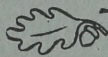


1993 Annual Review



THE
SCARBOROUGH
PUBLIC LIBRARY
BOARD

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PUBLIC LIBRARY
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THE CITY OF SCARBOROUGH

PUBLIC LIBRARY BOARD

A REVIEW OF THE YEAR - 1993

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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 Public Service Resource Allocation: The Planning and Evaluation of a Network of Libraries, Scarborough: Scarborough Public Library Board. Fall, 1993. (Companion document to the Framework.)

CHAIRMAN'S REVIEW

1993 was the second year of the Library Board's three-year term and was a most challenging period in coping with financial constraint in our library system. The City of Scarborough Public Library Board, being committed to providing quality service, responded to the need to meet the challenge placed on its financial resources and meeting the demand on its system from Scarborough residents.

The demanding pace in overall circulation at 4.7% over the 1992 figures continues but the current budget limitation does not permit even a moderate increase in funding at this time but rather requires the Board to adjust and carefully review service to its customers.

In spite of the ever increasing pressure on the library system, the Library Board continues in its endeavour to provide excellent service to users by rescheduling its operations. There will thus have to be a complete re-evaluation of the delivery of library service including hours of opening and programming early in 1994. The major challenges of the budget reductions are the Ontario Government's Expenditure Control Programme, the Social Contract legislation and the City's revenue shortfalls which effected the delivery of library service in 1993 and will be more significant and noticeable in 1994.

During the year under review there were two programmes designed to help newcomers to Canada: the citizenship classes, co-sponsored by the Library Board and COSTI-IIAS Citizenship/ESL Orientation programme,

and the language programme, co-sponsored by the Scarborough Board of Education and the Ontario Ministry of Citizenship. Both of these programmes had record attendance.

The summer reading club for children called Growing with Books was very popular and enlightening. Library visits by students in 1993 attracted over 12,900 students from 536 classes in Scarborough schools.

As is with every year, February is Heritage Month as well as Black History Month. The celebration brings to the forefront the cultural, ethnic, racial and religious diversity within Scarborough. The Library Board is proud of its service to the multicultural, multilingual and multiracial community in our midst.

The library staff is continuing in its efforts to learn the new developments in computer and electronic technologies so as to acquire new approaches and skills to upgrade the computer network which will have more accessibility from outside of the system as well as for the library system to communicate with other libraries' databases and the globe. In July, 1993, the Maryvale Neighbourhood Branch Library became the first neighbourhood branch to offer public access to CD-ROM service.

Several cultural celebrations were held at the libraries including the Chinese New Year, Armenian Week, Iranian Art Cultural Week and various others. The Italfest '93 festivities and the seventh annual ArtsWeek Scarborough festival featured many activities. In addition, the

Library Board organized a special event for International Literacy Day on September 8th, 1993.

On July 17th, 1993, the ground-breaking ceremony for the new Highland Creek Neighbourhood Branch Library was held with completion date targeted for summer of 1994. This is a landmark of many years of hard work by the community, the Board and the City of Scarborough in its commitment to better serve and meet the growing needs of the community.

The Scarborough library system continues to enjoy a record in its circulation which has risen from 109.80 items per hour to 113.01 items per hour: very few public libraries manage to reach a circulation of 100 items per hour. The Library Board continues to ensure that professional library service is provided with progressive guidance that meets the ever widening range of the community's needs.

In the wake of tightened economy, the Library Board's vision was exemplary and conducive in its efforts to rise and meet the challenge. On behalf of the Library Board, I wish to express our acknowledgement and grateful thanks to all of the staff for their resourceful services and commitment.

Ahmed H. Bhalloo
Chairman
City of Scarborough Public Library Board

CHIEF EXECUTIVE OFFICER'S REVIEW

The first few months of 1993 seemed quite tranquil compared to the latter portion of the year. The budget estimates were completed by the end of March and indicated a small increase of a little over 1%. The financial plan was in order, the library system was set to fulfil its goals and objectives and looked forward, once more, to a record year.

By the time May had arrived, it was clear that municipalities across Ontario would be facing immediate financial difficulties because of a Provincial Government expenditure control programme, a Social Contract Act and, in the case of Scarborough, local revenue shortfalls. The expenditure control programme reduced unconditional grants to municipalities after the budget estimates had been approved by Council. The purpose of the Social Contract Act, Bill 48, was "to achieve significant savings in public sector expenditures in a fair and equitable manner..." and the revenue shortfalls were caused by lack of development in the City. By July all departments' budgets had been reduced, the Library Board's by four hundred and sixty-four thousand dollars.

Given that the Social Contract Act and the local agreements with bargaining agents were to be in effect to March 31st, 1996, it was obvious that immediate preparation was necessary for the 1994 fiscal year. From May until October a Programme Review Team met, under the Chair of the City's Fire Chief, to evaluate the programmes and services of all departments and boards of the City. The Library Board was represented by either the Chief Executive Officer or the Deputy Chief Executive

Officer and the purpose of the Review was to have a programme and financial position available by the end of the year. The Programme Review Team achieved its objectives and was probably responsible for a relatively easy downsizing of programmes and staff across the City's departments and boards and gave an optimum starting position for the 1994 budget estimates.

The consequences of dealing with the combined financial difficulties for the library system were, held vacancies, fewer library materials and a reduction in hours of service. The resultant reduction in hours of opening across the system totalled three thousand fewer hours per annum and included Albert Campbell and Cedarbrae District Libraries and Cliffcrest, Guildwood, Kennedy/Eglinton and McGregor Park Neighbourhood Branch Libraries: the reductions were timed from October to January 1st 1994.

Another outcome of the Social Contract Act was the Municipal Sectoral Agreement. This agreement required the establishment of a Provincial Municipal Task Force to identify duplication and overlaps in provincial legislation, regulations and policies which might be eliminated to enable municipalities to reduce expenses. It is expected that the Task Force will produce its final report by March 31st, 1994. There are three areas under review that may affect the future governance and administration of municipal public library services and they are as follows:

1. The review of special purpose bodies and their role in service delivery;
2. The examination of opportunities for user pay for municipal services;

3. The consideration of a permissive legislative framework to allow for a greater level of municipal efficiency.

Once again, the citizens of Scarborough made record use of the services provided by the Library Board as more than four-and-a-half million visits were made to the nineteen branches and bookmobile. The result of these visits was 5,765,189 items borrowed, an increase of over 4%, and 1,212,008 reference questions answered, a gain of nearly 3%. Within the aggregate figures mentioned is the use of the multilingual material and the English as a Second Language material which totalled 935,517 items borrowed, up more than 14%, reflecting Scarborough's growing multicultural community.

One more significant step was taken in information technology with the introduction of CD-ROM databases and networks being installed at the Agincourt, Albert Campbell and Cedarbrae District Libraries and a stand-alone unit at the Maryvale Neighbourhood Branch Library. These new sources of information were welcomed immediately by the public who found little difficulty in using the newer technologies. The Technical Services Division installed a network and CD-ROM cataloguing system, known as CD-CATSS, which transfers cataloguing data directly to the GEAC database. This system has already reduced costs and increased productivity which has meant that items will reach the branches more quickly.

The crowd that turned out on the sunny Saturday of July 17th for the ground-breaking for the new and relocated Highland Creek

Neighbourhood Branch Library showed dedicated support. The new 7,000 square foot neighbourhood branch, which will be able to provide a more complete service programme to the Highland Creek Community, will open to the public during the summer of 1994. At Cedarbrae District Library, the rather inconvenient lift designated for people with disabilities was removed and a full service public elevator was installed.

The planning of future branches took many meetings of the Library Board and the staff during the year. The proposed neighbourhood branch library for the Markham Road and Sheppard Avenue area, to be built in conjunction with a high density residential and commercial development along with a Chinese Cultural Centre, took many hours of discussion and negotiations. Unfortunately the ownership of the development changed during the latter part of the year, bringing the planning for the library to a halt. The other community involved in the planning process was the Rouge, where the City's Recreation, Parks and Culture Department managed the feasibility studies for a joint facility which would include a neighbourhood branch library of 5,000 square feet. The other proposed development which would effect the Library Board was for a National Tennis Centre on the existing Ellesmere Yard. This proposal would mean that the Administration and Support Services building would be demolished and the functions transferred to another location. It is expected that studies due in the spring of 1994 will confirm whether a move may be expected to take place within the next two years.

