

1996



Annual Review

 THE
SCARBOROUGH
PUBLIC LIBRARY
BOARD

MEMBERS OF THE 1996 LIBRARY BOARD

Mr. Sandy Douglas	Chairman
Councillor Ron Moeser	Vice Chairman
Dr. Ron Chopowick	
Mr. Robert Huisman	
Councillor Fred Johnson	
Councillor Sherene Shaw	
Mrs. Anne Termaten	
Mrs. Drucilla Travnicek	
Councillor Ron Watson	

EXECUTIVE

Ann Eddie	Chief Executive Officer & Secretary Treasurer
David Reddin	Deputy Chief Executive Officer
Trevor Houghting	Director, Financial Services
Merv Johnston (January - May)	Director, Personnel Services
Dan Keon (August - December)	Director, Personnel Services

DIRECTORS AND MANAGERS

Stan Algoo	Director, Bibliographic & Information Systems Division
Anna Kwan	Director, Southern Division
Donald McKenzie	Director, Northern Division
Michele Topa	Director, Service Development & Promotion Division
Heather Carmody	Manager, Northern Division
Erv Carr	Manager, Maintenance and Security
Philip Lam	Manager, Financial Services
Lisa Muir	Manager, Personnel Services
Heather Mummery	Manager, Southern Division (Southwest)
Louise O'Neill	Manager, Southern Division (Southeast)
Nancy Strader	Manager, Information Systems

TABLE OF CONTENTS

Page

Chairman's Review	1
Chief Executive Officer's Review	3
Deputy Chief Executive Officer's Review	7
Service Development and Promotion Division Review	11
Southern Division Review	16
Northern Division Review	19
Bibliographic and Information Systems Division Review	22

APPENDICES

Operating Budget	(i)
Collections	(ii)
Cataloguing, Processing, Interloan	(iii)
Personnel Establishment	(iv)
Personnel Overall Summary	(v)
Circulation of all Items	(vi)
Circulation by Division	(vii)
Circulation of Multilingual Materials	(viii)
Circulation Per Hour of Service	(ix)
Estimated Reference Requests	(x)
Estimated Annual Uses	(xi)
Estimated In-Library Use	(xii)
System Programs	(xiii)

Chairman's Review

Although 1996 can best be described as bittersweet, it has been marked with a number of milestones, challenges and celebrations for both the City of Scarborough Public Library Board and the City. On January 1st many of the Library Board members and staff joined in the festivities of the Mayor's New Year Levee and the official 'kick off' of the City's Bicentennial celebrations. It would not have seemed possible that by the end of this monumental year, those same people would be together again to debate the Province of Ontario's plan to unify the City of Scarborough and its five Metro partners into a single entity by the end of 1997.

In response to Scarborough Council's decision to construct the City component of the Scarborough Community Complex as a 1996 Capital project, the Library Board, following considerable debate, and discussion with staff and City officials, elected to move the construction of the library forward to 1997 in its Capital Plan. This decision was subject to Council approving repayment of the project's cost as part of the Board's pooling debt over a five-year period, commencing in 2000.

Throughout 1996 Library Board staff continued to participate in the design, working drawings and construction phases of the Scarborough Community Complex, and on November 18th a joint ground-breaking ceremony was held by the City of Scarborough, the Chinese Cultural Centre of Greater Toronto and Aspen Ridge Homes. The actual opening of the Library Board's 20th public library will be conditional on the current budget review at the time construction is completed.

In February, Councillor Moeser and I had the honour of joining a number of staff at a luncheon at the Ontario Library Association Superconference to witness a special presentation by The Honourable Marilyn Mushinski, Minister of Citizenship, Culture and Recreation, to the firm Quadrangle Architects Limited who received the *1996 Library Building Award* for the design of Highland Creek Neighbourhood Branch.

As the year progressed, so did the celebrations - on April 25th, three former Library Board members who were present at the 1976 official opening, joined in with many staff and customers to commemorate twenty years of service for the Bridlewood Neighbourhood Branch.

Chairman's Review

Even as we prepared for the future, budget restraints saw the Board having to end one of Scarborough's most valued services - the bookmobile. In the early days of public library service in Scarborough a fleet of bookmobiles had served the new subdivisions. In later years, with the development of more branches, the bookmobile's role changed. Regrettably, provincial funding cuts of more than a quarter of a million dollars resulted in the loss of this service.

Early in the year the Ministry of Citizenship, Culture and Recreation announced that Royal Assent had been given to *The Savings and Restructuring Act, 1995 (Bill 26)*. This Act gives municipalities the power to dissolve or make changes to local boards. However, an exemption to the power to dissolve certain types of local boards was made through a Regulation to the *Municipal Act* and the Ontario Library Trustees' Association established a task force to investigate. The Library Board declined to become involved until further directions from the Province were received; Scarborough Council would be invited to participate in the response.

Festivities continued throughout the month of October as the Library Board commemorated Ontario Library Week and two very significant anniversaries. In keeping with the Bicentennial theme, on October 10th Cedarbrae District Library invited the Library Board and residents of Scarborough to celebrate thirty years of service with an open house highlighted by a display of the *Memories of Scarborough* submissions. On October 17th members of the community, former staff and representatives from the Library Board attended Bendale Neighbourhood Branch's open house to commemorate thirty-five years of library service.



October was not all celebration! Library staff and the Union Executive worked together to allow members to participate in the Ontario Federation of Labour's 'days of protest' on October 25th and 26th, while providing the public a face of 'business as usual'. Later in the year, David Crombie's *Who Does What* report was presented and the Province of Ontario made announcements concerning local governance of public libraries and the possible amalgamation of the local municipalities that presently make up Metropolitan Toronto into one unified city.

Chairman's Review



One of the City of Scarborough Public Library Board's milestones for 1996 was FestivalExtra. On each consecutive Thursday evening throughout November, the City of Scarborough and the Library Board, in co-operation with the Toronto International Film Festival, Southern Film Circuit, presented the City's first film festival. The requests for the Library Board to work with its co-sponsors to make the film festival an annual event is truly a measure of its tremendous success.

As the year closed it became increasingly evident that the controversial legislation on the governance and funding of library boards introduced by the Provincial government would result in many, new challenges for the Library Board, its staff, and the people of Scarborough and its neighbouring municipalities. Revenues for public library service from Provincial government grants declined in 1996 while circulation and use of the libraries continued to grow. The proposed changes to the infrastructure of the City of Scarborough and Metropolitan Toronto place our ability to continue to provide our current level of service in jeopardy. To ensure the future of public library services, alternate sources of funding and revenue need to be sought in Scarborough. While corporate and private benefactors may help us to continue in our mission, new forms of fundraising and sponsorship will be explored in the months to come.

