

# READING IN TORONTO

SWANSEA

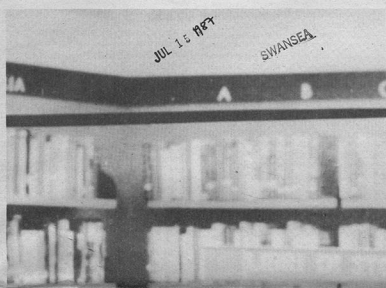
## 1976 TORONTO PUBLIC LIBRARIES

Vol. 93

120,736 Registered Borrowers

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12 pages



### "FANTASTIC"

That's what everyone says  
about books in 20 languages



"Books in your own language." In thirteen languages. That is part of the Toronto Public Library's new drive to equalize access to the services being provided to the citizens of Toronto.

You can't serve people in a language with which they are not comfortable — particularly if you're aiming at least in part to meet their leisure needs. Toronto 1976 is nothing if not a cosmopolitan city, receiving new immigrants daily.

In 1976 the Toronto Public Library spent 12 per cent or \$122,136. of its total materials budget on its multilingual collections. This increase of 400 per cent over 1975's allocation bought 20,000 new volumes, raising the total multilingual stock to 60,000 books in 13 languages. Stress has been put on 5 of these 13, with Chinese now the largest, followed by Italian, Portuguese and Greek. Small collections in another 7 languages have recently been added, for a total of 20 languages.

The response? "The reaction has been fantastic," according to Nettie Lukow, a library board member living in the west end. She is most familiar with the Ukrainian and Polish communities around the High Park and Runnymede areas. Circulation of the Polish collection was calculated for September at 42 per cent, compared with a norm for general collections of around 20 per cent. The High Park Polish collection has also been boosted by a donation in memory of the Nobel-prize winning novelist and poet W. Reymont.

"The variety of Polish books before both these developments must have been so archaic," Ms. Lukow says. "I think they were probably historically oriented, no light, enjoyable reading."

But the greatest demand right now

seems to be in the East Indian languages and Chinese. In September the Punjabi collection recorded an incredible 137 per cent circulation. This means that more than one person read each book during the month.

A similar situation exists for the Hindi and Urdu collections, recording monthly circulations of 88 per cent and 87 per cent respectively. A report from the Bloor and Gladstone Branch notes what happened when it received 50 new East Indian language books. "In five days all the new books were out," says Branch head Michelle Topa. Some of them circulated three times in three weeks.

But it is not just the newer and therefore smaller East Indian collections that have been experiencing such a high demand. At 10,000 books, the Chinese is the largest of Toronto's foreign language collections, yet it still has the second highest circulation rate, around 89 per cent. As these collections become known the interest in them has accelerated. "The Chinese collection at the Jones Branch," reports Jean Orpwood, "prompted a gift of Chinese comic books which are very popular."

Some areas are discovering that they should be developing collections in more languages. "Using the direct buying method, we very quickly established a multilingual collection," says Gerrard librarian Kathy Dixon. It includes Chinese, Punjabi, Urdu and Hindi. But now there is a demand for Gujarati, one that is also felt at the Danforth Branch.

"Equalization money is needed to further serve the ground swell now evident," says assistant librarian for user services Diana Mason. "Some branches report they could use three times as much material in local languages."

Six renovated branches;  
7 more coming, p. 7

Fanzines, mysteries  
popular paperbacks, p. 3

Where's your neighbourhood  
library see page 12



The Chilean Folk Group of Toronto in performance at Parkdale Library.

## At multilingual Parkdale

# Children make the difference

The Parkdale Branch has the largest and oldest of Toronto's multilingual collections. According to its librarian, Rita Cox, "children make the difference" in attracting adults into the library to use the books in its 18 language collection.

"Because of children coming in to borrow books, the parents are less reticent to come in themselves," she says. The Parkdale Branch was the system's foreign language literature section previous to the reorganization that resulted in the Metro Library in 1968. Consequently it has had a much larger and more varied multilingual stock than other branches for the past ten years. It is also equipped with a language lab open to free public use. Nevertheless the branch staff continues to promote use of their facilities.

"Right now we are doing a series of

multilingual programmes", says librarian Cox, listing off events beginning in August with a visit from a Trinidadian group and extending to a Spanish-language promotion in November. But she likes to emphasize that her branch has a variety of other projects. "People should know that there are other things going on".

One of these is "a very active senior citizens group" that meets twice a week. This group is now three years old, though financial troubles nearly ended it last summer when the library could not support it any longer. The members got together to apply for a New Horizons grant which now pays for art class materials and programming.

The Branch does programmes in the schools and housing projects, and has done a puppet show at a day nursery. "The

staff also did a workshop for all people in this area who work with young children on how to use library materials", adds Ms. Cox. And a number of women's groups, some organized in the past by the YWCA, have worked out of Parkdale.

"People are constantly new, constantly surprised to discover us", she says. The Polish and Portuguese collections are in good, steady use, while this past year "the East Indians and Chinese are using the library much more. We expect that our Spanish programme is going to increase their use of the library this year".

"We also have a West Indian collection of books by and about West Indians", she adds, noting that though they are written in English they should be included in the multilingual collections. "It's well underway and the response is terrific".

## Library reaches new users

By making dramatic increases in stocks of multilingual books, the Toronto Public Library system is serving a whole new segment of the city's population.

This fact was demonstrated by small sample surveys conducted in November 1976 of the borrowers of multilingual books in two library branches.

Of the borrowers of Greek books from the Danforth Library, located in an area with a high percentage of people who speak and read in Greek, one-third described themselves as new borrowers.

A similar survey of borrowers of Italian books at the Dufferin-St. Clair Library produced an identical result — one-third of the borrowers were new library users.

Indicating that non-English books can serve as a good introduction to English material, 74 of the 75 people surveyed at Dufferin-St. Clair borrowed books in Italian. But 10 of these borrowers also took out material in English on the same visit.