In spite of vacant positions, reduced budgets and Provincial expenditure control programmes, 1993 was both an outstanding and successful year. This success was due to an extraordinary response on behalf of the staff of the Library Board to the residents of Scarborough, who made record use of the public library service during the year.

Peter J. Bassnett
Chief Executive Officer

DEPUTY CHIEF EXECUTIVE OFFICER'S REVIEW

1993 was a year of mixed messages. City residents used more library materials and requested more information than in previous years while the Library Board was experiencing reduced funding resulting in fewer staff and reduced hours of service in several branches. The Library Board operated nineteen branches, a bookmobile with eight stops, fourteen serviced collections in other institutions, and fifteen small self-serve browsing collections (twelve at seniors institutions, one at a community centre and two at literacy centres). Circulation increased 4.7% to 5,765,189 and reference requests increased 2.8% to 1,212,008.

1993 Library Board Key Results Areas

The accomplishments of the Library Board included the management of capital projects, completion of major policy documents, the introduction of several significant technological advances, and work on many other projects designed to improve service to the library's customers.

Two capital projects were planned and constructed. The successful reconstruction of the Cedarbrae elevator linking the four levels of the district library was completed in the summer. Construction of the relocated Highland Creek Neighbourhood Branch started immediately after the ground-breaking in July and is scheduled for completion in the summer of 1994.

In the fall the Board approved the policy document Public Service Resource Allocation: The Planning and Evaluation of a Network of Libraries (PSRA). This document sets out the Board's planning principles and performance measures and establishes capital and operational planning criteria. The Library Board used the PSRA to review the branch libraries' hours of public service for the 1994 budget. The approved Circulation and Registration Policy will be used as the framework for the task group preparing the detailed document on circulation related functions which should be complete in the first quarter of 1994. The Board's Harassment-Free Workplace Policy, modeled on the City's policy, was approved and will be presented to the staff in a series of workshops in 1994.

Electronic advancements provided improved work flow in both the public and support services areas. A newly acquired library voice information system will enable staff to produce computer-generated telephone calls to notify customers of materials ready for pickup. The voice information system will also be used to remind customers of long overdue materials and allow telephone renewals. The modules will be implemented over the next year. CD-ROM technology was extended to four branches to complement reference services by adding self service CD-ROM periodical and newspaper databases. CD-ROM technology was also added to the Technical Services Division to provide access to available cataloguing data to reduce use of more costly on-line access to the cataloguing utility vendors. Staff in the Technical Services Division designed the new service, redesigned work stations and installed the new technology. Major City software programmes were modified for use at the Library Board for

computerized payroll and its companion programme, the human resources information system. These programmes will be operational early in 1994. The Library Board approved the building programme for the library component for a possible combined City recreation centre/public library at the projected new community at Markham/Sheppard and forwarded the programme to the City committee responsible for co-ordinating the project. Materials collections for Highland Creek were purchased and are being prepared for the opening of the new branch in the summer of 1994. Agincourt District Library staff designed a pilot project involving interfiling non-feature videos with print materials on the same subject and will carry out a controlled study early in 1994. Throughout 1993 the staff convened working groups and reviewed and refined many routines introducing numerous efficiencies made possible by upgraded communications and collections management technologies.

Performance measures

The performance indicators noted on the following pages illustrate the growth of overall service output as well as the growth of service per capita.

INDICATORS	1992	1993	%
Population	525,000	535,000	1.9%
Collections	1,638,977	1,678,518	2.4%
Collections/Capita	3.12	3.14	0.64%
Hours of Service	50,150.20	51,013.75	1.72%

INDICATORS	1992	1993	%
Employees FTE*	350	350	0%
Circulation / Employee	15,733	16,483	4.77%
*excluding Student Assistants/Pages			

INDICATORS	1992	1993	%
Building Space (sq.m.)	17,700	17,700	0%
Building Space per Capita	.034	.033	-2%

INDICATORS	1992	1993	%
Circulation	5,506,625	5,765,189	4.7%
Circulation / Hour	109.8	113.01	2.92%
Circulation / Capita	10.49	10.78	.03%

INDICATORS	1992	1993	%
Reference Requests	1,179,548	1,212,008	2.75%
Reference Requests / Hour	23.52	23.76	1.02%
Reference Requests Per Capita	2.25	2.27	.89%

INDICATORS	1992	1993	%
In-Library Use	2,146,990	2,227,361	3.73%
In-Library Use / Hour	42.81	43.66	1.99%
In-Library use / Capita	4.09	4.16	1.71%

INDICATORS	1992	1993	%
Library Uses	4,405,774	4,549,822	1.03%
Library Uses / Hour	87.85	89.10	1.53%
Library Uses / Capita	8.39	8.50	1.31%

INDICATORS	1992	1993	%
Programmes	3,492	3,046	-12.78%
Audience	89,418	78,483	-12.23%

INDICATORS	1992	1993	%
Registered Customers	276,996	253,840	-8.36%
Percentage of Population	52.76%	47.45%	-10.06%

A number of grants and donations were received throughout the year. The provincial per household grant of \$7.52 totalled \$1,313,251. In addition, the Library Board received an INFO Grant of \$3,941 to purchase equipment to use the INFO (Information Network of Ontario) CD-ROM database. The INFO database is a newly established provincial database comprised of databases representing the holdings of all public libraries in Ontario for use as the basis for interloaning materials. A donation was received from the Scarborough Board of Education Ward 3 Trustee, Helena Nielsen, for the equipment required for a public access CD-ROM database at Maryvale, and McDonald's Canada provided two copies of twenty-nine popular Canadian titles to the library system.

In May the Library Board held a celebration for staff who had reached their twenty-fifth anniversary with the Board: Sylvia King, Branch Head at Cedarbrae District Library, and Bob Serran, Co-ordinator of Maintenance. In October the Library Board and staff paid tribute to Muriel Armour, Clarice Henschel, Gabe Lefort, Sheila McLeod, June Morrison and Sue Norton at their retirement reception.

By the end of 1993 a number of plans had been set in motion to cope with the continuing decrease in revenues. Throughout the year staff reworked schedules, reviewed and simplified routines, centralized selected programme planning, automated forms and reviewed services to provide the best service possible with a decreasing budget. Residents continued to use the libraries in even greater numbers while the number of staff providing the service diminished. During the coming year the available resources will continue to be reallocated as necessary to provide the

materials, access to information and response to reference requests required to meet the needs of the Library Board's customers. The staff's achievements from 1993 will be used as the framework for tackling the challenges of 1994.

Ann Eddie
Deputy Chief Executive Officer

SERVICE DEVELOPMENT AND PROMOTION DIVISION REVIEW

Certainly the most pervasive influence on the work of the Division in 1993 has been the challenge of responding to reduced funding caused by the effects of the Social Contract and the reduced revenue of the City of Scarborough.

Both the Scarborough public and their library system have felt the effects of economic hard times, with wage and hiring freezes, closing of businesses, and increasing competition for grant and programme funding. In response, the Division has given priority to assuring accurate, empathetic and timely communication with the public, astute selection and placement of resources and continuous review of all elements of service provided to the public.

Language collections have been reviewed and re-organized, a new strategy for providing library service to school age children was implemented, home reader, institutional deposits and bookmobile service have been examined, reports have been prepared to explain material selection practice to the public and some of the traditional methods by which we communicate with the public such as the Users' Guide and Events Calendar have been completely re-designed to meet the community's need for information presented in a more attractive and easily accessible format.