I have no doubt that the coming years will provide many more challenges for public libraries in Ontario. However, with the support of the Library Board's valued customers and caring, dedicated staff, we will continue to provide dynamic, responsive, and efficient library service into the next millennium.

Chief Executive Officer's Review

There was considerable uncertainty in the public library community at this time last year due to pending changes to federal and provincial legislation, and little has been resolved since then. At the federal level copyright issues have still not been worked out. At the provincial level last year there were changes pending to development charges, conditional

Chief Executive Officer's Review

grants, municipal structure and user fees. Recently massive changes to the municipal structure in Metropolitan Toronto have been introduced to the legislature. It is difficult to foresee where we will be a year from now. The Board and all of the staff are making every effort to ensure that the residents of Scarborough will continue to enjoy responsible, efficient library service.

Scarborough residents of all ages used the library in even greater numbers than in previous years. Circulation increased by more than 5%, and the number of registered customers increased more than 5%, reaching over 60% of Scarborough residents. Growth of the service is further illustrated in the reports and performance indicators following this report.



The City's Bicentennial was celebrated throughout the year with numerous programs, exhibits and displays organized by library staff. Many of the programs enjoyed by children, teens and adults in 1996 were co-sponsored by community organizations. This co-operative approach has produced a level of programming the Library Board could not attempt without the assistance of co-sponsoring groups who provide excellent speakers in return for the use of facilities for public meetings. A special thanks is extended to Mr. Rick Schofield, Archivist with the Scarborough Board of Education and the Scarborough Historical Society for his assistance with programming throughout the Bicentennial year. As a lasting tribute to the City's Bicentennial, a traveling exhibit was prepared by Communications staff using photographs from David Boyle's 1896 book, *The Township of Scarboro, 1796-1896*. This exhibit was displayed at many branches throughout the City and now resides permanently in the Historical Collection at Cedarbrae District Library.

FestivalExtra, the City of Scarborough's first annual film festival, was co-sponsored and promoted by the Library Board. This successful series of four award-winning films was sponsored by STUDIOASIS. The audience of nearly eight hundred residents was treated to introductions by the film makers and producers, and filmgoers with series tickets met celebrities after each presentation. Plans are underway to repeat this festival in 1997.

Chief Executive Officer's Review

The Board's 1996 work plan involved many behind-the-scene projects to support public service. Amongst the most significant accomplishments were:

- The selection of Data Research Associates, Inc. to provide the hardware and software package with advanced features and enhanced customer options for introduction in 1997.
- The expansion of the high speed telecommunications link to Shaw Cable to enable the branches to make full use of off site databases provided through Internet.
- The Library Board's partnership with the City to develop the Scarborough Community Complex which will include a new public library branch as well as a community recreation centre and the Chinese Cultural Centre.
- Renegotiation of leases at various locations to achieve better rates.
- Introduction of CD-ROMs featuring a wide variety of interactive instructional material for children for circulation at district libraries.

In 1996, the Province decreased its annual grant to the Board by \$263,000. Prohibited by legislation from charging user fees, the Board reduced its expenditures, and adjusted fine rates and other penalties within its scope of authority. Early in the year Bill 26, *The Savings and Re-Structuring Act, 1996*, prohibited the Board from introducing user fees until new legislation to determine the parameters available for alternate revenue sources were in place. The legislation was introduced at the end of the year.

The Province also reviewed governance structure. The Ministry of Citizenship, Culture and Recreation held focus groups and the government established a caucus committee. Late in the year the Crombie Commission recommended that governance for the library system be at the call of the funding body. By this time the Province had committed to reducing the Library Board's annual grant, giving the responsibility for funding almost entirely to the local municipality. Early in 1997 the Province introduced Bill 109, *The Local Control of Public*

Chief Executive Officer's Review

Libraries Act proposing that the municipality should establish the structure of library boards. This legislation would remove the guidelines for establishing the size and composition of library boards previously specified in the *Public Libraries Act*. Other legislation introduced confirmed the Province's interest in allowing residents to use materials in the library and to borrow print materials without charge. Legislation was also proposed to permit the municipality to establish user fees for special public library services. The proposed amalgamation of the six local municipalities and Metropolitan Toronto into one municipal unit (Bill 103) when combined with applicable changes to the *Municipal Act* and the *Public Libraries Act* have produced a complex challenge for the future of public library service in the Province of Ontario.

Changes for libraries in federal legislation included the much discussed Bill C-32, *Amendments to the Copyright Act*. Although Bill C-32 has completed the public input stage, it is yet to be passed. Much discussion has taken place with CanCopy, the collective directed to collect fees for photocopying copyrighted materials and an exemplar contract for public libraries is in the final discussion stages. The successful 'Don't Tax Reading' campaign was largely responsible for having GST removed from the cost of print materials for public libraries.

Throughout the year staff concentrated on improving service delivery by determining better ways to get the job done. Our level of service was achieved as a result of staff of the Library Board working in partnership with staff of the City of Scarborough and numerous community associations.

Although 1997 will doubtless be a challenging year, staff will continue to provide a cost-effective service tailored to meet the needs of Scarborough's residents. The foremost challenge will be the initiation of the new automated bibliographic system. This service will provide Scarborough residents with bibliographic information from the public library system's own resources as well as organized access to Internet resources. When combined with the services available through the Library Board's new electronic databases, a whole new dimension of library service will be available.

Deputy Chief Executive Officer's Review

During 1996, the City of Scarborough Public Library Board was the scene of numerous celebrations, as befits a Bicentennial year, of our City's past achievements. The local heritage theme was prominent in library events, as community partners such as the Scarborough Historical Society, the Ontario Multicultural History Society, the Scarborough Arts Council and the Scarborough Historical Museum collaborated with the library in interpreting Scarborough's past to today's residents. Local celebrations of library anniversaries were shared with residents whose support has been instrumental in the development of public library service in Scarborough. Mrs. Helen Campbell graciously attended the twenty-fifth anniversary celebration of the District Library named for her late husband, Albert Campbell; author and storyteller, Lynn Cook, who had shared her talents for many years with young readers at Bendale Neighbourhood Branch, presided over the open house marking thirty-five years of service; contributors to the *Memories of Scarborough* project were honoured at Cedarbrae District Library's thirtieth anniversary celebration; and former Board Chairmen from the 1970's - Lois DeGroot, Eugene Bowles and Florence Cruickshank - lent an air of dignity to the occasion of Bridlewood Neighbourhood Branch's twentieth anniversary.



