Circulation - % Increase by Division

Southeastern		Southwestern		Northern	
145,525	6.64%	206,923	19.81%	432,987	66.46%

For the first time this year separate statistics were kept for the Outreach Department. In 1992 they circulated 3,051 items. The top ten circulating languages included Tamil this year for the first time. The Tamil book stock is quite small but this use provides a definite indication of the strong interest of this community in the library's resources and services.

Circulation by Language		Circulation by Branch	
<u>Languages with Highest Circulation</u>		<u>Branches with Highest Circulation</u>	
Language	Circulation	Branch	Circulation
Chinese	455,339	Agincourt	193,387
Hindi	51,339	Cedarbrae	128,868
Italian	25,177	Albert Campbell	122,237
Greek	18,734	Woodside	66,861
Japanese	17,394	Bridlewood	50,350
German	13,826	Steeles	49,714
Tamil	12,527	Malvern	47,516
Gujarati	12,079	Goldhawk	22,882
Korean	11,070	Maryvale	21,855
Spanish	10,803	Eglinton Square	19,175

As in previous years Chinese language materials accounted for the highest circulation and constituted over 57% of all multilingual (ESL excluded) items circulated in 1992. The Chinese book stock now accounts for over 38% (35,352) of the total multilingual book stock.

Two new User Guides for Newcomers in Punjabi and German were added to the sixteen already in print and the initial work was done for two new Cultural Perspective bibliographies on Chinese and Polish literature in translation.

### Multicultural Programmes

This year the branches provided settlement and orientation programming as well as information and education programmes for the multicultural community. Programmes directed specifically to orienting newcomers included Secrets of Job Search and Inter-Communication Skills which provided employment-related information and Adapting to a New Culture: Focus on Chinese Canadians addressed the language and adaptation concerns of new immigrants. As in previous years, on-going programmes included Community English Language classes and Canadian Citizenship programmes in all districts. There were numerous requests for ESL class visits for both adults and children which prompted further use of the already popular ESL collections. The English Can Be Fun programme for children was offered for the third consecutive summer at the district libraries. The community continued to show strong support for this programme with full registration and good attendance. The broad range of programming was reflective of the ethnocultural and linguistic make-up of the City and provided the opportunity to acquaint newcomers with a range of available services as well as to visit the library, often for the first time.

### Communications

1992 saw further progress in the reorganization of the Communications Section, a process that started three years ago. The position of Desk-top

Designer has design, computer and production expertise and will allow the constantly increasing workload of the section to be more appropriately assigned, managed and completed. Improved technologies have enabled many "mechanical" tasks to become automated and revolutions in the field of desk-top publishing have radically improved quality and the ease of production of materials. The section is now able to ensure that the nature and design of system projects are driven not by production restrictions, but rather by the library system's philosophical goals and objectives.

Marketing of on-going services and programmes of the Board continues to be one of the most active areas of operation. As use of the library branches increases, so do patrons' need for clear, attractive, timely promotional and support materials.

Designing materials that instruct or provide technical information to a broad audience of general users presents one of the department's greatest challenges. An example of instructional material would be the brochure on dial-in access.

In 1992, the first stage of the Library Board's Marketing Plan was concluded with the completion of a system-wide communications review. The review provided an initial audit of the effectiveness of the Library Board's communication strategies and products and measured the public's perception of library service and how it is promoted. As mentioned earlier, the use of the library and perceptions of what services it should offer are greatly influenced by the economy. In addition, library users

expectations are influenced by the range and nature of service offered in neighbouring municipalities. Generally, library users are very astute both about the services provided and the way they are promoted. The final report identified a number of areas which will benefit from attention and these will form the basis for the development of a five year marketing plan.

#### Community Outreach Service

The Outreach Service provides library service, through its Home Reader, Institutional Services, and Bookmobile components, to residents of Scarborough who do not use branch libraries because of age or disability or, in the case of Bookmobile users, because of distance from an established branch library.

This year the service showed a healthy increase in use.

#### **Outreach Circulation**

1991	1992	Increase	%
99,100	107,118	8,018	8.09

1992 saw a number of enhancements to the Bookmobile, beginning with the arrival of a new tractor in February and the installation of a new circulation desk for returned materials. The new desk was installed in



preparation for the installation of the GEAC computer system. This introduction of on-line service was made possible through a data radio system and allows bookmobile users catalogue access to the same wide range of materials as patrons who visit library branches. This year the bookmobile stop at Goldhawk was discontinued when the new Goldhawk Park Branch opened. The bookmobile stop at Markington Square was then moved, in September, to the previous Goldhawk Saturday morning time slot. This change in schedule proved to be popular and circulation at the stop was higher than last year. Even with the discontinuation of the Goldhawk stop, 1992 Bookmobile circulation increased.

**Bookmobile Circulation**

1991	1992	Increase	%
82,086	88,071	5,985	7.29

Institutional service was maintained at twenty-seven hospitals, nursing homes and senior residences throughout the City. Some institutional visits were transferred from the branches to the Outreach Department this year including Bendale Acres and Rockcliffe Nursing Home. Other locations were changed from institutional visits to deposits and had schedules changed from biweekly to monthly visits. Over all the use of institutional service has declined.