Service to Children and Young Adults

Scarborough's children and teens continue to be enthusiastic users of their public libraries. The selection of children's and teens' library materials is an on-going challenge. The growth in the number of children's titles available combined with limited funds makes the selection process continuously complex. However, it is clear that the level of effort directed to selection has served the children of Scarborough well. The circulation of children's materials (excluding videos) accounted for 1,534,285 items or 26.6% of the system's overall circulation of 5,765,189. Teens borrowed 516,089 items for 9% of the total circulation.

Programming plays an important role in service to youth. Children and teens attended a total of 2,117 programmes held in branches throughout the City. Over 70% of the system's programmes are presented to this audience. The programmes are used to highlight library collections and promote a love of reading for children. They included preschool storytimes, tales for twos, puppet shows, multicultural activities and storytelling. Programmes for teens ranged from self defense and street sense to an introduction to "method" acting. Many of the programmes highlighted the heritages and languages of the residents of Scarborough including: Hungarian, Chinese, Spanish, Scottish, Tamil, Japanese, Greek, Persian, Caribbean and native Canadian. Author and illustrator visits were once again the highlight of children's programming. Children - as well as teens and adults - delight in meeting well-known authors and illustrators to hear them discuss their works. Not only do the visits

encourage the audience to read the books discussed, but many would-be writers or artists are inspired to try their hand at writing or drawing. This year twenty-two authors or illustrators gave a total of twenty-seven readings in library branches. The Canada Council sponsored five of these readings. Co-operation with arts groups in the Metro Toronto area enabled the Library Board to bring authors from across Canada and Britain to Scarborough. Working with CANSCAIP (Canadian Society of Authors, Illustrators and Performers), the Storytellers School of Toronto, and the Friends of the Osborne Collection resulted in the appearance of such high profile authors as Valerie Wyatt, Margaret Buffie and Aidan Chambers.

During the past year a new strategy for class visits was launched. To reach each child once during his/her school career all branches targeted local grade four classes, who were then invited to come to the library for an orientation. A total of 146 grade four classes (3,766 students) visited the library during the period April through June. The programme was so successful that it has become a permanent component in the provision of library service to children. Library visits from other grades were conducted when time was available. In total there were 536 classes with 12,989 students who visited the library during 1993.

The students who visited the library with their classes in the spring and early summer were encouraged to return during the summer and join the summer reading club. One thousand reading activity packages were distributed to Scarborough children during the summer. The theme of the reading club was Growing with Books. Children participated in a variety

of programmes and activities that were based on environmental themes. Authors, illustrators, storytellers, puppeteers, musicians and cartoonists encouraged children to make use of their creative abilities, read and enjoy the library.

Two contests ran in conjunction with the summer reading club. The Metro Young Readers Choice Award was presented for the first time by the Metro Children's Services Co-ordinators Committee and was used to encourage children to read ten new Canadian children's books and pick their favourite: 219 children chose Robert Munsch's Purple, Green and Yellow as the winner of the Choice Award. The second contest, Home Run Readers, was organized with the help of the North York and Toronto public libraries and the Toronto Blue Jays. Children aged 7 to 14 who had read five books during the month of July were able to enter the contest to win a chance to meet a Toronto Blue Jays baseball player at a batting practice. There were 202 valid ballots entered in the contest. The two winners and the runners-up (who received autographed baseballs) were thrilled.

A third contest was organized by the Metro Children's Services Co-ordinators with the Toronto Argonaut Football Club. Each library branch received a pair of tickets for a football game to award to children with a valid library card. Close to 1,000 children and teens entered the contest with over 200 new library users registering to acquire a library card.

Multicultural Services

The arrival of newcomers and the growth of the multicultural community in Scarborough pose a significant challenge for libraries. The library continues to have a unique responsibility in ensuring that the multicultural community receives services that are appropriate to their needs and interests and assist in their adaptation and integration process as well as their individual growth and cultural enrichment. According to the 1991 population census, 32% of the total Scarborough population speaks non-official languages compared to 20% in 1986. Staff have, therefore, worked diligently to provide library services that are responsive to this rapidly increasing part of the Scarborough community.

The establishment of the new Armenian collection was an outstanding example of successful library/community co-operation. Members of the community had been asking for an Armenian collection for some time and in response to this request a new collection was established at the Agincourt District Library. With the assistance and commitment of an active member of the Armenian community it was possible to select, order, catalogue and promote this collection with minimum staff involvement.

Collections

The multilingual book stock for 1993 was 81,876 showing an increase of 6.38% over 1992 (76,961). This figure includes all multilingual materials purchased directly by the library system as well as all Metro co-operative

acquisitions. It is estimated that the book stock of the Metro deposit acquisitions in the Scarborough system is approximately 16,000. ESL (English as a Second Language) materials stock reached 11,091 in 1993 showing an increase of 19.46% over 1992 (9,284). The library's holdings have shown an increase despite the large numbers of discarded materials in some languages that have a short life span because of poor binding. The average size of the collections has also increased and the collections are expected to be more effective in 1994 because of the consolidation at branch locations of some languages.

Multilingual Book Stock

1992	1993	Increase	%
76,961	81,876	4,915	6.38

Access to information on library holdings is facilitated by the on-line public catalogue due to the fact that almost all print multilingual materials are fully catalogued.

The use of the ESL materials provided a strong indication that during 1993 the City welcomed many new immigrants and refugees to the City. Circulation totalled 33,144 showing an increase of 9.07% (30,387 in 1992). All libraries, with minor exceptions, showed an increase in the use of ESL materials.

ESL Circulation

1992	1993	Increase	%
30,387	33,144	2,757	9.07

The circulation of the multilingual and ESL materials had an increase of 14.24% reaching 935,517 (818,873 in 1992). This figure accounts for 16.23% of the total library materials circulation (5,765,189).

It should be noted that the multicultural materials circulation increase accounts for more than 44.14% of the total 1993 system circulation increase over 1992 (264,206 items increase of which 116,644 items are multilingual/ESL).

Multilingual and ESL Circulation

1992	1993	Increase	%
818,873	935,517	116,644	14.24

Magazine circulation had an increase of 31.41% over 1992 totalling 152,257 (115,860 in 1992). The circulation of the magazines accounts for 16.27% of the total multilingual and ESL circulation. At present our system holds close to 100 magazine titles of general interest that provide a broad range of features on a wide spectrum of subjects.

Multilingual Magazine Circulation

1992	1993	Increase	%
115,860	152,257	36,397	31.41

The use of multilingual collections increased in all public service divisions.

Multilingual Circulation - % Increase by Division

Southeast Division		Southwest Division		Northern Division	
1992	1993	1992	1993	1992	1993
145,605	153,114	206,957	219,097	433,279	524,753
Increase	5.15%	Increase	5.86%	Increase	21.11%

Circulation by language

Circulation by Branch

<u>Language with Highest Circulation</u>		<u>Branches with Highest Circulation</u>	
Chinese	521,127	Agincourt	221,773
Hindi	64,191	Cedarbrae	133,037
Italian	19,149	Albert Campbell	125,554
Japanese	18,452	Woodside	69,471
Greek	17,426	Goldhawk	63,913
Tamil	15,647	Bridlewood	60,278
Gujarati	14,791	Steeles	56,996
German	10,600	Malvern	52,322
Urdu	10,160	Eglinton Square	22,561
Korean	10,071	Maryvale	22,250

As in previous years Chinese language materials accounted for the highest circulation totalling 521,127 approximately 57.76% of all multilingual (ESL excluded) items circulated in 1993.

Multicultural Programmes

Cultural enrichment events were organized throughout the year with major programmes occurring during Heritage month in February. Co-sponsored, on-going programmes included NLOC (Newcomers language and orientation classes) and Canadian citizenship programmes in all districts.

Awareness programmes for newcomers to provide orientation and information were also organized by the libraries. This type of programme constitutes the trend in library programming for the multicultural community and is intended to address newcomers' needs during the adaptation process. Employment and business related information issues were addressed by "Secrets of Job Searching" and "How to Start Your Own Small Business", a programme directed to the Chinese community. Language and adaptation concerns of new immigrants were also the focus of programmes such as "Adapting to a New Culture" and "Education in Canada" which discussed the concerns of parents in the Chinese community.