1996 was also a year of preparing the ground work for achievements that will hopefully be acknowledged in years to come. Late in the year, construction began on the Scarborough Community Complex, which will include Scarborough's twentieth public library as well as a community recreation centre and the Chinese Cultural Centre. Scarborough residents gained access to a new type of library material, reflecting the dramatic changes in the way that information is packaged, as CD-ROMs were added to circulating collections in the three district libraries. Throughout the year, staff were engaged in finding a replacement for the aging computer system on which many services are based. Their efforts culminated in the Library Board's choice of Data

Deputy Chief Executive Officer's Review

Research Associates, Inc. as the new supplier of the library's automated bibliographic system.

Performance Measures

In 1996, the Library Board operated 19 branches. Bookmobile service was eliminated as of May 1st, as the Library Board dealt with the effects of a 20% reduction in Provincial funding. Other aspects of the Outreach Service did continue, as 313 home readers received regular deliveries of print material and talking books. The Library Board's overall operating budget decreased by 1.8% from the prior year, in spite of increased revenues from fees and fines. The table below summarizes financial support for library service as reflected in hours of service and funding for library materials.

INDICATORS	1995	1996	%
Population	542,000	550,000	+1.48
Operating Budget	\$19,788,300	\$19,435,000	-1.79
Operating Budget/Capita	\$36.51	\$35.34	-3.20
Library Materials Budget	\$2,077,700	2,068,700	-0.43
Library Materials Budget/Capita	\$3.83	\$3.76	-1.83
Hours of Service	47,462.35	47,462.70	-

As indicated in the table below, the number of library visits by Scarborough residents continues to rise, as does the number of items borrowed. Tighter controls introduced in 1996 have encouraged customers to respect their borrowing privileges, which has in turn assisted the Library Board in making collections available for all to use. In spite of such measures, there is a concern that use of the various collections is growing faster than the funding for library materials. One of the initiatives to be pursued in 1997 is that of fundraising to supplement collections.

Deputy Chief Executive Officer's Review

INDICATORS	1995	1996	%
Circulation	6,118,799	6,426,754	+5.03
Estimated Reference Requests	1,242,044	1,359,423	+9.45
Estimated Annual Uses	4,593,413	5,072,382	+10.43
Programs	2,329	2,110	-9.40
Attendance	65,498	60,169	-8.14

The number of registered borrowers now represents fully 60% of the population of Scarborough.

INDICATORS	1995	1996	%
Registered Customers	315,885	332,000	+5.1
Percentage of Population Registered	58.3%	60.4%	----

Results Achieved

Because the initiatives in information technology are increasingly central to the organization's development, the former Technical Services Division was reorganized into two units, Information Systems and Bibliographic Support Services. The former is charged with the operation of the library's primary computer system - the automated bibliographic system - as well as administration of the wide area network and maintenance of the library's inventory of public and staff microcomputers. Bibliographic Support Services handles the ordering, cataloguing and processing of library materials. The reorganization designated a management position exclusively to Information Systems and relocated another staff position to that unit.

Staff in the Bibliographic and Information Systems Division continued to implement the Library Board's information technology objectives. In the early months of the year, a telecommunications network

Deputy Chief Executive Officer's Review

was installed linking all branches to the central site. The upgraded communications equipment permits the transmission of a greater volume of data, at higher speeds, with lower operating costs. Installation of this wide area network was an essential part of the preparations for the new automated bibliographic system mentioned previously in this report.

In public services, the telephone renewal service became very popular with Scarborough residents, as evidenced by the renewal of more than 277,000 items. In evaluating the new computer systems available in the library automation market, staff placed considerable emphasis on various self-service options which many library customers have expressed a desire to use.

The reallocation of former bookmobile staff and the relocation of the home reader service to the Albert Campbell District Library was accomplished with a minimum of disruption. The manner in which these changes were accomplished credits the working relationship among Management staff, the Union representatives and the staff in general.

One Bicentennial project which was not mentioned earlier, although it entailed a major commitment of staff time, was the creation of a lasting legacy for Scarborough residents, *The History of the People of Scarborough*. Unfortunately, the scope of the project precluded publication within the Bicentennial year; however, the writing was substantially completed and publication will occur in 1997.

Looking Forward

Staff anticipate that continuing efforts in information technology will lead to significant developments in public service throughout 1997, particularly the expansion of access to information databases and, of course, the introduction of the new automated bibliographic system. The present uncertainty surrounding the future of municipal jurisdictions, including local boards, introduces a degree of complexity to decision-making and an understandable level of concern among staff. As an organization in which people have a strong tradition of working together, staff will continue to work with the Library Board to deliver the best possible service to residents of Scarborough.

Service Development and Promotion Division Review

Continuous innovation has characterized the work of the Division this year. To respond effectively to the ongoing decline in community resources and reduced funding for library services, the Division has examined almost every aspect of service delivery. Placing the customer at the centre of every discussion has been the key to many partnerships, work reviews and changes in practice that have characterized the year. The closing of the bookmobile and the relocation of the Outreach Service to the Albert Campbell District Library has marked the closing of one aspect of the department's work. With the relocation of the Co-ordinator of Adult Collection Development, selection of library resources for the Board has been consolidated into one Division

Community Partnerships

Partnerships have become a mainstay. They allow for a more extensive reach into the community, a sharing of information and resources and chance to carry the unique services of the library directly to customers who may not have had the opportunity to appreciate the important role the library can play. From Canada Council and the City's Recreation, Parks and Culture



Department to the Scarborough Grace Hospital Wellness Institute and the Riverdale Immigrant Women's Centre, staff have worked with individuals and organizations in the community. The result created opportunities for residents to meet authors and film makers discussing their work, to learn the basics of English language and Canadian citizenship, and to have access to health care resources that focus on the needs of their unique communities.

Partnership Highlights

- Scarborough Board of Education, COSTI Immigrant Services and Riverdale Immigrant Women's Centre to provide English as a Second Language instruction and Citizenship classes.
- Human Services of Scarborough to assist, through their Network, in the provision of varied services to ethno-specific communities.

Service Development and Promotion Division Review

- The Salvation Army's Scarborough Grace Hospital Wellness Institute to plan community development programs and services for specific Scarborough communities, targeting programs for women.
- The City of Scarborough's Recreation, Parks, and Culture Department to bring the Toronto International Film Festival to Scarborough by screening films over four nights in November for an audience of nearly 800 residents. This very successful event, FestivalExtra, was supplemented by corporate sponsorship from local business.
- The University of Toronto, Scarborough Campus to launch the Library Board's Internet Homepage. Scarborough Campus donated space on their Web server to allow the presentation of library information, based closely on the *Customer Guide*, on the Internet. In five months, the site had 3,539 visitors.