#### **Institutional Visits - Circulation**

<b>1991</b>	<b>1992</b>	<b>Decrease</b>	<b>%</b>
40,985	33,127	7,858	-20

#### **Institutional Deposits - Circulation**

<b>1991</b>	<b>1992</b>	<b>Decrease</b>	<b>%</b>
15,645	10,451	5,194	-34

The service to institutions was reviewed and a number of time-saving amendments to previous practice were made.

The number of Home Readers using the service declined slightly from 183 patrons in 1991 to 181 patrons in 1992. Use of Talking Books by Home Readers increased significantly.

#### **Talking Book Circulation**

<b>1991</b>	<b>1992</b>	<b>Increase</b>	<b>%</b>
17,014	18,118	1,104	6.49

### Professional Activities

Division staff engaged in a number of training, liaison and professional activities in support of providing library service to residents of Scarborough.

Co-ordinators continued to provide half-day orientation workshops for new staff and a variety of other development activities including the Through Other Eyes workshop intended to increase awareness of the problems faced by patrons who are older or have a disability. For staff working with children, workshops on storytelling and presenting books to children were held as well as reading as a family activity and use of the best Canadian books. The Co-ordinators presented information at community colleges and the university on their respective areas of expertise and maintained local contacts including the Scarborough Action Committee on Services for Seniors and the Disability Resource Library Network.

The year has been a busy one, a great deal was accomplished and the stage has been set for another year of change, growth and development resulting, one hopes, in even better service to the community.

Michele Topa  
Director, Service  
Development and Promotion

## **SOUTHEASTERN DIVISION REVIEW**

1992 represented a year of substantial progress for the Southeastern Division. New records were established Division-wide in the circulation of materials and in the provision of information services at the Cedarbrae District Branch, where responses were provided to more than one quarter of a million questions.

The achievements of the Division were made possible by the significant contribution of colleagues in central support and administrative services. Staff of the Financial Services Division provided critical assistance in matters ranging from the remodelling of facilities to the acquisition of the computer and CD-ROM hardware necessary to take best advantages of advances in information technology. The Technical Service Division's accomplishments in systems development, including the implementation of dial-in service, considerably extended the community's access to, and use of, the public library's resources, strongly influencing the character and volume of services required by patrons in the Southeastern Division.

### **Community**

The population of the seven planning communities comprising the Southeastern Division remained relatively constant throughout 1992. The 152,000 individuals residing within divisional boundaries continued to represent approximately 26% of the City's total population and occupied

approximately 50,000 housing units, 28% of the municipality's total stock.

With little development pending in several of these communities, modest change in overall population is forecast. Turnover within current population levels has, however, remained high. Certain sectors of the Division continue to serve for the initial placement of many new Canadians, particularly in the vicinity of the Cedarbrae District Library and the Morningside Neighbourhood Branch, and the majority of the 13,360 new patrons registered during 1992 were welcomed at these two locations.

Reflecting another phase of this development process, a public meeting was held during June in the Highland Creek community to present Quadrangle Architects' preliminary designs for a free-standing facility, projected for construction at Ellesmere and Morrish Roads to replace the current leased facility serving residents of Highland Creek and Rouge communities. Site plan approval for the project was granted by municipal authorities during the last months of the year.

### **Service Development and Programming**

Ten years of effort on the part of staff culminated in the publication of A History of the City of Scarborough: an annotated bibliography. This

reference work, citing materials in the library system's Historical Collection and other collections of local history, should prove to be a valuable resource for individuals tracing the development of Canada's seventh largest municipality.

Programming, as a method of heightening the profile of the library, was highly successful during 1992, with 23,720 residents attending events offered by branch libraries of the Southeastern Division. Other programmes emphasized the organization's informational and documentary services of the library system and its community partners. Library staff celebrated the tenth anniversary of literacy programmes at the Washington United Church and provided orientation to the system's business sources as part of the Scarborough Chamber of Commerce Mini-Trade Exhibit.

Among the most compelling programmes were those devised to celebrate the cultural distinctiveness of communities new to the municipality or to facilitate their integration into their adopted society. A multi-media celebration of Tamil culture at the district branch and Morningside's presentation of First Peoples' art and artists with Rose Anne Gilks of the McMichael Gallery offered Scarborough residents an opportunity to appreciate the contributions which these particular communities offer to the cultural mosaic. Once again, the demographic pressures particular to Scarborough were evident as all available places in the Community English Language Programme were filled within hours. Citizenship classes, a session on Job searching skills for new Canadians, and a return of English

can be fun for younger patrons represented a major component of the Division's programme roster.

#### **Performance indicators**

Use of branch libraries by residents of the Southeastern Division continued to increase. District-wide circulation attained 1,341,845 -- an increase of 3.5% relative to the prior year -- with the circulation of materials in languages other than English and French accounting for 11% of the total. Four branches reported circulation increases, with Cedarbrae and Port Union surpassing all previously reported circulation levels. Guildwood's slight decrease in circulation was attributable to a major renovation of the surrounding plaza during the final semester of the year.

Changes in the volume and pattern of circulation of heritage-language library materials continued to emerge during the year. Circulation of these collections increased by 6.64% relative to 1991, with Persian and Tamil ranking among the ten most heavily circulated languages of the Division for the first time.