Class visits by ESL students increased at all districts, resulting in high circulation of the ESL materials on a system-wide basis, while "open

house" programmes geared specifically to ESL students were held to offer the opportunity to become familiar with a broad range of educational, informational, social and cultural services.

Children's multicultural programmes, which included storytelling and other aspects of language and culture, were offered for Spanish, Tamil, Hungarian, Irish, Japanese, Greek, Chinese, Persian, Caribbean and Canadian Native cultures. The "English can be fun" programme was offered for the fourth year in all districts with the strongest support at the Northern Division.

Literary events found expression in authors' visits such as the award winning Nino Ricci who exemplifies the immigrant voice in the Canadian literature scene.

Communications

As the use of Scarborough's libraries increases and the population becomes more diverse so does the need for accurate, consistent communication and the provision of attractive, easy-to-understand information.

Work began early in the year to complete the final revisions of a new design and delivery for the library system's *Users' Guide*. This popular document underwent some fundamental changes to better serve the customers growing interest in knowing more about the library and how to

use it. The new Guide is now subtitled "A Guide to the Resources and Services of the Scarborough Public Library" and the information it includes is designed to assist in a basic understanding of the library system. Other well-used products, Get Into A Book and Maxwell were re-issued with the same results.

A complete re-design of the *Events* calendar was undertaken early in the year. *Events* is now issued bi-monthly and has been expanded in its physical size to an 11" x 17" format incorporating four-colour process printing. The result has been a more readable and easily remembered document. The new format incorporates a variety of information about services and collections as well as programmes. Because of improvements in departmental technology, Communications has also been able to completely design and produce "special" projects such as the brochure and manual accompanying the Harassment-Free Workplace Policy and the Public Service Resource Allocation document which contained several maps and pages of charts.

In addition to "special" projects, Communications continues to provide on-going support for system activities, for example during March Break, Communications produced more than 100 posters and several thousand bookmarks, in addition to the *Events*, for the more than 40 programmes. Media coverage of March Break was extensive, with photographs and articles appearing in the local papers, and a listing of several programmes in NOW Magazine.

On behalf of the Metro Public Relations Committee, Communications staff prepared the advertisement which drew attention to the difficulties facing people who are functionally illiterate and indicated how the Public Libraries of Metropolitan Toronto are trying to help. The advertisement reached more than 100,000 people.

In 1993 phase II of the Marketing Plan was undertaken. The Marketing Committee met to evaluate criteria for the development of the 1994-1999 plan. Changes due to the Social Contract Act and Ontario's Expenditure Control Plan made re-focusing of the plan's objectives necessary. The need for an active marketing approach to the public is even greater than when the plan was initiated two years ago and the challenge to implement such a plan has also increased.

Community Outreach Service

This year all aspects of the Outreach Service have undergone considerable scrutiny and review to assure that residents who use the system's institutional services, Home Reader Service and Bookmobile receive the most effective service possible.

The service has experienced an increase in use again in 1993. This year use increased by 12.54% from 107,131 in 1992 to 120,564 in 1993.

Outreach Circulation

1992	1993	Increase	%
107,131	120,564	13,433	12.54

The Bookmobile is now entering its thirty-eighth year of continuous service. Even with all the changes in the community since the inception of Bookmobile Service in 1956, it continues to have a dedicated population of loyal and avid users and attracts newcomers to the community as well. Little wonder that it was described in the Toronto Star (August 1993) as "more fun than Disneyland, more romantic than Tahiti, more exciting than Las Vegas".

Bookmobile circulation increased 9.06% (7,089 items) for a total of 85,292 (78,203 in 1992). This was the first full year of circulation from only eight stops following the discontinuation of the popular Goldhawk Park stop in July 1992 when the Goldhawk Park Neighbourhood Branch Library was opened.

Bookmobile Circulation

1992	1993	Increase	%
78,203	85,292	7,089	9.06

Markington Square showed the greatest increase in use, up 71.57% from 4,811 items in 1992 to 8,254 items in 1993. This stop, which was re-scheduled to the time left open by the cancellation of Goldhawk Park, has undoubtedly benefited from the public's Saturday morning enthusiasm. An increase in use by both the Chinese and Indic communities has

contributed to higher use at both the Camargue II stop and at Burrows Hall. Only the Newport and Eglinton/Danforth have shown slight decreases. It is likely that re-location and slight changes in the time of scheduled stops would successfully address both locations.

Materials in CD format were available from the Bookmobile for the first time in 1993 and the collection has been increasing in both size and popularity throughout the year. Special visits were made to the Cliffside, Newport and Markington Square stops to accommodate visits by grade four classes. Twenty-five children signed up for the summer reading club.

Institutional service was maintained at twenty-seven hospitals, nursing homes and seniors' residences throughout the City. Although the number of locations receiving bulk loans (deposits) and visits remained the same, circulation decreased. This was due both to a change in the method of calculating this statistic which began in 1992 and because of the cancellation of a number of deliveries and visits in November and December 1993. Because of unfilled vacancies in the staff complement, several institutions agreed to defer the last service delivery of the year and many agreed to a further reduction of service (i.e. service provided less frequently) throughout 1994.

Institutional Visits - Circulation

1992	1993	Decrease	%
33,127	28,639	4,488	-15.67

Institutional Deposits - Circulation

1992	1993	Decrease	%
10,451	4,829	5,622	-53.79

The number of Home Readers (print) decreased by twenty-three from 181 to 158, 14.57%. Branches discontinued taking new Home Readers from June 1993 in order to manage staff vacancies and a waiting list was established for the first time. The public service divisions have established their permanent capacity to provide this service, in most cases at levels lower than in the past. A number of Home Readers were transferred from public service locations to the Outreach Department.

The number of Talking Book Home Readers decreased by only five from 202 in 1992 to 197 in 1993. The use of the Talking Book format continued to increase.

Talking Book Circulation

1992	1993	Increase	%
18,118	21,001	2,883	15.91

The Outreach Service, like the library's branches, has felt the impact of reduced staffing as service has been re-organized and re-scheduled. The recipients of the service, most of whom cannot use the collections of library branches, have received these changes with considerable good will

and continue to express appreciation for staff's determination to provide an interesting and enjoyable range of materials.

Michele Topa
Director, Service
Development and Promotion

SOUTHEASTERN DIVISION REVIEW

Notwithstanding the solid performance of the Southeastern Division during 1993, the year will in all probability be remembered primarily for decisions implemented in response to external, and principally economic, forces which profoundly affected operations -- such as the Provincial Expenditure Control Programme and Social Contract legislation. Approval of the Public Service Resource Allocation document late in the year proved timely, as this instrument for decision-making was of immediate utility to the Library Board in confirming its "corporate priorities and ... the appropriate support of both new and existing service programmes".

The Division not only implemented corporate directives, such as a reduction of weekday morning service hours at the district library as of October 18th, a freeze on recruitment and an adjustment in hours of work assigned to hourly employees, but also substantially streamlined internal work practice, reconsidered the viability of informational and general-interest programming, and rationalized service provided to individuals confined to their homes or institutions.

Community

Preliminary analysis of 1991 Census data indicated that the population of the Division grew by a factor of 6.7% between 1986 and 1991, with the greatest increase (57.4%) recorded in the Highland Creek and Rouge communities.

Data confirmed a significant representation of new Canadians residing in the Division, with 23.4% of the population reporting a first language other than English or French. The numeric and geographic concentration of specific linguistic communities have changed from the time of the prior Census, a not unexpected consequence of development in the Division's north-east quadrant and along Kingston Road.

Residents of planning communities within divisional boundaries actively participated in public review processes to influence the character of local land use planning.

Following public hearings on the redevelopment of the Centennial Industrial District, the City of Scarborough revised the Official Plan of the Port Union Village area, to encourage lower density development of the waterfront lands. Though Ontario Municipal Board hearings have been scheduled for thirteen weeks as of May 2nd, 1994, the developers holding the largest blocks of land within the area -- Coscan, Bramalea and Kingsgarden -- have altered their proposals for freehold development on the Manson lands, at substantially lower overall densities.