At the Danforth Library, the number of borrowers reading both Greek and English books was even higher. Fifty-four of 64 people questioned borrowed Greek books, and 23 borrowed English material. Most of the borrowers of non-English material had noticed the recent increase in the library's collections of these books. Two-thirds of the Danforth borrowers and four-fifths of those at Dufferin-St. Clair had registered the changes.

Almost all the users who had noticed a change said that there were now more books that they liked in the library than in the past. This was true for 43 of 46 people at Danforth, and 53 of 60 at Dufferin-St. Clair. Obviously the librarians have been successful in adding books people want to read to the Library's multilingual collections.

One of the library borrowers who answered the questionnaire at the Danforth Library, John Tinnouris of Browning Avenue, added a comment to his questionnaire. Written in Greek, it said:

"I thank everybody who works in the library. It is a good library, rich in books. . . . I have been a borrower for a few months now, through my daughter. I have been in Canada for 10 years and I am 50 years old. Thank God we have this library with Greek books in this country."

BOOKS • LIVRES • BIBLIA • LIBRI • LIVROS • 書籍.  
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FREE • C'EST GRATUIT • ΔΩΡΕΑΝ • GRATIS • 免費 • मुफ्त •  
GRATIS • UMSONST • DIJMENTES SZOLGÁLAT • 無代 •  
BEZPLATNIE • БЕЗПЛАТНО • 無代 •

## Toronto Public Libraries

## At Riverdale

# Chinese books help double circulation

Chinese opera cassettes "are going great guns" at Riverdale Branch Library, according to librarian, Jane Ameline.

They are so popular, in fact, that "some of the young teenagers are getting together to learn the operas," she reports. It is possible that they will perform this year as part of the Branch's Chinese New Year celebrations.

Riverdale is the base for the largest Chinese collection in the Toronto Public Libraries with 6700 volumes. As such it has become a centre for many activities of the Chinese community. Over 450 people attended February's Chinese New Year festivities which featured a traditional Chinese shadow-play.

Although the Chinese collection was started at this library three years ago, the Library Board's emphasis on increasing the multilingual collections has been very important. "Riverdale has received a lot of benefit from this," Mrs. Ameline says. "During the course of 1976 we got a lot more money for our multilingual collection than we had in the past."

The result? "Our circulation has gone way, way, way up," she says, estimating that use of the library has doubled in the past three years.

Another Board initiative has also allowed the Branch to keep pace with changing community needs.

"We've been doing a great deal of direct purchasing of new books from bookstores," Miss Ameline says, noting that this has been used in responding to suggestions for additions to both the multilingual and English collections. "We can be far more flexible. We can respond

to any kind of demand much more quickly."

Publicizing the Riverdale Chinese collection has not been difficult. "We have advertised and written articles for local Chinese newspapers," she says, adding that "word-of-mouth" advertising and referrals from other branch librarians have also been effective. People from as far away as Hamilton have come to use the collection.

Many of Riverdale's outreach programmes are also geared to its large Chinese neighbourhood, including a monthly film showing. Children's librarian Mrs. Mee-Shan Lau has acted as an interpreter on parents' nights at nearby Withrow School and does puppet shows and reads stories in Chinese. "She has recorded stories in Chinese for use in other branches," notes Mrs. Ameline.

But Riverdale serves more than just the surrounding Chinese residents. It has begun a small Greek collection and is experiencing increasing demands from people who are renovating older homes in the area north of Gerrard, east of Broadview. "These people have been moving in from the Northern part of the City and from the suburbs," she says. "They have been quite interested in our Canadian books."

The renovations that have been planned for the Branch have invited considerable community interest and involvement. Mrs. Ameline believes that now that this consultative process has been introduced it will lead to continuing citizen participation with demands for longer hours, more staff and more books, as well as different types of books.

## The Daily Question

## Where are your Canadian books?

"We get the question daily. Where are your Canadian books?" says Locke Branch Librarian, Helen McNeil. She supports the use of a maple leaf sticker on book bindings to designate Canadian books. For space reasons, her branch has also been using an A-frame with shelves of Canadian fiction on one side and Canadian non-fiction on the other. "It's proved such a good idea that we're keeping it," she says.

"The public are certainly more aware of Canadian books than they used to be," according to Catherine Toles, assistant librarian in charge of resources for the Toronto Public Library. "This goes back to 1967 when suddenly everybody began to realize, 'Hey! We're Canadian.'"

In the past two years it has been Board policy to recognize a responsibility for giving the public access to Canadian literature. At present, purchases of Canadian materials comprise about 20 per cent of total buying, compared to an average 10-12 per cent a few years ago. But it is not enough simply to buy more Canadian materials.

"I think there has been greater enthusiasm on the part of the staff for Canadian books," says Board member and novelist Marian Engel. She noted as an example the development of a good collection of Quebecois literature in the North District Library.

The Toronto area is much more conscious of Canadian materials than many other parts of the country," she concluded, but she would still like to see more promotions of Canadian culture as the one conducted by the Toronto Public Library in the first half of 1976. Called "Experience Canada", it included a booklet of 250 of "the most recent Canadian books that should not be missed," and advertising on the transit system and through poster, flyers and bookmarks. But the programmes organized for the branches were the most important part of the promotion. These ranged from readings by Canadian writers and poets, to lecture and discussion sessions, to a two person play about Pauline Johnson, to a festival of eight Canadian films.

According to a questionnaire that was distributed during most of the events, between 50 and 80 per cent of those who attended had never been to a library programme before.

Al Purdy, Dorothy Livesay, Jack Ludwig, Earle Birney and Joan Suttan were among those who gave readings, while Peter Pearson and Kirwan Cox both were present to discuss their films during the film festival.

Assistant librarian Toles credits present Board chairman James Lorimer among others with pressing for the present "active" policy of emphasizing Canadian books. She thinks that the first question Lorimer asked after his appointment to the Board was the percentage of the books being bought by the Library that were Canadian. At that time, the administration did not have those

statistics. "I had kept, for some reason, some rough statistics on my own," she remembers, "and they had to do."

"In the last two years, separate monies have been delineated for spending on Canadian materials and only on Canadian materials," she says. A percentage of each category of material that can be ordered by the branches is ear-marked for Canadian purchases, and if that is spent "then supplementary money is available for buying more Canadian materials."