Questions answered were estimated at 374,573 for the Division -- an increase of 2.4% -- largely imputed to the activities reported at the district library. This increase is in all likelihood linked to the public's increasingly complex and sophisticated use of the system's bibliographic database and its capacity for on-site and remote users to focus searches by

a variety of factors. The sight of patrons working at individual research projects while seated on the floor at the district library has become almost the norm at peak periods.

### **Staff**

The Divisional Manager, Louise O'Neill, was the first recipient of a bursary offered by the Canadian Association of Public Libraries for enrolment in the Diploma in Public Administration programme of the University of Western Ontario. 1992 marked the end of an era with the early retirement of Birthe Joergensen, following fifteen years of service as the Division's third Director. It is with great commitment that management and public service teams pursue her vision of public library service for Southeastern Scarborough.

### **Into 1993...**

Early in the new year, the City of Scarborough Public Library Board is slated to award a contract for installation of a full service elevator at the district branch to replace a unit licensed only for the transport of the physically challenged.

Subject to final approval of the City of Scarborough's multi-year capital plan, construction of the new Highland Creek Neighbourhood Branch will



be initiated. A community serviced at the time of the creation of the Public Library Board of the Township of Scarborough in 1955 will acquire through this process a free-standing service point of 650 square metres better suited to the delivery of public library services required at the dawn of the Twenty-first Century.

Notwithstanding the priority accorded this future development, the long-standing contribution of the Morningside Neighbourhood Branch Library will be celebrated on the occasion of its twenty-fifth anniversary.

Donald McKenzie  
Director, Southeastern Division

### **SOUTHWESTERN DIVISION REVIEW**

This year three neighbourhood branches celebrated their anniversaries: the thirtieth at Taylor Memorial, twentieth at Cliffcrest, and tenth at Maryvale. These events were symbolic of our commitment to provide relevant and responsive library services to residents of the local community. Patrons came to commemorate these occasions with the staff, who had organized a number of programmes including appearances by local authors. The staff also arranged for an open-house at each branch, at which patrons shared their memories of their library experiences over the decades.

In the past year, residents in Southwestern Scarborough came to borrow more materials and make better use of the library resources than in previous years.

#### **Community**

While the population residing in the Division's catchment area has remained relatively stable, there was a noticeable influx of new families into the community. This was reflected in the increased requests and circulation of all materials, with a significant demand for other language materials such as Tamil and Persian. 14,460 new borrowers were registered in the branches.

Fostering relationships with community associations has continued to be an essential initiative through which staff learned about local developments and current needs of residents. For example, staff attended regular meetings of the Victoria Park Community Exchange Group and the Birchcliff Community Association. Regular contacts with neighbourhood centres such as the Warden Woods Community Centre brought in new users and kept regular patrons informed of library events.

Albert Campbell staff were also pleased to have the opportunity to help in the launching of the book Say What...? local heroes and everyday struggles written by eight teenagers in the Warden Woods community. They wrote about people whom they admired and loved. The book was a fine testimony to their achievements.

### **Services and Collections**

The Division had a successful year. Circulation reached a total 1,758,000, representing a 3% increase over 1991. Eglinton Square and Kennedy/Eglinton Neighbourhood Branches showed increases above the divisional average. The recession, the introduction of a new video tape collection at Eglinton Square and the availability of compact discs at all branch locations contributed to this increase.

The youngest branch in the Division, namely Kennedy/Eglinton, had a circulation over 14,000 per month several times this year and this level of performance output was the first since the branch's opening in 1988.

Circulation of multilingual materials also increased and constituted 11 % of the total divisional circulation. At the district library, the total circulation of other language materials represented 24 % of the total district library's circulation. The leading languages were Chinese, Italian, Hindi, Greek, Spanish and Japanese. The most dramatic increase was in Chinese which showed a 23 % increase from last year and accounted for 58 % of the total circulation of other language materials. "New" and in demand languages were Tamil and Persian. Magazines and newspapers continued to be in demand as patrons desired to read about current events in their homelands or other parts of the world that are of interest to them.

Outreach services were at full capacity last year. The Southwestern divisional staff served thirteen institutions and over seventy home readers. In 1992 outreach circulation experienced a decline-- partly due to the fact that some institutions were asking for fewer materials and partly to the fact that three institutions (Bendale Acres, Crockford Pavilion and Rockcliffe Nursing Home) were transferred to the Service Development and Promotion Division.

Demand for materials to learn English as a Second Language was particularly high at Maryvale, Kennedy/Eglinton and McGregor Park

Neighbourhood Branches. Audio books have also shown increased popularity, a trend paralleled in the retail book trade.

### **Programming**

One of the service goals stated in the Framework document was "To market the services of the library to increase awareness and use." To this end, programming has been one of our main instruments to reach out to our patrons.

In 1992, the Southwestern Division staff organized over 1,300 programmes and more than 30,000 patrons attended these events. Close to 60% of these were children's programmes with a comparable percentage of audience participation. Author visits, summer reading clubs and pre-school story hours, which all aimed at introducing children to the pleasure of reading, were very well attended.

Adult programmes concentrated on the information theme. Local groups assisted staff in organizing sessions on key issues. Distinguished guest speakers included the Honourable Pauline Browes, then Minister of State for the Environment, who spoke on the Unity of Canada, and Gordon Peters, Ontario Vice Chief of the Assembly of First Nations, who enlightened the audience on native land claims. The University Women's Club of Scarborough and the library co-sponsored a lecture on Bill C-40, an amendment to the Criminal Code as it relates to sexual assault.