Service Development and Programming

During 1993, the Cedarbrae District Library experienced successive renovation projects. In early March to July, general contractors J. Velacich & Sons Construction Limited, under the direction of architects Moffat Kinoshita Associates, descended upon the district library. Drills,

mallets and hammers provided a percussive backdrop for information services as the lift for people with disabilities was removed, the lobby stairwell remodelled and the area prepared for installation of a public elevator. The project, funded through the Capital Budget and Section 36 funding, was accomplished without impact on public service hours. Replacement of worn carpeting on three levels required closure for a period of two weeks during late August and early September. Programming was sharply reduced for the entire six month period, requiring relocation of several on-going programmes sponsored or co-sponsored by the Library Board.

At its June meeting, the Library Board awarded the construction contract for the Highland Creek project to Cairn Construction Limited. The official ground-breaking ceremonies, hosted July 17th by **Councillor Ron Moeser** and the City of Scarborough Public Library Board, drew some 70 well-wishers to the site for an official sod-turning by **Chairman Ahmed Bhalloo, Councillor Fred Johnson, Councillor Sherene Shaw, Highland Creek Community Association Vice-President Ken Woolley** and Library Board member **Julie Boisselle**.

Another significant benchmark in public library service was celebrated October 16th at the Morningside Neighbourhood Branch, when the Board Chairman, the Vice-Chairman **Sandy Douglas**, and **Councillor Ron Moeser** attended celebrations marking twenty-five years of library service in the West Hill community.

Technological enhancements were introduced to support the developmental and informational needs of division clientele. The public access microcomputer in the Children's Department of the district library was upgraded to accommodate current standards in educational software. The inauguration of a CD-ROM Local Area Network on November 27th provided researchers a key link to the provincial information grid by providing access to the bibliographic records of collections held by other public library systems in Metropolitan Toronto.

In keeping with its cultural mandate, the Division hosted a series of author visits in all locations, including a session with **Graham Bardell**, illustrator, which was recorded for a future broadcast by the CBC. Most illustrative of the role played by the public library in providing access to information were two events of a socio-political character which drew on each occasion more than one hundred citizens: an All-Candidates Meeting for candidates contesting the federal riding of Scarborough East and a town-hall "Safe City Seminar" conducted by **Councillor Frank Faubert** and representatives of four community agencies.

Performance Indicators

During 1993, the Division experienced the decade's first decline in overall circulation largely due to the previously mentioned disruption in operations at Cedarbrae (although the annual divisional total of 1,314,105 circulation transactions exceeded that reported for all years prior to 1992). Notwithstanding an overall divisional decline in circulation transactions,

hourly circulation levels at the District Library increased over the prior year; Guildwood achieved a three-year high in circulation; and Port Union, its highest annual circulation ever.

Circulation activity was strongly influenced by the demand for ESL and heritage-language materials. The circulation of materials in thirty heritage languages amounted to 153,114 transactions, 11.6% of the divisional total circulation and an increase of 5.3% over that recorded in 1992. Circulation of English as a Second Language materials increased by a factor of 25.4% - the largest percentage increase reported by any of the three public service divisions.

The Challenge of 1994

Reorganization of the public library system will continue as administrators and stakeholders alike collaborate in balancing expectations of service against available public sector funding. In response to the economic environment, the City of Scarborough Public Library Board approved additional reductions in hours of service, effective January 4, 1994, affecting operations at both the Cedarbrae District Library and the Guildwood Neighbourhood Branch.

Library service for the Highland Creek and Rouge communities will be realigned. After thirty years operating from a store-front in Highland Creek, library operations will relocate to more appropriate quarters conceived by Quadrangle Architects Limited.

The Guildwood community will fete two decades of library services from their local neighbourhood branch while the Centennial community will celebrate the tenth anniversary of operations from the Port Union Neighbourhood Branch in the community Recreation Centre.

Donald McKenzie
Director, Southeastern Division

SOUTHWESTERN DIVISION REVIEW

The divisional staff continued their efforts to make more materials available to residents of Southwestern Scarborough in 1993 by promoting a keen awareness of library resources and by providing a user-oriented service.

Because of fiscal restraints, vacancies were not filled and hours of service had to be reduced at the Albert Campbell District Library and at the McGregor Park Neighbourhood Branch. However, these difficult circumstances did not deter the staff from responding positively to the change. They achieved results by prioritizing their tasks and making the best use of the resources available. A responsive public library service was thus maintained and was well received.

Community

A noticeable change in the community served by the southwestern branches was the increased use of library services by customers of various cultural backgrounds. The 1991 Census data shows that from 1986 the population who speak non-official languages as their mother-tongue has grown steadily. They now represent 24% of the total catchment population of the Southwestern Division. Branches such as Kennedy /Eglinton, McGregor Park and Clifcrest reported an increased customer registration by newcomers to Canada. This was reflected also in the

usage of English as a Second Language (ESL) materials which were in great demand at these branches and at the district library.

Another indicator was the continued demand for other language materials. The usage went up by 6% and accounted for 12% of the total divisional circulation. Chinese language materials had the highest circulation, followed by Italian, Hindi and Greek. Other languages such as Indic, Arabic, Polish, Persian and Tamil also showed increases. At the district library, the circulation of 29 languages accounted for close to 25% of the library's total.

Staff responded to the needs of these users by offering Open Houses to ESL students, Community English Language Programme classes, and weekly citizenship classes. At the Open Houses at the district library and at the McGregor Park Neighbourhood Branch, students were given tours in which they learned about different library resources. The district library staff arranged for the representatives of four community service agencies to meet the students and answer questions. The students found the contact very useful. Attendance at the weekly citizenship classes and the Community English Language Programme classes at the district library was high. The latter were filled to capacity within hours. The library is seen as a welcome and vital resource for newcomers.

Services and Collections

The total divisional circulation was 1,763,752, representing a slight increase from the previous year. The district library, Eglinton Square and

Taylor Neighbourhood Branches have experienced steady circulation over the past three years. Over 16,000 new borrowers were registered, representing a 15% increase from 1992.

In-library use was high at all locations as customers showed a heavier reliance on the public library for information on job searching, continuing education, setting up businesses and for obtaining materials for leisure reading. The recession has made the library an ever more important resource for many of our residents.

Customers appeared to adjust to the change of hours at the district library and McGregor Park Neighbourhood Branch since circulation for the two months after the introduction did not show a significant decline.

The reduced staffing led to a review of the services to institutions served by the branches. In the fall, the frequency of the bulk loan deposits and visits to institutions was reduced. We received a great deal of co-operation from institutional representatives during this period of transition.

New technology was introduced in the Division in June. Maryvale became the first neighbourhood branch to have a public access CD-ROM station. The computerized database which is available for searching at this station contains the full text of the 1988-1992 issues of **Macleans**. Teenage students are the main users and have found it easy to access information.

A CD-ROM public access station was also introduced at the district library at the end of October. Two well-known databases, **Magazine Article Summaries** and the **Canadian News Discs**, are available. The former contains citations and abstracts from over 300 magazines, including titles such as Canadian Business and Saturday Night. The **Canadian News Discs** covers six major Canadian newspapers, including The Toronto Star, Montreal Gazette and The Vancouver Sun. Together they provide customers with fast and easy access to full text documents from newspaper and magazine articles. Over 50 searches were conducted each week at this station and the usage is expected to increase.

Video collections were introduced in September at three locations: McGregor Park, Bendale and Taylor. The response as expected was favourable. A noticeable increase was in the circulation of non-feature videos. It appears that customers prefer the video format for obtaining information on various subjects ranging from travel, fitness to home improvement. Since these materials were in small quantities, the turnover rate of these materials was at times quite astounding. Some of the videos circulated over 100 times within one year and a half of being introduced into the collection.