What has been the public response to the TPL's new Canadian emphasis? Board member Nettie Lukow is a long-time resident of the West end, where she has been active in a number of resident's, business and other community associations, and now manages a bank branch on Kincardine. Personally it's very gratifying when people come into the bank and say "Nettie! It's great! They've finally got new books into the library," she says. "I've heard a lot of praise from people who agree with the Board's increased emphasis on Canadian books and authors."

## Fanzines, mysteries rank high with teens

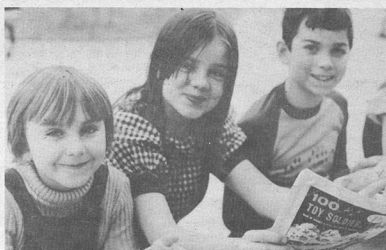
Toronto teenagers are into "fanzines" and comic books, but don't ask them about a Canadian author. The answer is likely to be "who?"

A survey organized this past spring and summer by Gwen Liu, the Toronto Public Library's Young People's Co-ordinator for Resources, seems to indicate that reading habits have not changed much since the last survey in 1963. "Their high interests were sports, adventure, and mystery, which still rank very high now", Mrs. Liu says.

Though the 1963 survey did not probe the ability to identify Canadian authors, the results from this recent one are not too comforting. Names like Margaret Atwood, Farley Mowat, Lucy Maud Montgomery and Mordecai Richler were rarely recognized.

In fact, one respondent commented: "Richler wrote Jalna".

Farley Mowat was the only author,



Patrick Cherron (right), at 11 years, is already advising his Library what to stock. In fact, Patrick has been sent by the Gerrard Library staff to buy comic books for the branch. So far he has managed to buy 100's of comics to the satisfaction of many of his friends and fellow Library-users.

Canadian or other, to be in the top three of the "favourite author" list in all four library districts, coming first in the North area, second in the East and West, and third in the Central. His main competition was Agatha Christie.

One of the more pleasant surprises from the survey results was the percentage of those questioned who possessed library cards. More Northern Area teenagers had cards than their counterparts in the three other areas but the margin of difference was not great. "This is somewhat a surprise to us because we know the adults in the North area use the public libraries much more than their counterparts in the other areas", Mrs. Liu explained.

What about reading tastes? "Faddism plays a vital role in teenager reading interests," according to Mrs. Liu. "Currently, some of the 'unexplained' rate very high. Books like *The Bermuda Triangle* and *The Exorcist* go like hot

cakes." And comic books continue to be popular even at this age level.

In periodicals, the only real surprise was the emergence of an American "fanzine", *Tigerbeat*, as a contender in the "top 12" of periodical favourites in all areas except the North. "A lot of librarians went out and bought it after the survey," Mrs. Liu says.

The survey results are now being used at the branch level in a number of ways. They will guide book and periodical selection committees, both in terms of taste and language, as one question was designed to solicit language preference in the various areas.

Special emphasis will be put on promoting Canadian materials through displays, readings by Canadian authors and poets and screenings of Canadian films. "We have an abundant supply of Canadian materials available at our branches," Mrs. Liu notes.

## Popular paperbacks big success

Got a soft spot for popular paperbacks? Thanks to something called "direct purchasing," your branch library can now satisfy even your day-dreaming needs.

"A number of people who use the branch has increased terrifically in the last few months," says Pat O'Sullivan, the community service worker at the Bloor-Gladstone branch. "I think a lot of that has to do with the popular collection."

Yorkville staff member Jean Dirksen agrees. "It's really resulted in higher circulation" she says, referring particularly to the stocking of mysteries and romances. She believes that direct purchasing is "one of the good things" that happened in the Toronto Public Libraries in 1976.

What is direct purchasing? Rather than

going through the normal acquisitions and processing system of the Library, branch staff can now buy directly from bookstores. The time it takes to get a book onto the library shelves is reduced considerably.

"We buy things for which there is a quick, sudden demand, mostly things that people ask for," explains Gerrard librarian Kathy Dixon. It doesn't matter if paperbacks fall apart relatively quicker than hardbound books, or if the demand for a particular book subsides as quickly as it arose. They are cheap initially, and the simple processing that is done on them right in the branches rather than centrally, makes them even cheaper.

Catherine Toles, the Toronto Public Library's assistant librarian in charge of resources, explains the system-wide

importance of the direct purchasing of popular literature. "I support not having these ridiculously high standards which make libraries extensions of schools," she says. "You can score people away before they get across the threshold. And if you turn them off, they never come back... You lose them to the people in the subways who sell Harlequins and other paperbacks."

It hasn't been just the English language patrons who benefit from this new willingness by the Library to stock popular culture books and periodicals.

People want to read new books in Polish," High Park librarian Phyllis Burke says. "So we've been doing some direct ordering of books in Polish from the bookstores. They have been circulating very well."

Locke librarian Helen McNeil has discovered a big demand for language instruction and other multilingual records. "They do very well," she reports. "We're going to do more direct buying of them."

The most important effect of introducing popular culture materials into the Toronto libraries is to increase the Library's credibility with the public, according to Parliament St. Librarian Eva Martin. In a survey conducted in her branch 51 per cent of those replying gave a high preference to paperback best-sellers. "We go out as often as we can and buy directly to improve our service."

Wychwood librarian Beverly Sandover-Sly probably sums up for many of her colleagues — "Direct purchasing is true consuming but it does allow us to satisfy the customer."



## Give us more!

Paperback books — the kind that are sold widely in variety stores and on newsstands — are proving to be a popular addition to Toronto's branch libraries. Borrowers are finding the difference.

A survey of borrowers at the Gerrard Library showed that two out of three had noticed the change in the collection. At the Annette Library, the survey result was identical.

The popularity of paperbacks was further underlined by a poll taken at the recently-expanded Bloor-Gladstone Library. Out of 100 suggestions for additional titles of books to be stocked, almost half — 46 to be exact — were in the three major categories of popular paperbacks, romance, mystery, and science fiction.