Library Resources: Trends in Their Development and Use

The use of the library's resources continues to increase and the demand for materials becomes more complex and diverse, a mirror of the community. With the introduction of the Co-ordinator of Adult Collection Development position into the Division, a focus on the method for developing these collections has begun. The challenge is to remain aware of trends in the publishing industry, the rise and fall in popularity of various formats, the practices of other library systems which contribute to customer expectation and to make the most effective use of a decreasing budget to anticipate and meet customer interest.

Development Highlights

- Electronic resources continue to grow in popularity; this year in addition to the CD-ROM databases that are available to customers in branches, three branches launched circulating collections of CD-ROM materials. Children can now borrow *The Eyewitness History of the World* or *Dinosaur Hunter* on CD-ROM while adults can choose from titles as varied as *Julia Child's Cooking with the Master Chefs* or *Beethoven and Beyond*.

Service Development and Promotion Division Review

- Music cassettes are slowly disappearing from the marketplace. It is now almost impossible to buy any jazz or classical music on cassettes. In these areas, the format has been almost entirely replaced by compact discs.
- The Library Board discontinued its toy lending service in 1996. At its inception, the Library Board's service was the only one in the City. Now there are numerous other locations offering toy lending to the community.

Use Highlights

- Children borrowed 1.7 million items, 26.3% of the total circulation.
- Teen borrowers (ages 12-17 or in grade seven or over) accounted for 636,181 transactions, 9.9% of the system total.
- Total Multilingual circulation of 1,233,188 includes materials in 24 languages, representing 18.5% of the annual system-wide circulation, while English as a second language materials (ESL) had a total circulation of 50,129 for the year.
- The use of the Library Board's sixteen deposit collections totalled 7,391 items this year (bulk loans). The Board served one less location this year with the closing of Birkdale Villa.
- The Library Board provided materials for 313 home readers who borrowed 19,510 items in print and talking book format throughout 1996.

Providing Access

To ensure that all customers are easily able to have access to the library materials, continuous review and assessment are required. The result may be the addition, reallocation or discontinuation of materials. The method of acquiring materials is equally important to develop collections that are timely and relevant.



Service Development and Promotion Division Review

Access Highlights

- The language collections were consolidated into fewer locations and four collections that are no longer in high demand by the community (Dutch, Finnish, Portuguese and Ukrainian) were withdrawn from the system, leaving the total number of languages available at 24.
- Two new locations for the International Cinema collection were started. This collection of the best cinema from around the world was previously available only at Agincourt but may now be borrowed from Cedarbrae and Albert Campbell District Libraries.
- Co-operative acquisition of materials will become more prevalent; this year Scarborough purchased a selection of electronic materials including a new Canadian full text periodical database, *CPI.Q*, through a consortium of Metro public libraries. This arrangement allows for co-operative planning and information sharing as well as a reduction in price.
- A plan to select certain multilingual materials co-operatively with some other Metro systems offers a similar prospect to work together and maximize the effective use of staff skills and budget resources.
- Among the notable additions to the collection this year was a donation of 5,000 items from the estate of a Maryvale Branch customer who had used that library since it opened. The donation provided a number of beautiful art books and additional history and travel titles that will be welcome additions.
- The National Film Board of Canada (NFB) closed their Toronto film library and distributed their video collection to several public libraries in Metro. Scarborough received more than 300 titles. The Film Board referred their customers to the receiving libraries and many former NFB customers used Scarborough branches for the first time.
- To ensure the best service to customers, the current method of selecting English and French Language materials for adults was reviewed and a report recommending changes was prepared for consideration and implementation in 1997.

Service Development and Promotion Division Review

Promotion and Production

Promotional activities are undertaken to raise the profile of the library in the community. They may provide orientation and information to actual and potential customers, or alert the public to current issues such as vandalism or the need for community support. Their design, production and distribution strategy encourage customers to make further use of the library's resources.

Promotion Highlights

- Distribution and promotion of two new *Cultural Perspective* bibliographies of Polish and Chinese literature in English translation.
- Compilation and editing of the second edition of *Multilanguage Acquisition Resource: A Guide to Suppliers*.
- Development of three new pathfinders to promote the use of the career collections: *Job Hunting, Choosing a Career, Starting Your Own Business*.
- A brochure outlining and explaining the Dewey Decimal system was produced to assist customers in locating materials.
- Promotion for donations to the library was undertaken. Media releases, pamphlets and an announcement in the monthly *Events* calendar were intended to encourage the community to consider the library as a suitable recipient for their donation.

Production Highlights

- More than 30,000 *Customer Guides* produced in English and 17 other languages.
- More than 24,000 bi-monthly *Events* calendars.
- More than 2,700 posters featuring 90 unique graphic designs advertising new programs, services, and special events.

Service Development and Promotion Division Review

- More than 48,000 bookmarks promoting public library programming and events.

Conclusion

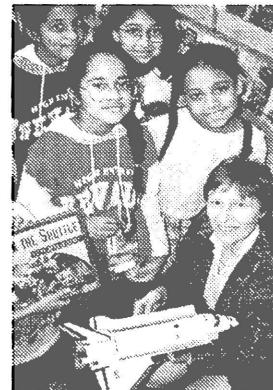
1997 is certain to bring unanticipated challenges, but many of the good alliances forged with the community have placed the library in a strong position to respond effectively. The 1996 review of work practices, particularly related to library materials will be implemented and expanded. This initiative will position the Division to match the library's changing services to the community's evolving needs.

Southern Division Review

Being the inaugural year of the amalgamation of two former public service units, 1996 was a productive year for Southern Division. Our customers have once again shown their support and reliance on library services. With more than 27,000 residents becoming new library members, staff responded to this challenge successfully by delivering a remarkable output of services and programs. In the past year, Division staff also concentrated on reviewing and defining priorities in order to meet customer needs amid budget constraints.

Highlights

- A series of programs were held to honour the City of Scarborough's Bicentennial year celebration. These included visits by local authors and programs organized in conjunction with the Scarborough Historical Society and the Scarborough Historical Museum.
- The most notable Bicentennial program was *Memories of Scarborough* in which nineteen residents submitted articles about their lives in Scarborough. These submissions will be printed and kept on a permanent record in the Local History collection at Cedarbrae District Library.