A variety of multicultural programmes were offered last year. During Heritage Month branches highlighted Islamic, Chinese, Irish and native heritages with attractive displays and programmes. The District Multicultural Librarian presented a talk on the Black and Caribbean Heritage Collection during Black History Week at Warden Woods Community Centre.

A successful multicultural programme that was worth noting was the Tamil children's story programme at McGregor Park which was held for six weeks with continuous good attendance. The programme consisted of storytelling, songs and games centering on the Tamil culture.

### **Staff**

Staff participated at both external and internal workshops to upgrade their skills, broaden their knowledge base or gain perspective on professional issues. Training workshops on WordPerfect application, reference resources, CD-ROM, storytelling, copyright and customer service covered a full range of training initiatives.

Supervisory staff also spent extra efforts in the past year to provide on-site staff training as staff migrated to other branches, mainly within the Southwestern Division, although sometimes outside it, for promotion or temporary assignments. These changes, although difficult to accommodate

at times, gave opportunities to staff to learn new techniques in different working environments.

### **Looking Ahead...**

In the coming months, CD-ROM databases will be available at the district library. Class visits will be geared towards Grade 4 students who will be our target group in the new year. Collections, such as the multilingual and the district library's non-fiction collections, will be further improved to meet changing needs.

With the transfer of the Director and Manager to the Southeastern and Northern Divisions respectively, the new Southwestern management team will be working with a group of staff who are committed to public service and dedicated to serve our patrons. We all look forward to another successful year.

Anna Lau  
Director, Southwestern Division

## **NORTHERN DIVISION REVIEW**

The highlight of 1992 was certainly the opening of the Goldhawk Park Public Library and Neighbourhood Centre. This large and attractive neighbourhood branch completes the network of libraries which had been planned to serve the current population of the Northern District. Any additional libraries will, henceforward, be linked to new development or the re-development of established areas.

The residents of Northern Scarborough now enjoy public library service which compares well with that offered in other areas of the City. They have shown their appreciation in the form of outstanding use of the library's services and resources. District staff have responded quite well to the challenge of serving this highly-motivated community, whose needs are as diverse as their individual backgrounds.

### **Community**

In organizing the delivery of service to Northern Scarborough, staff take into account the differences which are readily apparent from one part of the district to another. In the western area of the district, the name "Agincourt" continues to be strongly associated with the early twentieth-century village whose landmarks still remain. "Agincourt, Canada" is best known internationally as a preferred destination for Hong Kong's many emigrants. The prominence of Chinese in the retail and service sector is



now quite striking. The regional malls have been the slowest in making the transition; however, the current revival of Woodside Square Shopping Centre is almost entirely fuelled by Chinese stores.

Moving east from McCowan Road into the Malvern area, no single ethno-cultural group enjoys the prominence of its Chinese neighbours to the west. In fact, the cultural pluralism is reflected as much in the places of worship - Hindu, Sikh and Islamic, as well as Christian - as by the presence of Caribbean and Philippino shops.

### **Services and Collections**

Obviously there is no single service programme which responds adequately to the needs of every community. Libraries are designed to maximize flexibility, and services and collections are continuously evaluated to ensure relevance. Staff prepared the new Goldhawk branch for the young families who turned out in large numbers by building a strong collection of children's materials. However, the number of active Chinese seniors has exceeded expectations and presents a welcome service opportunity for the library. When Bridlewood moved to larger quarters, a multipurpose room was added - mainly for children's activities. It has also become a popular location for literacy tutoring, an activity which the branch was not previously able to accommodate. Agincourt has been able to tap a keen literary interest in the community because the district library has suitable space for author readings.

With the leadership of the Branch Liaison Librarian, Northern branches have surveyed the turnover rates of their multilingual collections and made recommendations to transfer holdings in a number of European languages to the district library. It is difficult to withdraw any collection, even from one location. However, for branches such as Steeles, where there has been a great increase in demand for English as a Second Language materials, the viability of little-used collections must be carefully considered.

### Usage

It was to be expected that a full year's results from Agincourt District Library and the first six months of service from Goldhawk Park Neighbourhood Branch would push up Northern Division's circulation. Indeed, the district total has increased by 571,109 (33%) to 2,299,631. Malvern continues to climb (12.2% over 1991), Steeles and Bridlewood have remained stable and, with the opening of Goldhawk Park, Woodside's circulation has dropped to a more manageable 30,000 per month. Agincourt has quickly established itself not only as the circulation leader in Scarborough, but also as one of the most-used public libraries in Metropolitan Toronto. The few libraries in Metropolitan Toronto which better Agincourt's 892,891 annual circulation are considerably larger.

## **Facilities**

The series of overlapping capital projects - Agincourt, Goldhawk Park and Bridlewood - which has preoccupied staff of this division for the past few years has almost been completed. Each one is exceptionally rewarding in its own way. Goldhawk enjoys terrific community support, and it is gratifying to see the bright, spacious "new" Bridlewood after so many years in a location that was patently inadequate.

Looking to the future, we were able to establish a capital programme for the eventual retro-fitting of Malvern, which is now ten years old. We anticipate that the application of the Policy on Public Service Resource Allocation will draw attention to the need to plan for a community library in the area of the present Woodside Mall location.