Nine respondents suggested more romances, 21 wanted more mysteries, and 16 asked for science fiction. The next largest category of requests was for non-fiction, with 24 varied suggestions.

# toronto's top 100 ★

All about us - nous autres, *Nicherson*

Alligator pie, *Lee*

Alphonse has an accident, *Hiebert*

Au-delà du soleil: Beyond the sun, *Roussan*

Bonnie McSmithers, you're driving me dithers, *Alderson*

The book of Small, *Carr*

A boy of Taché, *Blades*

The boy with an R in his hand, *Reaney*

Un cadeau de Noël de Johann, *Richards*

Canadian folk songs for the young, *Cass-Beggs*

Canadian wonder tales, *Macmillan*

Canadians of long ago, *Kidd*

Cartier discovers the St. Lawrence, *Toye*

A child in prison camp, *Takashima*

The Christmas wolf, *Aubry*

Cinderella, *Sutton and Aubry*

The clam made a face, *Nicol*

A collection of Canadian plays, vol. 4, *Kalman ed.*

Double spell, *Lunn*

Fort of Canada, *Hannon*

Gabrielle and Selena, *Desbarats*

Glooscap and his magic, *Hill*

The golden phoenix and other French Canadian fairy tales, *Barbeau*

The good soldier, *Goodspeed*

Growing a green thumb, *Sarouf*

Le harpon du chasseur, *Marhoisie*

History's mystery, *Jeanneret*

Hockey fever in Goganne Falls, *Childerose*

Honor bound, *Downie*

The house mouse, *Harris*

How summer came to Canada, *Toye*

How the chipmunk got its stripes, *Cleaver*

How the kookaburra got his laugh, *Layton*

I climb mountains, *Taylor*

I know an old lady, *Bonne*

An illustrated comic alphabet, *Howard-Gibbon*

The incredible journey, *Burnford*

Indian legends of Canada, *Clark*

Jacob Two-Two meets the Hooded Fang, *Richler*

Johann's gift to Christmas, *Richards*

Jolly Jean-Pierre/Voyage extraordinaire de Jean-Pierre, *Cook*

Kawin, *Beaudry*

Legendes indiennes du Canada, *Mélancon*

The longest day of the year, *Marquis*

Longhouse winter, *Jones*

Lost in the Barrens, *Moutat*

Ma vache Bossie, *Roy*

The mammals of Canada, *Benfield*

Maple syrup, *Laurence*

The marrow of the world, *Nichols*

Mary of Mile 18, *Blades*

More Glooscap stories, *Hill*

The mountain goats of Temlaham, *Toye*

Mouse woman and the vanished princesses, *Harris*

My heart soars, *George*

Native tribes of Canada, *Leechman*

No word for good-bye, *Craig*

A northern nativity, *Kurelek*

On the trail of Long Tom, *Cutt*

Once upon a totem, *Harris*

Le petit sapin qui a poussé sur une étoile, *Bussières*

The pictorial history of the R.C.M.P., *Horral*

A picture history of Canada, *Hutton*

Pioneer girl, *Caswell*

The polar regions, *Harrington*

A prairie boy's summer, *Kurelek*

The princess of Tomboso, *Newfeld*

Puppets for the classroom, *Vandergrun*

Quebec je t'aime: I love you, *Tanobe*

Raven-who-set-things-right, *Martin*

Sally go round the sun, *Fouke*

The sandwich, *Wallace and Wood*

Sara and the apartment building, *Singer*

Sea and cedar, *McConkey*

Shadows from the singing house, *Caswell*

Shantymen of Cache Lake, *Freeman*

Sharpooth, *Smith*

Simon and the golden sword, *Newfeld*

Slave of the Haida, *Andersen*

The sleighs of my childhood/Les traîneaux de mon enfance, *Italiano*

Songs of the Dream People, *Houston*

Star maiden, *Robins*

Starbuck Valley winter, *Haig Brown*

The story of Canada, *Barclay*

Strange Street, *Powell*

La surprise de Dame Chenille, *Major*

Survival in the bush, *Assinini*

The talking cat, *Carlson*

Thunder in the mountains, *Hooke*

Tikta'liktak, *Houston*

We're doing a play, *Goulding*

Where the saints have trod, *Saint John*

Why the beaver has a broad tail, *Fox*

Wild animals I have known, *Seton*

Wilderness champion, *Lippincott*

The wind, *Michailiuk*

The wind has wings, *Downie and Robertson*

Windigo and other tales of the Ojibway, *Schwarz*

The witch of the North, *Downie*

Women at work series, *Allinson and Laurence*

The year of the horse, *Walker*

## I'd go to great lengths for Canadian books!



follow this sticker!



These books for children are recommended by the Boys and Girls Librarians of the Toronto Public Libraries. They can all be borrowed from branch libraries in the City of Toronto.



# New books, new services to reach new borrowers

"Instead of just continuing with what exists, as past Boards have done, we decided that we needed to make a substantial improvement in what we offer to non-users of the library." This is how James Lorimer, Chairman of the 1976 Library Board, describes the motivation behind many of the major changes that have occurred in the Toronto Public Library during the past year.

"The Board's concern for change has grown out of public meetings and studies held throughout the City, which have revealed major discrepancies in the library facilities, expenditures for books and services in the different areas of the City," Lorimer explains.

The differences are substantial. In 1975 library services were provided in the Northern area of the City at the rate of \$7.12 per capita, compared with an average of \$2.77 in the remainder of Toronto. In terms of books and other materials, that meant \$2.90 per person in the Northern district, but only \$3.80 per person in the three other areas.

This distribution occurred in part through accepting the traditional library patterns without question. In some areas this conventional approach resulted in a downward spiral, with less use of library facilities and hence, less apparent demand, resulting in poorer service. In other areas the spiral was upward.

Having decided to try to break this tendency to greater disparities among the City's neighbourhoods, the Board faced some obvious starting points.

The first was improving the physical facilities in the underserved areas. After considerable public discussion and debate, it was decided to renovate the existing neighbourhood libraries, rather than to build a district library in each area of the type already existing in the Northern area.