Southern Division Review

- 1996 registered the best attended *Summer Reading Club* programs. More than 2,000 children attended the programs which aimed at encouraging children's reading during their holidays. The number of books they read increased by more than 50% from 1995.
- Albert Campbell District Library, Bendale Neighbourhood Branch and Cedarbrae District Library celebrated their twenty-fifth, thirty-fifth and thirtieth service anniversaries respectively. More than five hundred residents joined staff and Library Board members to celebrate library services in their communities.
- Morningside Neighbourhood Branch, in its new location since October 1995 enjoyed a significant increase in circulation throughout 1996, reaping the benefits of a highly visible and easily accessible library location.
- Students continued to rely heavily on public library resources. There has been increasing expectation from teachers and parents that student's assignments are completed using various electronic resources.
- Consolidation of multilingual collections has resulted in stronger and larger collections in the branches. The Division now holds twenty-one languages.
- Tamil, Spanish and Hindi video collections were added at Albert Campbell District Library. McGregor Park Neighbourhood Branch was also the new location for a Tamil video collection.
- CD-ROM collections for home use were introduced at the two district libraries. The materials have been very popular and are experiencing a high turnover rate.
- Because of the Bicentennial year, the Local History collection at Cedarbrae District Library was well used to answer questions from students and government officials on the historical development of the City.
- Customers continued to use newspapers, the federal government electronic Job Bank database and the career collections to find jobs or start their own business. This trend which started a few years ago will likely continue in the future.

Southern Division Review

- Circulation reached more than 3.3 million, representing a 7.5% increase from 1995. More impressive was the fact that every branch in the Division showed an increase in circulation. Branches which open 40 hours per week have generally returned to the levels of circulation that were achieved prior to the 1994 reduction in hours.
- The new Highland Creek Neighbourhood Branch which opened in September 1994 was the recipient of the Ontario Library Association's award for the *Best Branch Design*.



In the past year, staff actively participated in community events to reach different groups. Displays and information booths were set up at the *Small Business Symposium* (organized by the Economic Development Department) and the Entrepreneur Fair (organized by Friends of Scarborough). Cedarbrae District Library staff compiled a bibliography on women's health in co-operation with the Centenary Health Centre. The bibliography has been widely distributed to hospital staff and patients. Staff also took part in the studies of the recreational, parks and cultural needs of the Maryvale / Wexford and McGregor / Dorset Park communities.

The high attendance at preschool storyhours and Tales for Two shows that young families have moved into the community or continue to reside in southern Scarborough. Several property developments have been taking place in the Port Union Neighbourhood Branch catchment area. According to developers' reports, several hundred homes have been sold. A significant increase in the population is expected in 1997 when new residents will be moving in.

Print resources accounted for 82% of the total circulation, while videos and compact discs contributed 17%, a pattern similar to that of 1995. Use of the multilingual materials continued to reflect the diverse community which we serve. The languages in demand are still Chinese, Hindi, Tamil, Greek, Italian, Spanish, Polish, Persian and Gujarati. Tamil materials registered a dramatic increase in circulation; a healthy growth of 95%.

To balance the new demand for more electronic resources and the ongoing need for a variety of materials, staff continued refining the selection of content and format of the collections. Expenditures for some

Northern Division Review

reference materials were reduced to support CD-ROM titles. Five new CD-ROM stations were installed at the Cedarbrae District Library and one at the Albert Campbell District Library to meet the demand for up-to-date electronic information. The response from the public has been very positive with reports of customers lining up during peak times. Staff have benefited from the use of the Internet as a resource for answers to customers' questions.

In 1996, professional development activities and training workshops were focussed on software applications and accessing the Internet. These new skills and the experience gained from using various technological resources have prepared the Southern Division staff for the initiatives planned for the following year: implementation of the Data Research Associates, Inc. (DRA) automated bibliographic system, provision of an on-line periodical database and Internet access for the public. With a continuous focus on quality service and establishment of priorities, we have confidence that we will meet the expectations of our customers in 1997.

Northern Division Review

During Scarborough's Bicentennial, libraries in the Northern Division responded to demand for public library service of truly historic proportion while participating in a roster of activities marking the two hundredth anniversary of the municipality's settlement. More than 19,000 new registrants enrolled as library customers, contributing to record-breaking circulation at five of the Division's six branches. Events, readings, and displays showcased Scarborough talent or memorabilia. Given the diversity which has come to characterize Scarborough's population, particularly important were the occasions which recognized the developing maturity of newcomer communities and the role they have played in shaping Scarborough's social fabric.

Highlights

- Bicentennial programming was achieved through partnership with numerous community agencies, including the Scarborough Arts Council, the Scarborough Historical Museum, the Glass Art Guild, Black Creek Pioneer Village and the Multicultural History Society of Ontario.

Northern Division Review

- Following first association with the Board at the *1995 Bicentennial Scarborough Author's Night*, the Tamil Writers' Association co-sponsored a well-attended evening of readings by Tamil poets.
- The Bridlewood Neighbourhood Branch Twentieth Anniversary celebrated a milestone in library service to the L'Amoreaux community.
- Divisional Capital planning advanced with Board approval for the eventual retrofit of the Malvern Community Library. Council and the Library Board approved plans for a future Scarborough Community Complex in the Markham / Sheppard area, to be developed in conjunction with the Chinese Cultural Centre of Greater Toronto and the Metropolitan Toronto Separate School Board. Kuwabara Payne McKenna Blumberg Architects and Patrick T.Y. Chan Architects were awarded a joint City/Chinese Cultural Centre contract for site planning and project design.
- Scarborough Community Complex ground-breaking ceremonies, held November 18th, drew hundreds of well-wishers to a site bedecked with mammoth red and gold balloons. The event initiated Phase 1 construction on the Chinese Cultural Centre, which, with its classical Chinese Garden and Asian Business and Cultural Development Centre, will be North America's most technologically advanced and the world's largest.
- Connection to the Board's Information Technology Wide Area Network (WAN) was achieved at the Malvern Community Library in May, adding three workstations from which customers could directly access selected fulltext and bibliographic databases.
- A circulating CD-ROM collection was introduced at the District Library during Ontario Library Week, responding to customer trends and a major growth area in the children's publishing industry. Items circulated an average of ten times each in the first ten weeks of service.
- Mandarin videocassettes were introduced at Woodside Square Neighbourhood Branch, while both Spanish and Greek videos were added at Agincourt District Library.