## **Staffing**

Apart from some movement created by the opening of Goldhawk Park, staff turnover has been quite low, a reflection, perhaps, of general economic conditions. The early retirement of one of our colleagues created the opportunity for the Manager, Northern Division to be promoted to the position of Director, Southwestern Division. The Southwestern Manager then transferred to the North, so that all public service divisions have new management teams and good ideas can spread from one division to another.

### **The Challenge Ahead**

The next few years should offer staff of the Northern Division a respite from capital projects and an opportunity to focus on the services which are offered to a complex and challenging community. With financial realities firmly in mind, we will be looking for ways to increase the effectiveness and efficiency of our operations.

David Reddin  
Director, Northern Division

## **TECHNICAL SERVICES DIVISION REVIEW**

The Division was restructured from four into five sections during the year: Acquisitions/Interlibrary loan (ACQ/ILLO), Cataloguing, Processing, Circulation Control and the new unit, Systems Support.

### **Acquisitions/Interlibrary loan**

A 7.5 percent reduction in the library materials budget (\$2,439,700) resulted in a decline in the number of orders placed 34,148 compared to 37,762 (1991). It also had the unusual effect of selectors purchasing fewer number of multiple copies and larger number of titles. The increase in titles had a great impact on Cataloguing who found their year-end inventory bigger than normal. The other effect was the prudence with which budgets were spent and the increased availability of funds for fall purchases. The selection and acquisition of audio materials were changed from personal retail shopping to selection lists from wholesalers and distributors and reviewing magazines. Paperbacks were another area of change as the vendor has sold and relocated to a more distant venue. The solution was co-ordinated system buying trips and bulk deliveries to Processing.

A special project to add subject headings to the 1,050 periodical titles in the collection was begun. In Interloan, Scarborough loaned 2,829 items

and borrowed 1,672 for its patrons for a total of 4,501 filled requests compared to 4,674 in 1991.

### **Cataloguing and Processing**

The Cataloguing Section exceeded its 1991 mark of 41,745 and catalogued 46,138 titles, a 10.5 percent increase. Books and audio materials were processed at about the same level but video titles (2,743) were almost double that of the previous year. The section was helped by the absence of major project work such as the building of the On-line Public Catalogue (OPC) module which took place in 1991 and which involved training of public services staff in its use. The section staff also gained more familiarity with the use of the bibliographic processing system in which cataloguing data are created for use in the OPC and circulation systems. Planned for the near future is a personal computer (PC) based CD-ROM cataloguing network which may assist the section to reach 50,000 titles annually. This capacity will be a necessity if the increase in single copy purchasing prevails in future years.

The database maintenance work is partly the responsibility of the withdrawal clerk who also maintains the stock record. A new Lotus programme was developed to help the Processing staff input the daily statistics needed to update the stock record and remove some of the manual calculations previously required.

Because of the shift in multiple copy purchasing the statistics for Processing are down to 183,487 from 189,490 (1991). The decrease was mainly in books, both hard cover and paperback, but this change allowed more time to be directed to audio and video materials which require more work, and which were up over 90 percent. Repairs to materials totalled 5,322.

### **Circulation Control**

The fact that this section is the gatekeeper to the organization's mainframe computer which controls the cataloguing, OPC and circulation functions of the library's business, puts them under considerable pressure to upgrade and maintain optimum service. In the course of the year the circulation module was upgraded to release 21; the five processors were upgraded to improve processing power; new branch collections were merged to stock the Goldhawk facility which opened in June; a report writer feature was successfully installed; data for the Metro Multicat CD catalog were extracted to tape instead of from the UTLAS file thereby avoiding financial cost; the Boolean search feature was tested and released to the public and the Bookmobile was outfitted with a data radio connection to the mainframe, enabling staff to have on-line bibliographic access equivalent to a permanent branch.

All of the above tasks required considerable detailed planning and testing to avoid downtime. Sometimes weekend and late evening hours were necessary and always there was the race against deadlines to ensure branch

business was not affected. The character of the year was a continuum with the previous year's work and as such staff have kept their winning streak alive.

### **Systems Support**

This unit of two persons, which was set up by rearranging the existing establishment, have become indispensable to staff using the PC work stations as well as mainframe communication peripherals for new and existing branches. They install, troubleshoot and repair hardware and software used by library staff in 21 locations. After co-ordinating the hardware and software set up required to open the Goldhawk branch, they quickly turned to do the same for the Bridlewood branch which was relocated to a different area of the mall.

Earlier in the year they successfully installed a dial-in capability which allows persons with a home computer and a modem to access Scarborough library's on-line public catalogue.

This unit has continued the support of the library's audio-visual equipment. This included participation in the selection of audio-visual equipment for Goldhawk Park and the training of staff in its use.



### **Conclusion**

The circulation, which is the major output measure of the organization, exceeded 5.5 million for the first time. Overall the Division has continued to perform exceptionally in face of unrelenting demand.