Just as integral to this philosophy of equalization is a concern for the type of service being offered by the library. "Our priority is more service to the people of Toronto, not buildings," says Mr. Lorimer. "Who uses the Library obviously has a lot to do with what books and materials it has to offer." Con-

sequently, the Toronto libraries are "reaching out" to many of the Torontonians who have obviously not been using Library facilities.

The City's large and growing immigrant population is one such group. The library's approach has been a massive increase in multilingual collections, that are being organized as much as possible at the branch level to allow maximum adaptability to local neighbourhood needs.

A second approach is to Canadians who have little interest in reading because much of what is available is about situations that have no reality in this country. By making Canadian books readily available, the Toronto Public Library hopes to give many Canadians the opportunity to experience the written word in a whole new dimension — as the discovery of, and identification with their own roots.

However, the whole philosophy of equalization makes sense in its application only if the people being served can indicate how they define their own needs. Citizens advisory committees are one means for the expression of popular opinion. A less formal means of gauging needs involves allowing the Branches to experiment with popular paperbacks and periodicals, probing and responding to their users' tastes, and reaching out to non-users.

Equalization, then, means an improvement of physical facilities and an emphasis on multilingual collections, Canadian books and popular culture. As measured in financial terms, its effects are only beginning to be felt.

"Given the impact of the new Northern District Library on operating costs, all we were able to do in 1976 was prevent a further trend to disparity between the Northern District and the other areas," says Lorimer. "City Council's equalization grant permitted us to hold the line."

"The gap will be narrowed in 1976. How much depends on how much the City comes through with this year. But all of our programmes are now being designed to contribute to equalization."



"After school" craft classes are now a regular feature at the recently renovated Bloor-Gladstone Library, and many other Toronto Library branches. These young women are in the midst of making Christmas decorations.

## Citizens advise Board turnabout

On buildings and budgets and branch hours, citizen advisers have voiced opinions during the past year. But are they being heard?

One "very important example," according to Library Board member Becky Kane, is citizens' advice that may have prompted a Board turnabout. All four area committees opposed any move to improve library services in the three underserved areas by reducing the level of services in the well-served Northern district. "We believe in upward equalization," West End Citizens group Chairman Phyllis Clarke told the Board.

Faced with its commitment to equalize the level of service across the City, and no additional money to do it, "the Board had been prepared to take another position," Ms. Kane says.

However, in the longer term, Ms. Kane believes that citizen participation is most important in a broadly educational sense. "There have been some specific new ideas, about library promotion for example, but I think it's more a matter of the public caring and being educated about things that affect them."

"People who have been involved have learned a lot about the libraries, more than they ever could by simply borrowing books," Mrs. Mary Chipman, chairman of the Central citizens group, says. One of the more concrete examples of citizen

participation in her area is the public discussion that took place last August over the future of the Parliament Street Library House.

"People who had put a lot of thought into what to do with Parliament House were pessimistic about the outcome," she says, "but the Library Board did listen."

The West end group has tended to concentrate on more immediate practical issues, according to Mrs. Phyllis Clarke, and area librarian for the west end, Malva Kannins. This reflects that area's strategy of building on the basis of branch committees. "We in the West end initiated the Friends Committees organizing sales of book discards," notes Mrs. Clarke. These sales of books which the libraries feel are no longer in suitable condition or demand for continued circulation, have proven to be a very popular way of getting people into the branches.

"The citizen advisers have also been pushing for more multilingual books," says Ms. Kannins. "If you know the West end, you know that multilingual collections are an obvious need," adds Mrs. Clarke.

Retiring Alderman and Board member Dorothy Thomas believes that the full implications of citizen participation can not yet be assessed. "We'll see the really dramatic results when the renovations are finished and the impact of the new programmes has been felt," she predicts.



Library facilities are being used for an increasing variety of activities, organized by both staff and users. At the Beaches branch, carpentry instructor Jan Dowler (right), checks the work of students Bridget North (left), and Joan Brent. The three-part home maintenance and improvement course has been organized by the Friends of the Beaches Library.

## SHUT-IN SERVICE

Toronto's Popular Libraries Bring



Travelling Branch (484-8015)  
Toronto Public Libraries  
262 Queens Quay East  
Toronto, M5A 1B4

Application for Toronto Public Libraries Shut-in Service

Name

Address

Telephone Number

Age Group ☐ 20-40 ☐ 40-60 ☐ over 60 ☐ age if under 20

Disability

## Library requests \$1.5 million for new services

The 1977 operating budget for the Toronto Public Library should be around \$9.7 million, subject to approval by City Council.

Books and other library materials account for \$1.2 million of that total.

The 1977 request is \$1.5 million higher than the estimated operating costs for 1976. The increase includes the unavoidable costs of inflation, plus more funds to continue the Board's equalization programmes.

Over \$900,000 of the increase is slated for equalization, with over \$272,000 of this sum needed just to continue the equalization programmes already underway. Another \$200,000 is going to be needed to make use of the expanded facilities of the seven branches that will have been affected by capital projects before the end of 1977.

A total of \$264,000 is for new branch services, most of it for two new facilities, the library at 10 Spadina and an as yet undesignated West end locale.

All of these equalizing attempts will

necessitate an additional expenditure of \$130,000, for technical services support.

The Eastern area, with five capital projects scheduled for completion this year, will need an increase in its "user services" budget of 32 per cent. The Central and Western areas will require increases of 29.1 per cent and 23.5 per cent in that category.

One proposed new programme for 1977 will have system-wide importance. It is the implementation of something called the Technical Services Study. At a cost of \$157,000 it has been given top priority by the Board. It is designed to greatly improve and accelerate all the procedures involved in acquiring and preparing books for placement on the branch libraries' shelves.

Another general programme is a staff evaluation study. At a cost of \$65,000, it should determine the most effective and economical use of the TPL's 413 employees.

The Library submits its operating budget to City Council in mid-December. A final decision is expected by May.

An architect's drawing of the renovated interior of the Jones Library. Scheduled for completion in mid-January, this \$90,000 project involves raising the ceiling, adding a skylight and improving lighting. The interior reorganization of the branch is expected to double its capacity. Architects are Barton Myers Associates.