Northern Division Review

- Performance indicators reflected ever higher demand for library service in northern Scarborough, with the Division's six libraries reporting a circulation of 2,981,894 items - 47% of that achieved by the system's nineteen branches. Five divisional locations established new annual circulation records; the District Library ensured its rank among that elite group of libraries circulating over one million transactions by October - a month earlier than in 1995.
- Divisional staff provided responses to 550,689 questions - 12.7% more than in 1995. Students of all ages and backgrounds, job-seekers and entrepreneurs availed themselves of information resources, whether print-based or electronic. At the District Library and mall locations such as Bridlewood and Woodside Square, use of the floor as a work surface was regularly less a matter of choice than of necessity, given the sheer number of customers using the library for work or study.

Challenges of a Transition Year:

In 1997, the Division will inevitably mark several service milestones: Steeles, Malvern and Woodside Square libraries will celebrate, respectively, their tenth, fifteenth and twentieth anniversaries of continuous service. Given significant development occurring in the immediate vicinities of the District Library and Woodside Square, Divisional staff will review service requirements of the respective communities.



National and local economies will undoubtedly continue to challenge service providers. Offering public library service seems in retrospect to have been considerably less complex in the early decades of the twentieth century when there was a mass audience with similar needs, primarily acculturation. There are now numerous constituencies and interests for which resources must be provided and an era of economic and political change from which neither the new nor established residents of Scarborough will be exempted.

Northern Division Review

Implementation of advanced information technology may provide a part of the solution. Fifteen years after installation of the system's first automated circulation system at Malvern, the library system will migrate during 1997 to a new generation of automated bibliographic system, which will support the access from every location to a variety of information sources, including on-line connection to the catalogues of other library systems across the City or around the world.

Approval of legislation amalgamating Metropolitan Toronto municipalities into a single City of Toronto may also affect the path of development to which library and municipal authorities have committed. The dedicated staff of the Northern Division will continue all efforts to sustain the high quality of service upon which our customers have come to depend. This focus on service will remain the hallmark of Divisional operations in Scarborough.

Bibliographic and Information Services Division

The Division was reorganized into two entities: Bibliographic Support Services (BSS) and Information Systems (IS) and renamed Bibliographic and Information Systems (BIS). The former is led by the Head of Bibliographic Support Services and provides the acquisition, interlibrary loan, cataloguing and materials processing needs of the organization. The latter is led by the Manager of Information Systems and combines the former Systems Support and Circulation Control sections and provides the technological needs of the organization. Both groups report to the Director of Bibliographic and Information Systems.

- The convergence of groups of staff into two basic units allows the Division to train and mobilize staff within the units as workflow demands change. One group concentrates on the traditional technical service functions and the other on the technology needed to deliver the new services emerging in libraries. In light of increasing budget constraints the strategy is necessary and beneficial. Reductions in budget have resulted in reductions in the number of staff over the years, and creating two specialized staff pools provides a better base to meet service demands.

Bibliographic and Information Systems Division Review

- The Internet partnership with the Library Board, City and Scarborough Public Utilities Commission resulted in the selection of Shaw Cable as the Internet provider. Implementing a logical boundary between the City and library networks was begun and will continue to be refined in 1997. Separation, with only required access to each others services, disentangles the partners to develop services specifically to each and allows co-operation as needed. The library continues to use the City's general ledger, payroll, human resources and E-mail programs.
- On the library front, the conversion of all branch telecommunications circuits to ISDN was completed which upgraded speeds to 9600 baud. A switch was installed to separate network from Geac traffic to help with response time improvement. The final benefit will come when the replacement automated bibliographic system is implemented.
- The need for greater CD-ROM product capacity at the Administration Centre required the installation of a fifty-six drive CD-ROM tower. The improved tower capacity and the greater bandwidth of the ISDN circuits allowed the installation of products like *Kiosk*, *INFO* and *Books in Print* to be shared with the branches. The displaced towers were distributed to the district libraries where other CD-ROM products are offered.
- Computer notification of holds available to customers saw stable use, but renewals by telephone saw more than 92,000 customers renew over 277,000 items. Bills for replacement dropped by 15,000 or fifteen percent. Computer notification of overdue items was tested and may be released system-wide in the new year.
- Three of the Division's senior staff, together with three public service staff, invested a large part of the year in researching, evaluating and recommending a replacement for the Geac 9000. The Data Research Associates, Inc. (DRA) product was selected as the most suitable. Negotiations were begun late in the year and a contract prepared for the Library Board in January 1997. Thereafter staff expect to begin the arduous tasks of conversion and implementation which will occupy efforts for most of 1997.

Bibliographic and Information Systems Division Review

- In the traditional technical services activities the statistics reflect a downward trend.
 - > catalogued titles down 4%
 - > materials processed down 7%
 - > orders placed down 9%

The principal reason for these declining statistics is a library materials budget which has not, in recent years, kept pace with inflation and a gradual shift from print to electronic resources. A 12% increase in items repaired may be an indication that materials are being made to last as long as possible.

- Changes to the bibliographic database reflected changes in public service. Transfers were up 136% because of the withdrawal of bookmobile services and the dispersion of the collection. The talking book collection (5,028) was added to the data base but is not reflected in the count of items catalogued. Circulating CD-ROMs were catalogued and added to the collections for the first time and released for Ontario Library Week. This addition to the collections represents a gradual increase in multimedia items and a redistribution of materials funding to newer multimedia materials.

Conclusion

As the impacts of the proposed amalgamation are awaited, some of the changes put in place should allow staff the opportunity to acquire flexibility and skill sets that are likely to be required. The technology changes will position the organization to more readily adapt to whatever outcomes eventuate.

Appendices

OPERATING BUDGET

EXPENDITURES	1995	1996
Board & Administrative Support	\$1,907,400	\$1,826,400
Bibliographic & Information Systems	2,076,700	2,086,100
Public Services:		
Service Development & Promotion	991,700	863,000
Southern Division	8,708,100	8,429,000
Northern Division	5,684,400	5,700,500
Capital Debt	420,000	530,000
TOTAL	\$19,788,300	\$19,435,000
REVENUE	1995	1996
City Grant	\$17,576,300	\$17,514,000
Provincial Grants	1,313,000	1,050,000
Levied Charges	370,000	410,000
Recoverables	140,000	140,000
Carryover	389,000	321,000
TOTAL	\$19,788,300	\$19,435,000

COLLECTIONS		
	1995	1996
Books (Includes ESL, ABR)	1,019,704	1,022,545
Paperbacks	475,037	476,431
Videocassettes	27,040	32,076
Audio Recordings and Kits	97,171	98,301
Framed Prints	343	243
Microforms	26,203	26,964
Toys	433	242
Computer Software	7	0
CD ROM (circulating)	0	199
Talking Books	0	5,028
TOTAL	1,645,938	1,662,029
SERIALS		
	1995	1996
Titles	828	782
Subscriptions	3,911	3,611