Stanley Algoo  
Director, Technical Services Division

## **APPENDICES**



## OPERATING BUDGET

<u>Expenditures</u>	<u>1991</u>	<u>1992</u>
Board & Administrative Support	\$1,806,700 *	\$1,872,200
Technical Services	2,024,300 *	2,190,700
Public Services -		
Service Development & Promotion	1,081,800 *	1,149,800
Southeastern Division	4,050,900 *	4,319,400
Southwestern Division	4,947,000 *	5,221,700
Northern Division	4,335,400 *	5,689,600
Capital Debt	<u>974,300</u>	<u>602,000</u>
Total	\$19,220,400 *	\$21,045,400
<u>Revenue</u>	<u>1991</u>	<u>1992</u>
City Grant	\$17,396,400 *	\$18,784,400
Provincial Grants	1,290,000	1,300,000
Levied Charges	265,000	301,000
Recoverables	205,000 *	250,000
Surplus	<u>64,000</u>	<u>410,000</u>
Total	\$19,220,400 *	\$21,045,400

\*Prior year's numbers have been restated to comply with 1992 presentation.



<b>COLLECTIONS</b>	<b>1991</b>	<b>1992</b>
Books	1,142,875	1,199,933
Paperbacks	260,322	263,488
Videocassettes	6,289	9,140
Audio Recordings and Kits	144,115	157,639
Framed Prints	948	965
Microforms	6,224	6,224
Toys	1,662	1,515
Computer Software	73	73
	<u>1,562,508</u>	<u>1,638,977</u>
<b>SERIALS</b>	<b>1991</b>	<b>1992</b>
Titles	1,111	1,050
Subscriptions	4,791	4,410



<b>CATALOGUING SECTION</b>		
<b>Titles Catalogued</b>	<b>1991</b>	<b>1992</b>
Books, adult	26,958	24,933
Books, juvenile	4,820	6,671
Audio Visual Materials	9,653	14,523
Toys Indexed	298	11
Computer Software	16	0
<b>Total Titles Catalogued</b>	<b>41,745</b>	<b>46,138</b>
<b>PROCESSING SECTION</b>		
<b>Materials Processed</b>	<b>1991</b>	<b>1992</b>
Books, adult	77,272	65,726
Books, juvenile	25,154	27,788
Audio Visual Materials	13,880	26,318
Toys and Prints	298	15
Paperbacks and pamphlets	72,858	63,640
Computer software	28	0
<b>Total Material Processed</b>	<b>189,490</b>	<b>183,487</b>
<b>INTERLOAN SECTION</b>		
	<b>1991</b>	<b>1992</b>
Interlibrary loan requests filled	4,674	4,501





## PERSONNEL

The following is a breakdown of the staff establishment for 1992

### FULL- TIME

Executive	4
Directors	5
Managers	8
Executive Support Staff	6
Librarians	44
Code VII	4
Code VI	21
Code V	27
Code IV	20
Code III	70
Code II	5
Code I	<u>19</u>
<b>Total</b>	<b>233</b>

### PART-TIME

Librarians	11
Code IV	1
Code III	11
Code II	1
Code I	<u>93</u>
<b>Total</b>	<b>117</b>

Student Assistants / Pages	185
----------------------------	-----



<b>OVERALL SUMMARY COMPARISON*</b>		
	<b>1991</b>	<b>1992</b>
<b>Staff</b>		
Full-time establishment	233	233
Part-time establishment	<u>109</u>	<u>117</u>
Total establishment	342	350
<b>Full-time</b>		
New employees	11	4
Full-time to Part-time	4	0
Promotions	31	12
Transfers	20	10
Reclassifications	2	3
Terminations	7	2
Retirements	3	2
<b>Part-time</b>		
New Employees	45	35
Promotions	2	4
Transfers	11	16
Part-time to Full-time	12	7
Terminations	10	17
Retirements		1
Reclassifications		1
Temporary Internal Promotions	7	19
Temporary Internal Transfers	4	7

\* Does not include Student Assistants / Pages

(iv) b.



<b>CIRCULATION OF ALL ITEMS</b>				
<b>UNIT</b>	<b>YEAR 1991</b>		<b>YEAR 1992</b>	
<b>OUTREACH SERVICES</b>				
Bookmobile	82,086		88,701	
Talking Books	17,014	99,100	18,417	107,118
<b>SOUTHEASTERN DIVISION</b>				
Cedarbrae	698,874		729,242	
Guildwood	119,793		118,628	
Highland Creek	57,448		57,569	
Morningside	234,873		244,682	
Port Union	185,624	1,296,612	191,724	1,341,845
<b>SOUTHWESTERN DIVISION</b>				
Albert Campbell	487,785		499,614	
Bendale	177,073		180,776	
Cliffcrest	153,661		153,187	
Eglinton Square	247,577		267,880	
Kennedy/Eglinton	149,763		160,804	
Maryvale	232,690		237,412	
McGregor Park	145,510		150,285	
Taylor	105,792	1,699,851	108,073	1,758,031
<b>NORTHERN DIVISION</b>				
Agincourt	435,273		892,891	
Bridlewood	323,656		311,863	
Goldhawk Park*	0		116,764	
Malvern	303,914		340,907	
Steeles	251,807		247,045	
Woodside Square	413,872	1,728,522	390,161	2,299,631
<b>TOTAL FOR THE YEAR</b>		<b>4,824,085</b>		<b>5,506,625</b>
<b>HOURS OF SERVICE</b>		<b>48,979.9</b>		<b>50,150.2</b>
<b>CIRCULATION PER HOUR</b>		<b>98.5</b>		<b>109.8</b>
<b>POPULATION OF THE CITY OF SCARBOROUGH</b>			<b>525,000</b>	