## Seven branches to be renovated

Seven Central and West end Library branches are scheduled for renovations during 1977 and 1978 at a total cost of \$2.8 million.

These renovations are subject to the approval of the Toronto Public Library's capital programme by the City and Metro Councils, and by the Ontario Municipal Board.

The Library Board has accepted a recommendation from citizen group representatives that capital funds be divided equally between the two areas. The Advisory Committees also suggested the order in which the branches should be renovated.

The priorities designated by the West end Citizen Advisory Committees were, in order, Runnymede, High Park and Dufferin-St. Clair. Minor improvements to Parkdale expected to cost \$80,000, will also be given first priority. Central Advisory Committee priorities were Parliament Branch, Yorkville and Wychwood.

The capital and current budget requests were submitted to City Council on December 22nd. The capital budget included a projection of the effect of its projects for 1977 and 1978 on operating costs.

This year the City on instructions from the Province has also asked that justification for each programme be given as well as the consequences if projects are deferred, or not granted.

On approval of the capital budget, each branch committee, composed of local staff and interested citizens, will be authorized to hire an architectural consultant to prepare preliminary designs. These will be the basis for a decision by the Board on the final branch-by-branch allocation of the capital budget.

The five renovations and interior reorganizations in the East area of the City are expected to increase their capacity by 80 per cent.



Nicky Martino (left), and Jim Tagara seem to be enjoying a fast game of chess down at their local library. Both boys say that they find the recently renovated Bloor-Gladstone Library a comfortable place to be. "I like it this way, it's better," commented Jim.

## Bloor-Gladstone renovations popular

Library users like the idea of renovating and improving library branch buildings, according to a survey conducted at the recently-renovated Bloor and Gladstone branch.

The branch was completely renovated, with a small addition, in 1975-76.

It is the first in a full-scale programme of branch library renewals planned by the Toronto Public Library Board. Five East end branches are currently being worked on, and in 1977, Central and West area branches will be scheduled for renewal. Of the eighty Bloor and Gladstone users surveyed, 70 stated that they found the renovated branch easier to use. Only one found it harder to use, and a small number nine reported no difference.

Asked if they thought that other library branches should be fixed up in the same way, three-quarters of the respondents said yes. One said no, and only a quarter offered no opinion.

An interesting sidelight to the survey was that 23 of the people responding to the randomly-conducted survey were new users of the branch. There were 18 people who had used the branch for about two years, and 39 who had been using it for five years or more. One of the purposes of the branch renewal programme is to make libraries more attractive and more accessible to the public, in order to increase the number of Toronto residents being served by their public library system.



Architect's drawing of the addition to the Gerrard Library, as viewed from Ashdale St. The shaded area indicates the addition. It will extend the branch right to its Gerrard St. frontage, making it much more noticeable to the passersby. The \$194,000

project will also restore a second storey reading room, create an activities room in the basement, and provide a new circulation desk area and a small public lounge. Architects are A.J. Diamond and Associates.

# Citizens work on library renovations

"Building committees were a good place to start," Gerrard librarian Kathy Dixon says, referring to the involving of citizens in library policy-making. "We hope they will continue after the buildings have been finished."

Apart from being the oldest of the Citizen Advisory Committees, the eastern group has had the advantage over the others of having been faced right from the beginning with "concrete" problems, almost in the literal sense.

Five capital projects are now in progress or very close to beginning in the east region, valued in total at \$800,000. For each of these projects, a working group composed of branch staff and users was formed to select and work with the architects.

What advantage is there to involving citizen advisers? "They bring a level of common sense to the architect which is very valuable," says project expeditor Don McKay. "The architects can't obscure what they're doing in some sort of architectural jargon." Involvement at this stage of planning is also a very useful introduction for citizens to the complexities of the whole library system.

"I now hope that we're going to be concerned with what's happening inside the buildings," says Ann Crawley, a year-long member of the east end citizens' group. "I'm a great believer in community participation, but it's very difficult for a citizen to know how to do it." Starting with the specifics of what sort of renovations were required in the various branches helped her to learn about the overall functioning of the libraries.

"Following the October session we had on children's services, I was down there asking the area librarian, 'Can I go in and talk to your children's librarians, can I do this, can I do that?'" Mrs. Crawley relates. She is particularly keen on getting a wider choice of books in the libraries. "The librarians should buy books that the public wants, not what they think should be read."

Though Peggy Elcombe has been one of the most faithful members of the Gerrard Branch working group, she hasn't always been confident about the usefulness of the whole consultative process. "At one point



Citizen adviser Ann Doherty (left), joins architects Ken Greenberg and Phil Carter, and Shiela Blinoff of the Ward 9 Community News, in examining the scale model of the renovations soon to begin at the Eastern Library. As in all five capital projects now underway in the Toronto Public Library system, this one was guided by a working committee composed of library staff and representatives of the neighbouring community.

I sort of got disturbed," she says, "I told Don McKay that I wanted out. I thought we were being intimidated."

This intimidation was not overt, she adds, but was more a result of the citizens not being confident that they knew as much about what was needed as the branch staff and the architect. Eventually a better balance was attained as the citizen members gained confidence. "Now that it's coming to completion, and the building is about to begin, there's a sense of excitement," she admits. "Now I'm satisfied."

Mrs. Elcombe has no difficulties seeing a continuing role for the citizens groups after the buildings are completed. On some of the Gerrard Branch working group's decisions such as the placing of

childrens and adult collections on the same floor, she found herself in the minority. "I made sure it was done so that we can change it back to the way it was, if everyone agrees later," she says.

However, broader issues are drawing her attention, as well. An Eastern area forum on budgeting was very timely, for instance. "We thought we were being snowed," she says, referring to Board claims that little money is available to increase services in the Eastern area. Now she has a better conception of the overall budget situation.