Programming and Community Outreach

A total of 27,000 people attended over 1,000 programmes held in the Division. Compared with the performance of 1992, both attendance and the number of programmes dropped by 10% due to the curtailment of

programming in the last quarter of the year. Programmes such as Tales for Twos and special events were reduced.

The majority of the programmes were geared to children. Family programmes such as puppet shows continued to draw the largest audience. Authors' visits were set up so that children could meet distinguished authors who shared with them their books and their writing experience. They included Tololwa Mollel, Phoebe Gilman and Linda Granfield.

The 1993 edition of the summer reading club was highly successful. Over 1,300 children participated and continued their reading throughout the summer. Creativity and intellectual stimulation distinguish it from other summer activities.

One of the most significant community outreach programmes was the Division's first participation in the Scarborough Italfest, an event organized by the West Scarborough Italian Community Association in co-operation with the City of Scarborough and other agencies. The Festival celebrated the contribution of Italian Canadians in arts and culture. The highlight of the two-week event was the poetry reading by Poet Rosanna Lo Presti, a resident of Scarborough. Her reading from her book **La Luna Sta A Guardare** delighted a crowd of library customers at the district library.

Staff also recognized important days of the year such as International Literacy Day which was celebrated with the launching of the book **Sharing Experiences: Linking People**. It was written by the students of

the Self-Directed Studies Literacy Programme of the West Scarborough Neighbourhood Community Centre. Representatives of the Centre and the Provincial Ministry of Culture, Tourism and Recreation were on hand to hear the students read from the book.

Staffing

1993 was a difficult year for staffing as vacant positions were not filled. Supervisory personnel are to be commended for their patience and efforts in preparing schedules which ensured adequate staffing at every service point. Branch staff also exhibited flexibility and worked at various locations to accommodate schedule changes resulting from illness, vacation and Social Contract Days.

The Challenges Ahead

The new year will require us to set priorities and work together with staff on the provision of services since financial restraints continue to present challenges. With dedicated and experienced staff and their collective energy, we will continue to develop collections that meet the needs of our residents, to explore further the application of CD-ROM technology which would assist our customers in obtaining information faster and more efficiently and in providing valuable service.

Anna Lau
Director, Southwestern Division

NORTHERN DIVISION REVIEW

The delivery of public library service in Northern Scarborough has been influenced by factors which challenge many contemporary enterprises - a weak economy and the rapid evolution of information technology. In Northern Division, success is determined by the ability to meet the needs of a larger - and increasingly sophisticated and complex - customer base with diminishing support from Scarborough's beleaguered taxpayers.

Community

All northern branches are located in or near shopping centres. A positive sign has been the continuing improvement in tenancy, as new retail outlets fill once empty spaces. Evidence that many residents have not yet benefited from the apparent increase in economic activity can be found in the large number of adults of working age who continue to frequent libraries during the day. The regular appearance of a few apparently homeless individuals in the libraries indicates that this situation is not unique to the downtown area.

Services and Collections

The most successful service initiative of the past year has been the introduction of CD-ROM workstations for public use. The three units in the information area of the district library are very heavily used to search

for magazine articles and company information as well as to browse the catalogues of other Metro area public libraries. Staff have been pleasantly surprised to discover that many people are able to conduct their own basic searches after only a brief orientation.

The collection at Steeles branch has been expanded to include children's, adult and Chinese language video. The popularity of this medium continues to grow; video is to be available from all northern locations in 1994.

The Library Board's policy of making meeting rooms available without charge to non-profit Scarborough community groups has certainly taken hold. There has been a steady increase in applications for the five meeting rooms in Northern District.

Performance Measurements

Annual circulation of library materials totalled 2,566,766 in 1993, an increase of 11.6% for the Northern Division. This trend reflects growing use of the district library, where the increase exceeded 100,000; a full year of service at Goldhawk Park; as well as public appreciation of larger premises in Bridlewood mall.

Overall attendance at library programmes decreased 5.5% from 1992. The reduction in the length of storyhour sessions was mainly responsible for the declining numbers; however, the grade four class visits were quite

successful, as 1,784 grade four students visited the six northern libraries (535 at Malvern alone).

Meeting the Financial Challenge

In 1993, the Library Board approved the report Public Service Resource Allocation: The Planning and Evaluation of a Network of Libraries, which had been developed by the public service directors. Completion of the project was certainly timely, in light of revenue reductions which have necessitated a thorough evaluation of the branch network. The output and cost-efficiency measures established in the PSRA reveal the favourable performance of libraries located in centres of community activity. The Woodside Square Branch, for example, is able to attract so many customers that high use more than compensates for the additional costs incurred by leasing retail space.

Cost reduction has been a major concern for all divisional staff, as activities are examined to determine areas of savings which do not impair essential service delivery. The work done by the district manager and the children's services team to rationalize the schedule of preschool programmes among the branches is a good example of this approach.

The effect of expenditure reductions must be continually monitored. For example, a reduction in the purchase of library materials can be sustained for one or two years because there is an existing base collection. In the longer term, wear and tear on popular materials combined with customers'

preference for recent publications can leave a library in the unenviable position of trying to re-establish the credibility of its collections. This issue is of particular concern in the Northern Division, where collections are most heavily used.

Finally, it must be acknowledged that the downsizing of a public service organization involves people - as supporters, recipients and providers of the service. The flexibility and co-operation of staff at all levels has been essential to the maintenance of a very creditable public library service.

David Reddin
Director, Northern Division

TECHNICAL SERVICES DIVISION REVIEW

The five sections of the Division, Acquisitions/Interlibrary Loan, Cataloguing, Processing, Circulation Control and Systems Support resumed the implementation of change begun in 1992. While earlier efforts were directed to integrating the automation applications of each section, the current work introduced network and CD-ROM technology to the Division. Some of the changes were effected by outside vendors but most were accomplished by the Systems Support unit.

Acquisitions/Interlibrary loan

The trend of the last two years has seen a reduction in the library materials budget which is the critical component in the delivery of library service. The \$2,194,400 in 1993 was a 10.1% reduction from 1992. The 31,246 orders placed were a decline from the 37,762 of 1992. The pattern continued to be fewer copies and more titles as selectors tried to get the best value for the dollars spent. In response to difficult staffing conditions the method of audio purchasing was changed to co-ordinated system wide buying trips which fulfilled branch needs and assured efficient bulk cataloguing.

As reductions to the 1993 library budget were effected to accommodate the City's revenue shortfall and the Ontario social contract imperatives the selection and acquisition of materials became a test of resourcefulness to get needed items without overspending a budget whose final total could

not be known until August. At the end of the year the budget was expended without significant variance.

A special committee was created to review and document the collection management activities of the system. It is expected that the tools for a clear focus of collection needs and expenditure controls will emerge from this work. In the meantime efforts continued to integrate the existing City based automated acquisition system and the Geac module. The benefits will include on-line budget and bibliographic information for periodicals and ordered items.

The number of interlibrary loan requests filled were 4,458 compared to 4,501 in 1992. Scarborough continued to lend more than it borrowed, 2,840 compared to 1,618.

Cataloguing and Processing

The CD-CATSS service introduced into the section required a fair amount of disruption to the workflow however it reduced cataloguing costs and allowed faster turn around of items to branches. Because of the disruption, the titles catalogued 38,652, fell by 16% from the 1992 record of 46,138, however, the total is the third highest ever achieved by the section.

Increases were seen in adult English non-fiction and French adult fiction and non-fiction. Multilingual titles catalogued were down but volumes

processed were up, indicating more copies of fewer titles. The change in audio purchasing methods resulted in efficient bulk cataloguing causing a 52% decrease in cataloguing of sound recordings statistics. New storage facilities allowed video titles bought at different times to be matched and catalogued simultaneously which shrank the normal backlog for this material and caused a 1% reduction in cataloguing statistics. More copies and fewer titles was the pattern here.