CATALOGUING SECTION		
	1995	1996
TITLES CATALOGUED		
Books, Adult	23,606	22,189
Books, Juvenile	4,790	6,036
Audio Visual Materials	8,507	7,170
Toys Indexed	101	0
CD-ROM	0	158
TOTAL TITLES CATALOGUED	37,004	35,553
PROCESSING SECTION		
	1995	1996
MATERIALS PROCESSED		
Books, Adult	56,557	51,304
Books, Juvenile	19,843	22,422
Audio Visual Materials	18,317	16,806
Toys and Prints	101	0
Paperbacks and Pamphlets	47,649	41,960
CD-ROM	0	196
TOTAL MATERIALS PROCESSED	142,467	132,688
INTERLOAN SECTION		
	1995	1996
LOAN REQUESTS FILLED		
Items Borrowed	1,248	997
Items Lent	1,960	2,307
TOTAL LOAN REQUESTS FILLED	3,208	3,304

PERSONNEL ESTABLISHMENT		
	1995	1996
FULL-TIME		
Executive	4	4
Directors	4	4
Managers	7	7
Executive Support Staff	6	6
Librarians	43	39
Code VII	5	5
Code VI	21	20
Code V	24	23
Code IV	22	22
Code III	65	64
Code II	1	1
Code I	13	13
TOTAL	215	208
PART-TIME		
Librarians	11	14
Code IV	2	2
Code III	19	19
Code II	0	0
Code I	85	85
TOTAL	117	120
Shelvers/Pages	160	160

PERSONNEL OVERALL SUMMARY*		
	1995	1996
STAFF		
Full-time establishment	215	208
Part-time establishment	117	120
TOTAL ESTABLISHMENT	332	328
FULL-TIME		
New Permanent Employees	3	2
New Temporary Employees	0	1
Full-time to Part-time	0	0
Promotions	16	3
Transfers	10	13
Reclassifications	0	0
Terminations	6	3
Retirements	9	2
PART-TIME		
New Permanent Employees	25	0
New Temporary Employees	0	7
Promotions	5	1
Transfers	9	4
Part-time to Full-time	7	1
Terminations	10	5
Retirements	2	1
Reclassifications	0	0
Temporary Internal Promotions	6	5
Temporary Internal Transfers	7	10

* Does not include Shelves/Pages

CIRCULATION OF ALL ITEMS				
	1995		1996	
OUTREACH				
Bookmobile***	95,289		30,096	
Home Readers/Bulk Loans/ Institutional Visits	40,227	135,516	36,388	66,484
SOUTHERN DIVISION				
Albert Campbell	536,472		568,489	
Bendale	168,956		172,145	
Cedarbrae	725,943		796,554	
Cliffcrest	139,450		152,627	
Eglinton Square	246,515		251,800	
Guildwood*	112,260		120,444	
Kennedy/Eglinton	145,939		154,679	
Highland Creek	211,259		218,319	
Maryvale	222,115		240,827	
McGregor Park	138,517		150,347	
Morningside**	200,519		245,739	
Port Union	191,349		195,262	
Taylor	101,482	3,140,776	111,144	3,378,376
NORTHERN DIVISION				
Agincourt	1,111,645		1,204,450	
Bridlewood	363,513		380,461	
Goldhawk Park	332,930		337,127	
Malvern	360,276		361,286	
Steeles	279,935		291,452	
Woodside Square	394,208	2,842,507	407,118	2,981,894
TOTAL FOR THE YEAR		6,118,799		6,426,754
HOURS OF SERVICE	47,462.35		47,462.70	
CIRCULATION PER HOUR	128.9		135.4	
POPULATION OF THE CITY OF SCARBOROUGH	542,000		550,000	

* Closed for refurbishing Aug. 8 - Aug. 22, 1995 and re-opened Aug. 28, 1995.

** Closed for relocation and refurbishing Sep. 5 - Oct. 1 and re-opened Oct. 2, 1995

*** Bookmobile discontinued as of May 1, 1996

CIRCULATION BY DIVISION				
	1995		1996	
	Number of items Circulated	Percentage of Total Circulation	Number of items Circulated	Percentage of Total Circulation
SERVICE DEVELOPMENT AND PROMOTION				
Home Readers/Bulk Loans/ Institutional Visits	40,227	0.65%	36,388	0.57%
SOUTHERN DIVISION				
Albert Campbell District Library	536,472		568,489	
Cedarbrae District Library	725,943		796,554	
Neighbourhood & Community Branches (11)	1,878,361		2,013,333	
Bookmobile Stops	59,100		19,258	
	3,199,876	52.30%	3,397,634	52.86%
NORTHERN DIVISION				
Agincourt District Library	1,111,645		1,204,450	
Neighbourhood & Community Branches (5)	1,730,862		1,777,444	
Bookmobile Stops	36,189		10,838	
	2,878,696	47.05%	2,992,732	46.57%
SYSTEM TOTAL	6,118,799	100%	6,426,754	100%

**CIRCULATION OF MULTILINGUAL MATERIALS
(EXCLUDING MAGAZINES)**

LANGUAGES	1995	LANGUAGES	1996
Chinese	670,257	Chinese	711,277
Hindi	102,177	Hindi	106,499
Tamil	30,626	Tamil	60,030
Greek	17,129	Urdu	19,052
Gujarati	15,294	Greek	16,095
Japanese	15,011	Gujarati	14,738
Italian	14,150	Italian	13,702
Urdu	13,081	Spanish	12,741
Persian	10,824	Japanese	11,699
Polish	9,992	Persian	10,704
Other	49,261	Other	45,364
Total	947,802	Total	1,021,901

CIRCULATION PER HOUR OF SERVICE				
	Annual Hours Open	Average Circ/Hour Branch	Annual Hours Open	Average Circ/Hour Branch
SERVICE DEVELOPMENT AND PROMOTION		1995		1996
Bookmobile/Institutions***	1,145.50	118.51	356.00	84.54
SOUTHERN DIVISION				
Albert Campbell	3,025.50	176.65	3,044.00	186.76
Bendale	1,992.00	84.82	2,021.50	85.16
Cedarbrae	3,026.00	239.03	3,044.00	261.68
Cliffcrest	1,990.75	70.07	2,024.00	75.41
Eglinton Square	2,847.75	85.96	2,876.00	87.55
Guildwood*	1,878.75	59.74	2,023.50	59.52
Highland Creek	1,992.00	106.05	2,024.00	107.87
Kennedy/Eglinton	1,992.00	73.26	2,022.25	76.49
Maryvale	2,352.00	94.72	2,381.00	101.15
McGregor Park	1,991.25	69.56	2,022.00	74.36
Morningside**	2,631.00	75.63	2,876.00	85.44
Port Union	2,350.45	81.65	2,381.00	82.01
Taylor	1,990.65	50.98	2,014.45	55.17
NORTHERN DIVISION				
Agincourt	3,026.00	366.03	3,044.00	395.68
Bridlewood	2,849.00	126.70	2,873.00	132.43
Goldhawk Park	2,466.00	135.01	2,483.00	135.77
Malvern	2,580.00	140.08	2,561.00	141.07
Steeles	2,487.00	112.45	2,521.50	115.59
Woodside Square	2,848.75	137.41	2,870.50	141.83
	47,462.35	128.07	47,462.70	135.41

* Closed for refurbishing Aug. 8-22, 1995 opened Aug. 28.