For Eastern area librarian Jean Orwood "the highlight of the year for the Citizens Committee really was the October meeting where the citizens listened to the staff, but were willing to take them

on as well." The experiences of the past year have given the group some sense of its own potency and she believes that the ultimate effect will be a "broadening, loosening and popularizing" of library services. "I guess what I'm saying is that they're having a very high impact..." Mrs. Orwood says.

## Community centre to include expanded library

After five years of discussions and negotiations, the Dundas-Fairbairn area is going to get a combined library community centre which may well be a model for the future.

Called the Scadding Court project, it is a joint effort of the City Department of Parks and Recreation, the Board of Education and the Library Board. It will cost over \$2 million and will provide a 30,000 square foot facility. Part of that will be a 3800 square foot extension to the C.R. Sanderson Branch Library, the only building now on the site.

"The Library got involved because we are already on this little triangle of land," says Barbara Schon, librarian at Sanderson Branch. "The whole staff is really excited about the prospect of full community programming and the addition of adult services in this neighbourhood."

As well as the library addition, the Centre will include a 20 metre swimming pool, a beginners pool, an 8000 square foot gymnasium, craft and meeting rooms, a lounge area, and the necessary administrative, maintenance and service facilities. Tendering will take place during January, and construction should be completed by early 1978.

"This grew out of citizen pressure. A citizen committee has been working on it for a number of years," explains the library's community services coordinator Doug Stewart. At present the Scadding Court Advisory Group is chaired by Alderman Dan Heap.

The Toronto Public Library's share of the cost is \$402,000, the Board of Education is committed to a total of \$616,802, while the Province will contribute \$217,000. The remainder of the funding is the City's responsibility.

Becky Kane, a Library Board member who lives near the site, believes the centre has "a really big potential." It's recreational facilities will fill an existing gap that was widened by the re-location of St. Christopher's House into smaller quarters. "It's our first branch where we will have enough new floor space to double the collection," she adds.



Architect's drawing of new look of the Eastern Library, showing the renovations now in progress. At a projected cost of \$294,000, it is the largest of the five capital works taking place in the east end. It includes a new wing and a conservatory that will

be used as a reading room. Materials and reading room capacity will be increased by one-third. Architects are Carter, Greenberg.



Board member Nettie Lukow accepts, on behalf of the Library Board, a donation of books to the High Park Library in memory of Polish poet and novelist Wladyslaw S. Reymont. The included the unveiling of a plaque commemorating the Nobel Prize-winning author.

## Budget a major move to equalize services

In 1975, Toronto spent \$1.27 per person less than the average for North York, Scarborough and Etobicoke on libraries. Toronto averaged 1.46 books per resident compared with an average in the three boroughs of 1.88. And it ranked 19th in Ontario in per capita library expenditures.

But that was not the only problem facing the Library Board in preparing its 1976 budget request to City Council. Within the City, serious disparities had developed in the level of library services being provided to the various districts. To begin to rectify this uneven service, the Board asked for an increase of 9½ per cent or \$532,000 to equalize library services, along with other increases it needed

over its 1975 allotment.

After a fight that lasted from October, 1975 until the end of April, 1976, the Toronto Public Library received a 3 per cent increase for equalization which translated into \$168,000. Yet this apparent setback was probably not the most important impact of the whole exercise.

"I think the main impact of last year's budget fight was to make the City Council aware of the Library," says retiring Alderman Dorothy Thomas, who served in 1976 as the Mayor's representative to the Library Board. "We moved out of the category of the silent service."

This is an opinion shared by Alderman Anthony O'Donohue. "I think there will be more of an open door at City Hall in the

future," he told a joint meeting of the West and Central area Citizens' Advisory Committees in November. He referred to the organized presence that the Board and Toronto Public Library supporters had managed in the consideration of last year's budget.

The tenacity of the Library supporters in 1976, despite the general climate of financial austerity, stemmed from the double deterioration of Toronto's public library service. Not only had there been a decline relative to the other Metro library systems, but the distortion of services within Toronto had become intolerable.

"I think that the discussions of equalization impressed on everyone on Council the need to beef up resources, so that we can provide adequate services across the City," says Board Chairman James Lorimer, assessing the prospects for this year's budget. "I think it made a very strong impression."

"Considering the overall budgetary situation, the response was a respectable one."

But some friends of the Library remain wary. "Those guys down there at City Hall are not going to listen to our reasoned arguments," a member of the Dufferin-St. Clair Friends Committee warned his fellow citizen advisers during a November meeting. "But when we get 10,000 or 20,000 signatures, they'll listen ... These people listen to one argument only — public opinion."

## Native-oriented library opens soon

To most native Canadians, libraries have appeared to be just another part of a white and oppressive power structure. A new branch to be opened in a building belonging to the Native Canadian Centre is an attempt by the Toronto Public Library to alter that image, at least within the native community of Toronto.

The library will be located near Bloor and Spadina, and it will be run in consultation with native people. Initially, its collection will be oriented to the Iroquois, Cree and Ojibwa people who comprise the majority of this city's more than 20,000 native people, and to residents of the Annex neighbourhood.

"There is a committee now working on the collection," says Wilma Skinner, chairman of the advisory group that has been guiding the project to implementation. "A large emphasis will be put on native cultural material, but also on 'how-to-cope' information, popular literature, records and audio visual materials."

The library will also contain books and materials geared to the interests of non native area residents.

The Native Canadian Centre has been operating from the Bloor-Spadina address since last July. Now that a five year lease has been signed by the Library Board, it is hoped that the new Branch can be opened by July 1977.

"I definitely feel that this is one of the more outstanding things this Board has done," says Library Board member Sherrill Cheda, who worked from 1969 to 1972 as a special librarian for the India-Eskimo Association of Canada. "It will be recognized as such in the future." She notes that the collection will not only be visually oriented in the usual sense of including films and slides, but it will also include craft displays, and some of the furnishings will be designed and built by native craftsmen.

This whole approach to a new branch library grew out of a research project done by the Toronto Public Library and the University of Toronto faculty of library science in the early 1970's. "It was really the first of its kind to examine the library and information needs of native people in the City of Toronto and to recognize that there is an urgent need for these services," says the library's co-ordinator of community services Doug Stewart.