The overall reduction in the materials budget and its effect on multiple purchasing was seen in the processing statistics where items released to the system were 179,774 compared to 183,487 (1992). This means, however, that they tend to be current rather than backlogged as in the past. Items repaired were down: 4,232 compared to 5,322 (1992). The new Highland Creek branch collection grew to 15,384. Withdrawals were down 10% possibly reflecting the budget reduction and staffing deficits. In any event, the adjustment to withdrawal procedures using the Geac system allowed a more efficient work assignment for the withdrawal clerk. Printing of book labels was successfully implemented on the Geac system and reduces costs and helps workflow efficiency. The full effects of changes in this section will be seen next year.

Circulation Control

Staff training paid high dividends in 1993. As a result of a Geac programming course, several new and improved reports were produced. In January, Acquisitions was provided with a holds report, which alerts

staff to excessive numbers of holds placed against titles held by the system. The monthly reports were redesigned and distributed via a new Geac module, News on the 9000, to public service staff who need them for their monthly report. The multilingual circulation was separated from the French language circulation. These two reports were heavily streamlined with an 80% reduction in page numbers. Reports on public use of the dial-in access to the on-line catalogue showed increasing use.

Assistance was given to Cataloguing in testing revisions to the loader programme which moves cataloguing data from ISM to Geac and which were required by changes to the Communications Format Standards. Once the CD technology was installed, Circulation Control worked with Cataloguing on further revisions to the interface between the Geac and ISM systems. The end result transfers cataloguing data via the network directly to the Geac database, thereby eliminating the need for externally produced tapes as the source of cataloguing data.

Systems Support

Systems Support gained steadily in knowledge of network functions. With the new CD technology employed by Cataloguing section the network functionality was considerably enhanced. In addition to installing all of the equipment for Cataloguing staff, they set up and installed a CD-ROM server on the network together with the software controlling use of the CD-ROM disks. It required patience and experimentation to overcome the memory obstacles posed by the CD application software limitations.

Other CD-ROM applications were set up for customer and public service staff use. The public service systems consist of indexes and abstracts for consultation only. Some sites such as Albert Campbell and Maryvale were set up for single users. The remaining two district libraries, Cedarbrae and Agincourt, had networked CD-ROM workstations installed for customer use.

Networking configurations were altered in order to improve service throughout the system. Management of the Agincourt's Local Area Network (LAN) was taken over by System Support. Several experiments in direct communication with the Administration Building were conducted. The final and most successful has led to the test installation of a dedicated communication link, which will ensure that key staff at both sites are electronically linked. Several signal repeaters and a second file server were installed in the Administration Building network.

In order to allow Geac applications to make use of network cable, a gateway application was set up on the network. This unit gives microcomputer workstations access to Geac databases in addition to all of the CD-ROM databases by going through only one network. Eventually, remote networked stations could be linked to Geac without laying more cable.

In addition to pioneering the new network functionality, the unit handled 529 site visit service calls, an increase of 19% from the previous year.

Conclusion

Staff have been working on the complete revision and documentation of the circulation and registration policy and procedures which are effected through the use of the Geac mainframe. In some ways, this would indicate a likely stabilization of operations and it will, but not completely. Systems have to be upgraded and new technology such as client server architecture and interaction with commercial as well as other library databases will be our next phase as we try to bring our customers to the information super highways such as Internet. The Division annual reviews will therefore continue to be instalments of this technological saga.

Stanley Algoo
Director, Technical Services Division

APPENDICES

OPERATING BUDGET

<u>Expenditures</u>	<u>1992</u>	<u>1993</u>
Board & Administrative Support	\$1,872,200	\$1,866,200
Technical Services	2,190,700	2,115,200
Public Services –		
Service Development & Promotion	1,149,800	1,097,500
Southeastern Division	4,319,400	4,218,200
Southwestern Division	5,221,700	4,940,300
Northern Division	5,689,600	5,717,300
Capital Debt	<u>602,000</u>	<u>728,000</u>
Total	\$21,045,400	\$20,682,700

<u>Revenue</u>	<u>1992</u>	<u>1993</u>
City Grant	\$18,784,400	\$18,450,700
Provincial Grants	1,300,000	1,300,000
Levied Charges	301,000	330,000
Recoverables	250,000	220,000
Carryover	<u>410,000</u>	<u>382,000</u>
Total	\$21,045,400	\$20,682,700

COLLECTIONS	1992	1993
Books	1,199,933	1,254,648
Paperbacks	263,488	270,557
Videocassettes	9,140	13,703
Audio Recordings and Kits	157,639	131,021
Framed Prints	965	976
Microforms	6,224	6,224
Toys	1,515	1,355
Computer Software	73	34
	<u>1,638,977</u>	<u>1,678,518</u>
SERIALS	1992	1993
Titles	1,050	1,018
Subscriptions	4,410	4,294

CATALOGUING SECTION		
Titles Catalogued	1992	1993
Books, adult	24,933	24,222
Books, juvenile	6,671	6,096
Audio Visual Materials	14,523	8,329
Toys Indexed	11	5
Computer Software	0	0
Total Titles Catalogued	46,138	38,652
PROCESSING SECTION		
Materials Processed	1992	1993
Books, adult	65,726	79,560
Books, juvenile	27,788	26,142
Audio Visual Materials	26,318	22,714
Toys and Prints	15	5
Paperbacks and pamphl	63,640	51,353
Computer Software	0	0
Total Material Processed	183,487	179,774
INTERLOAN SECTION		
	1992	1993
Interlibrary loan requests filled	4,501	4,458

PERSONNEL

The following is a breakdown of the staff establishment for 1993:

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>
TOTAL	233

PART-TIME

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

Student Assistants/Pages	185
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* Does not include Student Assistants/Pages

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OVERALL SUMMARY COMPARISON*		
	1992	1993
Staff		
Full-time establishment	233	233
Part-time establishment	<u>117</u>	<u>117</u>
Total establishment	350	350
Full-time		
New employees	4	2
Full-time to Part-time	0	1
Promotions	12	4
Transfers	10	11
Reclassifications	3	1
Terminations	2	1
Retirements	2	3
Part-time		
New employees	35	0
Promotions	4	2
Transfers	16	5
Part-time to Full-time	7	4
Terminations	17	9
Retirements	1	3
Reclassifications	1	0
Temporary Internal Promotions	19	9
Temporary Internal Transfers	7	11

* Does not include Student Assistants/Pages

CIRCULATION OF ALL ITEMS				
UNIT	YEAR 1992		YEAR 1993	
OUTREACH SERVICES				
Bookmobile	88,701		100,677	
Talking Books	18,417	107,118	19,889	120,566
SOUTHEASTERN DIVISION				
Cedarbrae	729,242		707,108	
Guildwood	118,628		120,984	
Highland Creek	57,569		54,811	
Morningside	244,682		237,678	
Port Union	191,724	1,341,845	193,524	1,314,105
SOUTHWESTERN DIVISION				
Albert Campbell	499,614		508,565	
Bendale	180,776		177,891	
Cliffcrest	153,187		151,695	
Eglinton Square	267,880		278,190	
Kennedy/Eglinton	160,804		158,217	
Maryvale	237,412		230,269	
McGregor Park	150,285		147,598	
Taylor	108,073	1,758,031	111,327	1,763,752
NORTHERN DIVISION				
Agincourt	892,891		994,275	
Bridlewood	311,863		348,487	
Goldhawk Park*	116,764		267,668	
Malvern	340,907		339,900	
Steeles	247,045		253,830	
Woodside Square	390,161	2,299,631	362,606	2,566,766
TOTAL FOR THE YEAR		5,506,625	5,765,189	
HOURS OF SERVICE		50,150.2	51,013.8	
CIRCULATION PER HOUR		109.8	113.0	
POPULATION OF THE CITY OF SCARBOROUGH			535,000	