\* Opened July, 1992



<b>CIRCULATION BY DIVISION</b>				
	<b>YEAR 1991</b>		<b>YEAR 1992</b>	
<b>UNIT</b>	<b>Number of Items Circulated</b>	<b>Percent of Total Circulation</b>	<b>Number of Items Circulated</b>	<b>Percent of Total Circulation</b>
<b>SERVICE DEVELOPMENT &amp; PROMOTION</b>				
Outreach	25,990	0.54%	28,915	0.53%
<b>SOUTHEASTERN DIVISION</b>				
Cedarbrae	698,874		729,242	
Neighbourhood				
Branches (4)	597,738		612,603	
Bookmobile Stops	25,603		28,822	
	1,322,215	27.41%	1,370,667	24.89%
<b>SOUTHWESTERN DIVISION</b>				
Albert Campbell	487,785		499,614	
Neighbourhood				
Branches (7)	1,212,066		1,258,417	
Bookmobile Stops	22,367		25,474	
	1,722,218	35.70%	1,783,505	32.39%
<b>NORTHERN DIVISION</b>				
Agincourt	435,273		892,891	
Neighbourhood				
Branches (5)	1,293,249		1,406,740	
Bookmobile Stops	25,140		23,907	
	1,753,662	36.35%	2,323,538	42.20%
<b>SYSTEM TOTAL</b>	<b>4,824,085</b>	<b>100.00%</b>	<b>5,506,625</b>	<b>100.00%</b>





<b>CIRCULATION PER HOUR OF SERVICE</b>				
<b>UNIT</b>	<b>YEAR 1991</b>		<b>YEAR 1992</b>	
	<b>Annual Hours Open</b>	<b>Average Circ/Hour Branch</b>	<b>Annual Hours Open</b>	<b>Average Circ/Hour/ Branch</b>
<b>SERVICE DEVELOPMENT &amp; PROMOTION</b>				
<b>Outreach Services</b>	1,267.3	78.2	1,153.8	92.8
<b>SOUTHEASTERN DIVISION</b>				
<b>Cedarbrae</b>	3,289.0	212.5	3,293.5	221.4
<b>Guildwood</b>	2,364.5	50.7	2,357.7	50.3
<b>Highland Creek</b>	2,021.5	28.4	2,013.5	28.6
<b>Morningside</b>	3,181.5	73.8	3,168.5	77.2
<b>Port Union</b>	2,367.0	78.4	2,360.5	81.2
<b>SOUTHWESTERN DIVISION</b>				
<b>Albert Campbell</b>	3,289.5	148.3	3,293.5	151.7
<b>Bendale</b>	2,369.0	74.7	2,364.0	76.5
<b>Cliffcrest</b>	2,367.0	64.9	2,360.5	64.9
<b>Eglinton Square</b>	3,285.8	75.3	3,292.3	81.4
<b>Kennedy/Eglinton</b>	2,365.0	63.3	2,367.5	67.9
<b>Maryvale</b>	2,367.0	98.3	2,360.5	100.6
<b>McGregor Park</b>	2,370.5	61.4	2,360.3	63.7
<b>Taylor</b>	1,974.5	53.6	2,009.5	53.8
<b>NORTHERN DIVISION</b>				
<b>Agincourt</b>	2,698.8	161.3	2,955.5	302.1
<b>Bridlewood</b>	3,201.5	101.1	3,015.3	103.4
<b>Goldhawk Park*</b>	0.0	0.0	1,225.5	95.3
<b>Malvern</b>	2,557.5	118.8	2,547.5	133.8
<b>Steeles</b>	2,604.0	96.7	2,607.5	94.7
<b>Woodside Square</b>	3,039.3	136.2	3,043.5	128.2
<b>SYSTEM TOTAL</b>	<b>48,980.0</b>	<b>98.5</b>	<b>50,150.2</b>	<b>109.8</b>

\* Opened July, 1992



<b>ESTIMATED REFERENCE REQUESTS</b>		
<b>UNIT</b>	<b>1991</b>	<b>1992</b>
	<b>[Actual]</b>	<b>[Estimated]</b>
<b>SERVICE DEVELOPMENT &amp; PROMOTION</b>		
<b>Outreach</b>	9,645	11,741
<b>SOUTHEASTERN DIVISION</b>		
<b>Cedarbrae</b>	184,570	262,020
<b>Guildwood</b>	38,633	32,597
<b>Highland Creek</b>	10,635	9,607
<b>Morningside</b>	70,770	45,484
<b>Port Union</b>	61,352	24,865
<b>SOUTHWESTERN DIVISION</b>		
<b>Albert Campbell</b>	99,498	146,066
<b>Bendale</b>	41,994	44,301
<b>Cliffcrest</b>	27,078	39,856
<b>Eglinton Square</b>	51,735	50,462
<b>Kennedy/Eglinton</b>	34,042	47,085
<b>Maryvale</b>	39,954	32,999
<b>McGregor Park</b>	32,822	33,898
<b>Taylor</b>	16,933	17,406
<b>NORTHERN DIVISION</b>		
<b>Agincourt</b>	97,597	181,711
<b>Bridlewood</b>	58,214	49,156
<b>Goldhawk Park*</b>	0	9,463
<b>Malvern</b>	66,298	36,345
<b>Steeles</b>	55,212	35,041
<b>Woodside Square</b>	62,499	69,445
<b>SYSTEM TOTAL</b>	<b>1,059,481</b>	<b>1,179,548</b>