** Closed for relocation and refurbishing Sept. 5 - Oct. 1/95. Reopen Oct. 2/95

***Bookmobile discontinued as of May 1, 1996

ESTIMATED REFERENCE REQUESTS

**SERVICE DEVELOPMENT
AND PROMOTION**

1995

1996

Bookmobile	7,406	1,665
Home Readers/Bulk Loans/ Institutional Visits	3,540	281

SOUTHERN DIVISION

Albert Campbell	98,132	99,129
Bendale	34,646	35,148
Cedarbrae	307,369	339,914
Cliffcrest	35,408	30,767
Eglinton Square	44,389	45,615
Guildwood	26,019	32,186
Highland Creek	22,294	33,506
Kennedy/Eglinton	35,225	33,718
Maryvale	31,619	37,659
McGregor Park	25,343	28,859
Morningside	32,563	44,260
Port Union	25,672	28,930
Taylor	14,779	18,302

NORTHERN DIVISION

Agincourt	238,086	282,275
Bridlewood	48,852	52,219
Goldhawk Park	52,343	52,289
Malvern	45,338	60,485
Steeles	34,828	36,226
Woodside Square	69,181	67,195

SYSTEM TOTAL BASED ON ADDITION	1,233,032	1,360,628
---------------------------------------	------------------	------------------

TOTAL BASED ON PROVINCIAL FORMULA	1,242,044	1,359,423
--	------------------	------------------

ESTIMATED ANNUAL USES

**SERVICE DEVELOPMENT
AND PROMOTION**

	1995	1996
Bookmobile	27,953	7,516
Home Readers/Bulk Loans/ Institutional Visits	7,655	7,188

SOUTHERN DIVISION

Albert Campbell	328,610	344,109
Bendale	86,103	81,976
Cedarbrae	610,261	702,880
Cliffcrest	110,218	122,061
Eglinton Square	263,930	246,288
Guildwood	78,634	83,176
Highland Creek	82,625	92,008
Kennedy/Eglinton	122,190	130,270
Maryvale	152,563	160,871
McGregor Park	83,586	80,575
Morningside	134,038	158,455
Port Union	132,989	115,516
Taylor	55,251	65,111

NORTHERN DIVISION

Agincourt	819,038	948,772
Bridlewood	397,901	426,406
Goldhawk Park	239,790	244,528
Malvern	250,701	311,179
Steeles	167,542	175,280
Woodside Square	427,588	493,895

TOTAL BASED ON ADDITION	4,579,166	4,998,060
--------------------------------	------------------	------------------

TOTAL BASED ON PROVINCIAL FORMULA	4,593,413	5,072,382
--	------------------	------------------

ESTIMATED IN-LIBRARY USE

	1995	1996
SOUTHERN DIVISION		
Albert Campbell	175,928	186,417
Bendale	47,928	41,332
Cedarbrae	308,406	339,156
Cliffcrest	40,360	41,827
Guildwood	22,924	26,031
Eglinton Square	111,397	121,255
Highland Creek	31,079	32,761
Kennedy/Eglinton	84,420	86,973
Maryvale	59,763	64,580
McGregor Park	42,706	90,281
Morningside	68,992	82,665
Port Union	57,564	62,520
Taylor	28,713	41,152
NORTHERN DIVISION		
Agincourt	609,686	653,225
Bridlewood	153,116	166,676
Goldhawk Park	107,073	110,994
Malvern	96,614	128,104
Steeles	98,566	111,857
Woodside Square	131,919	175,365
SYSTEM TOTAL	2,277,154	2,563,171
TOTAL BASED ON PROVINCIAL FORMULA	2,328,908	2,536,007

SYSTEM PROGRAMS				
	Number	Audience	Number	Audience
ADULT		1995		1996
Authors/Illustrators	4	557	5	180
Book Clubs/Book Talks	67	926	58	799
Class/Group Visits	48	865	27	542
Instruction/Assistance	47	492	26	120
Performing Arts/Presentations	4	357	10	777
Visual Resources	0	0	0	0
Book Sales	7	2,641	7	2,050
Co-sponsored Groups	108	3,718	106	3,569
TOTAL ADULT	285	9,556	239	8,037
CHILDREN				
Authors/Illustrators	36	2,234	39	2,514
Book Clubs/Book Talks	88	3,239	99	4,097
Class/Group Visits	358	9,544	256	6,999
Instruction/Assistance	14	120	1	20
Performing Arts/Presentations	30	2,519	28	2,463
Preschool Visits	91	1,559	82	1,198
Storytimes/Tales for Twos	550	8,968	507	8,387
Visual Resources	1	22	1	28
Co-sponsored Groups	7	254	1	70
TOTAL CHILDREN	1,175	28,459	1,014	25,776
MULTICULTURAL				
Authors/Illustrators	1	15	0	0
Book Clubs/Book Talks	0	0	0	0
Class/Group Visits	95	1,625	81	1,475
Instruction/Assistance	0	0	9	191
Performing Arts/Presentations	4	146	6	164
Storytimes	26	420	40	584
Visual Resources	0	0	2	15
Book Sales			2	118
Co-sponsored/ESL/Citizenships	709	24,538	683	23,078
TOTAL MULTICULTURAL	835	26,744	823	25,625
TEEN				
Authors/Illustrators	1	65	0	0
Book Clubs/Book Talks	1	26	0	0
Class/Group Visits	32	648	34	731
Instruction/Assistance	0	0	0	0
Performing Arts/Presentations	0	0	0	0
TOTAL TEEN	34	739	34	731
SYSTEM TOTAL	2,329	65,498	2,110	60,169