* Opened July, 1992

CIRCULATION BY DIVISION				
	YEAR 1992		YEAR 1993	
UNIT	Number of Items Circulated	Percent of Total Circulation	Number of Items Circulated	Percent of Total Circulation
SERVICE DEVELOPMENT & PROMOTION				
Outreach	28,915	0.53%	35,274	0.61%
SOUTHEASTERN DIVISION				
Cedarbrae	729,242		707,108	
Neighbourhood Branches (4)	612,603		606,997	
Bookmobile Stops	28,822		38,227	
	1,370,667	24.89%	1,352,332	23.46%
SOUTHWESTERN DIVISION				
Albert Campbell	499,614		508,565	
Neighbourhood Branches (7)	1,258,417		1,255,187	
Bookmobile Stops	25,474		26,242	
	1,783,505	32.39%	1,789,994	31.05%
NORTHERN DIVISION				
Agincourt	892,891		994,275	
Neighbourhood Branches (5)	1,406,740		1,572,491	
Bookmobile Stops	23,907		20,823	
	2,323,538	42.20%	2,587,589	44.88%
SYSTEM TOTAL	5,506,625	100.00%	5,765,189	100.00%

CIRCULATION PER HOUR OF SERVICE				
UNIT	Year 1992		Year 1993	
	Annual Hours Open	Average Circ/Hour Branch	Annual Hours Open	Average Circ/Hour/ Branch
SERVICE DEVELOPMENT & PROMOTION				
Outreach Services	1,153.80	92.80	1,093.00	110.31
SOUTHEASTERN DIVISION				
Cedarbrae	3,293.50	233.28	3,126.00	226.20
Guildwood	2,357.70	50.68	2,340.75	51.69
Highland Creek	2,013.50	28.92	1,991.50	27.52
Morningside	3,168.50	77.48	3,158.00	75.26
Port Union	2,360.50	81.86	2,342.00	82.63
SOUTHWESTERN DIVISION				
Albert Campbell	3,293.50	153.40	3,257.00	156.15
Bendale	2,364.00	77.27	2,339.45	76.04
Cliffcrest	2,360.50	65.41	2,342.00	64.77
Eglinton Square	3,292.30	81.63	3,281.50	84.78
Kennedy/Eglinton	2,367.50	68.46	2,349.00	67.36
Maryvale	2,360.50	101.37	2,342.00	98.32
McGregor Park	2,360.30	65.30	2,301.30	64.14
Taylor	2,009.50	54.28	1,991.00	55.92
NORTHERN DIVISION				
Agincourt	2,955.50	298.55	2,990.75	332.45
Bridlewood	3,015.30	98.78	3,157.25	110.38
Goldhawk Park*	1,225.50	47.73	2,446.50	109.41
Malvern	2,547.50	133.91	2,545.75	133.52
Steeles	2,607.50	95.53	2,586.00	98.16
Woodside Square	3,043.50	128.64	3,033.00	119.55
	50,150.40	109.80	51,013.75	113.01

* Opened July, 1992

ESTIMATED REFERENCE REQUESTS		
UNIT	1992	1993
	[Estimated]	[Estimated]
SERVICE DEVELOPMENT & PROMOTION		
Outreach	11,741	8,726
SOUTHEASTERN DIVISION		
Cedarbrae	262,020	268,433
Guildwood	32,597	28,891
Highland Creek	9,607	8,109
Morningside	45,484	45,045
Port Union	24,865	31,449
SOUTHWESTERN DIVISION		
Albert Campbell	146,066	110,487
Bendale	44,301	41,194
Cliffcrest	39,856	45,701
Eglinton Square	50,462	54,241
Kennedy/Eglinton	47,085	56,163
Maryvale	32,999	32,956
McGregor Park	33,898	32,013
Taylor	17,406	20,592
NORTHERN DIVISION		
Agincourt	181,711	208,043
Bridlewood	49,156	44,398
Goldhawk Park*	9,463	31,333
Malvern	36,345	38,436
Steeles	35,041	35,656
Woodside Square	69,445	70,142
SYSTEM TOTAL	1,179,548	1,212,008

* Opened July, 1992

ESTIMATED ANNUAL USES		
UNIT	1992	1993
SERVICE DEVELOPMENT & PROMOTION		
Bookmobile	18,812	29,563
Talking Books	6,980	4,294
SOUTHEASTERN DIVISION		
Cedarbrae	593,084	621,539
Guildwood	85,435	85,035
Highland Creek	24,649	19,809
Morningside	207,126	190,598
Port Union	130,144	131,030
SOUTHWESTERN DIVISION		
Albert Campbell	338,114	352,966
Bendale	102,418	93,700
Cliffcrest	104,635	98,838
Eglinton Square	271,388	289,445
Kennedy/Eglinton	137,479	145,393
Maryvale	182,135	165,849
McGregor Park	75,778	90,867
Taylor	62,763	77,702
NORTHERN DIVISION		
Agincourt	608,963	669,724
Bridlewood	424,155	398,195
Goldhawk Park*	98,991	199,741
Malvern	284,774	256,031
Steeles	180,207	150,137
Woodside Square	477,531	454,124
TOTAL - BASED ON ADDITION	4,415,561	4,524,580
TOTAL - BASED ON LIBRARIES & COMMUNITY INFORMATION BRANCH FORMULA	4,405,774	4,549,822

* Opened July, 1992

ESTIMATED IN-LIBRARY USE		
UNIT	1992	1993
SOUTHEASTERN DIVISION		
Cedarbrae	370,465	334,067
Guildwood	34,636	31,881
Highland Creek	15,550	9,681
Morningside	94,457	86,783
Port Union	67,383	74,580
SOUTHWESTERN DIVISION		
Albert Campbell	188,359	175,875
Bendale	60,889	50,494
Cliffcrest	38,083	35,188
Eglinton Square	112,502	101,545
Kennedy/Eglinton	65,824	88,528
Maryvale	66,685	78,044
McGregor Park	44,000	53,765
Taylor	37,608	33,526
NORTHERN DIVISION		
Agincourt	396,195	498,688
Bridlewood	144,687	166,612
Goldhawk Park*	25,707	89,239
Malvern	136,811	99,178
Steeles	115,981	87,039
Woodside Square	142,795	115,626
TOTAL - BASED ON ADDITION	2,158,617	2,210,339
TOTAL - BASED ON LIBRARIES & COMMUNITY INFORMATION BRANCH FORMULA	2,146,990	2,227,361

* Opened July, 1992

(x)

SYSTEM PROGRAMMES				
ADULT	Year 1992		Year 1993	
	Number	Audience	Number	Audience
Authors / Illustrators	6	204	5	256
Book Clubs / Book Talks	108	1,302	104	1,196
Class / Group Visits	36	513	46	720
Instruction / Assistance	261	1,717	104	621
Performing Arts / Presentations	18	1,456	19	466
Visual Resources	1	85	2	8
Book Sales	10	3,637	6	1,692
Co-sponsored Groups	78	3,502	69	3,312
Total Adult	518	12,416	355	8,271
CHILDREN				
Authors / Illustrators	23	1,390	26	1,540
Book Clubs / Book Talks	115	3,456	131	3,848
Class / Group Visits	507	12,444	536	12,989
Instruction / Assistance	58	1,732	56	1,260
Performing Arts / Presentations	117	7,134	71	4,785
Preschool Visits	108	1,984	90	1,643
Story Times / Tales for Two	1,136	19,109	942	15,941
Visual Resources	17	451	6	230
Co-sponsored Groups	3	112	8	256
Total Children	2,084	47,812	1,866	42,492
MULTICULTURAL				
Authors / Illustrators	0	0	0	0
Class / Group Visits	139	2,953	140	2,526
Instruction / Assistance	27	657	27	855
Performing Arts / Presentations	32	1,059	20	840
Storytimes	64	1,089	43	727
Visual Resources	1	15	5	77
Co-sponsored /ESL/ Citizenship	545	21,619	545	21,589
Total Multicultural	808	27,392	780	26,614
TEEN				
Authors / Illustrators	3	164	2	166
Book Clubs / Book Talks	0	0	1	12
Class / Group Visits	50	1,082	40	897
Instruction Assistance	19	185	1	18
Performing Arts / Presentations	10	367	1	13
Total Teen	82	1,798	45	1,106
SYSTEM TOTAL	3,492	89,418	3,046	78,483