\* Opened July, 1992



<b>ESTIMATED ANNUAL USES</b>		
<b>UNIT</b>	<b>1991</b>	<b>1992</b>
<b>SERVICE DEVELOPMENT &amp; PROMOTION</b>		
Bookmobile	25,054	18,812
Talking Books	7,540	6,980
<b>SOUTHEASTERN DIVISION</b>		
Cedarbrae	532,684	593,084
Guildwood	88,778	85,435
Highland Creek	22,432	24,649
Morningside	193,734	207,126
Port Union	113,093	130,144
<b>SOUTHWESTERN DIVISION</b>		
Albert Campbell	364,016	338,114
Bendale	104,770	102,418
Cliffcrest	103,088	104,635
Eglinton Square	274,498	271,388
Kennedy/Eglinton	150,565	137,479
Maryvale	172,980	182,135
McGregor Park	67,799	75,778
Taylor	68,664	62,763
<b>NORTHERN DIVISION</b>		
Agincourt	310,454	608,963
Bridlewood	394,221	424,155
Goldhawk Park*	0	98,991
Malvern	255,938	284,774
Steeles	202,575	180,207
Woodside Square	540,279	477,531
<b>TOTAL - BASED ON ADDITION</b>	<b>3,993,162</b>	<b>4,415,561</b>
<b>TOTAL - BASED ON LIBRARIES &amp; COMMUNITY INFORMATION BRANCH FORMULA</b>	<b>3,946,381</b>	<b>4,405,774</b>

\* Opened July, 1992



<b>ESTIMATED IN-LIBRARY USE</b>		
<b>UNIT</b>	<b>1991</b>	<b>1992</b>
<b>SOUTHEASTERN DIVISION</b>		
Cedarbrae	308,489	370,465
Guildwood	31,178	34,636
Highland Creek	5,908	15,550
Morningside	92,853	94,457
Port Union	48,712	67,383
<b>SOUTHWESTERN DIVISION</b>		
Albert Campbell	216,207	188,359
Bendale	41,526	60,889
Cliffcrest	29,761	38,083
Eglinton Square	113,020	112,502
Kennedy/Eglinton	42,064	65,824
Maryvale	58,860	66,685
McGregor Park	19,031	44,000
Taylor	33,274	37,608
<b>NORTHERN DIVISION</b>		
Agincourt	132,207	396,195
Bridlewood	137,583	144,687
Goldhawk Park*	0	25,707
Malvern	120,215	136,811
Steeles	110,515	115,981
Woodside Square	133,947	142,795
<b>TOTAL - BASED ON ADDITION</b>	<b>1,675,350</b>	<b>2,158,617</b>
<b>TOTAL - BASED ON LIBRARIES &amp; COMMUNITY INFORMATION BRANCH FORMULA</b>		
	<b>1,656,081</b>	<b>2,146,990</b>

Opened July, 1992





<b>SYSTEM PROGRAMMES</b>				
<b><u>ADULT</u></b>	<b>Year 1991</b>		<b>Year 1992</b>	
	<b>Number</b>	<b>Audience</b>	<b>Number</b>	<b>Audience</b>
Book Clubs	106	1,182	108	1,302
Film/Video Programmes	11	70	1	85
Authors-Illustrators/Visits/ Perform Arts/Presentations	79	1,985	60	2,173
Audience Participation/ Instruct/Out of Library	268	5,720	271	5,354
Co-sponsored Groups	74	2,704	78	3,502
<b>Total Adult</b>	<b>538</b>	<b>11,661</b>	<b>518</b>	<b>12,416</b>
<b><u>CHILDREN</u></b>				
Storytelling/Story Hours/ Tales for Two	1,119	18,973	1,139	19,619
Class/Group Visits	588	14,171	507	12,444
Book Clubs/Book Talk	116	2,590	119	3,456
Film/Video Programmes	75	2,480	17	451
Puppetry	27	1,788	61	3,874
Nursery Programmes	113	2,349	108	1,984
Aud. Part./Perform. Arts/Authors Presentations/Out of Library	91	4,522	110	5,235
	56	1,633	23	749
<b>Total Children</b>	<b>2,185</b>	<b>48,506</b>	<b>2,084</b>	<b>47,812</b>
<b><u>MULTICULTURAL</u></b>				
Film/Video Programmes	2	411	1	15
Preschool/ESL Nursery/ Storytelling/Story Times	247	4,397	66	1,139
Class Visits	139	2,530	139	2,953
Aud. Particip./Authors/Instruct. Perform Art/Presentations	37	1,449	57	1,666
Co-sponsored/ESL/Citizenship	339	17,510	545	21,619
<b>Total Multicultural</b>	<b>764</b>	<b>26,297</b>	<b>808</b>	<b>27,392</b>
<b><u>TEEN</u></b>				
Class Visits/Film Presentations/Audience	54	997	50	1,082
Participat./Instruct.	8	273	26	367
Book Clubs/Author/Special	1	106	6	349
<b>Total Teen</b>	<b>63</b>	<b>1,376</b>	<b>82</b>	<b>1,798</b>
<b>SYSTEM TOTAL</b>	<b>3,550</b>	<b>87,840</b>	<b>3,492</b>	<b>89,418</b>