When the Native Canadian Centre decided to move to the Bloor-Spadina site, which had been a small college complete with a separate street-oriented building that had been designed as a library, the opportunity was irresistible. "We entered into discussions about operating a rather different type of library at this site," Stewart explains. The result is a new branch library, soon to be opened.

**what's  
black &  
white  
& read  
(newspapers)  
we have 72 in  
20 languages  
free  
at the  
Toronto Public Libraries**



All seventeen boys pictured were winners in a Library-sponsored table hockey tournament held last March at the Parkdale Library. Held during the school spring break, the four day event generated obvious enthusiasm. Hockey writer Brian McFarlane was on hand to present the winners with trophies, hockey badges and pucks.

## Chief librarian

1976 important  
in library's history

"Many things combined to make 1976 one of the most memorable in the 83 years of the Toronto Public Library Board's history," according to H.C. Campbell, the system's chief librarian.

The Library has just completed its first full year of citizen participation in policy making, and is still adopting to a new management structure. It has also initiated a number of new approaches to make its resources available to "a different group of citizens from those now being serviced."



H.C. Campbell

The forces behind these changes are complex. "Most persons involved felt they were responding to pressures from within their community, from within the City of Toronto," Campbell says. "In part they were, but in part they were also responding to pressures that had their origins outside of both Toronto and Canada."

As in the past, immigration to Canada has had an enriching effect. Many of the people who have come to Canada, "to start a new life in a new land," bring a broad cultural background and high expectations for the role of public services in the promotion of popular cultural expression. When they have "found their new home lacking in those things that were important to them," they have

determined to create them anew, here.

"This process is not a new one," the Chief Librarian points out. "It was at the origin of the movement led by Alderman Hallam from the English Midlands in 1883, when he campaigned for a free public library system in Toronto."

"It was apparent in 1919, when the notion of a separate and distinct place for children in the public library originated in Toronto. It was apparent in 1956 when theatre, performing arts and popular art exhibits found a home in the library system."

The changes in Toronto's Public Library, both distant and recent, should be related to the broad social and cultural movements that have transformed Canada and the rest of the world. "There are few experiences that the Toronto Public Library has gone through in 1976 that are totally unique and, with which other libraries have not struggled, or are struggling," he says.

The emphasis on "resource sharing", both with other institutions and with larger numbers of citizens, will assume even greater importance in the future. "The Board and staff in 1976 put a good deal of emphasis on this concept, but more needs to be done," Campbell notes.

Co-ordination of collection building with some other libraries has begun, but not yet with the new Metropolitan Central Library. Individuals and groups within the community must also be encouraged to continue their involvement in Library policy formation.

Every person should be able to maintain a comfortable relationship with a local public library branch. This goal should be sustained by community participation in running the local branches, whether through the Library Board or citizen advisory committees.

"These two basic objectives do much to explain the force and energy that has been behind the library system in 1976, and will carry it on into the next few years to the completion of our first century of services to the citizens of Toronto," Chief Librarian Campbell concluded.



Miss Ethel Abel is the oldest and still one of the most enthusiastic of Parkdale Library's registered borrowers. She has been a library user since the day the Library opened a branch at a Queen and Lisgar location around 60 years ago.

#### USE OF BOOKS IN 1976 Totals January — November

	1976	1975
CENTRAL	839,042	847,211
EAST	722,002	687,828
NORTH	1,292,140	1,153,971
WEST	854,458	851,820
DEPOSITS	100,268	99,157
	3,907,901	3,639,987

Full information for the Calendar year will be available in 1977.



Citizen adviser Peggy Elcombe (left), and Gerrard branch librarian Kathy Dixon look over the branch's 52 year old "Day Book". The latter is a log that used to be maintained as a daily record of all library business, and therefore reveals the early history of library use in the area. Both Mrs. Elcombe and librarian Dixon have been active on the working group that has planned the refurbishing of Gerrard Library.

## OPEN ON SUNDAY

**BLOOR & GLADSTONE LIBRARY**  
1101 Bloor Street West  
(536-3402)

**DANFORTH LIBRARY**  
701 Pape Avenue  
(465-1221)

**DEER PARK LIBRARY**  
40 St. Clair Avenue East  
(921-8515)

**DUFFERIN/ST. CLAIR LIBRARY**  
1625 Dufferin Street  
(652-1460)

**PARKDALE LIBRARY**  
1303 Queen Street West  
(532-6548)

**C.R. SANDERSON LIBRARY**  
725 Dundas Street West  
(366-1741)

These libraries are OPEN on SUNDAYS  
from 1:30 to 5:00 p.m.  
September to May, unless otherwise  
indicated at the library.

Toronto Public Libraries





The Honourable Pauline McGibbon (left), lieutenant-governor of Ontario, opened an exhibition of Beatrix Potter letters presented last April by the Toronto Public Library's Osborne Collection at Boys and Girls House. She is shown with Mrs.

Ryrie Smith, chairman of the Friends of the Osborne and Lillian H. Smith Collections, and Miss Miriam Cooke, head of Boys and Girls House.

## New books ...fast!

One of the new programmes planned for 1977 is implementation in full of a Technical Service Study commissioned last year. As these changes are made, library patrons should notice an immediate difference in the availability of new materials in their neighbourhood library.

Done by the planning office of the Toronto Public Library, the study probed all aspects of the existing technical services department. Its recommendations are intended to improve acquisitions, cataloguing, and processing, so that books, magazines and other materials will arrive as quickly as possible at the branch level.

The Technical Services area of the Library is in some ways the hidden backbone of the system. It is here that books and other materials are ordered, received from the publisher, and prepared for circulation and use by the public. The recommended changes include drastic alterations in the way items are handled, and the way they move from department to department and finally to the branch library.

The Library Board has made the implementation of this study one of its top priorities in 1977, at a start-up cost of \$157,000.

## City-wide groups support library changes

Last September the Library Board and the four area Citizen Advisory Committees, hosted a forum on library use to get "more in touch with the library needs of City-wide organizations", according to Toronto's Community Services Coordinator Doug Stewart.

Groups invited included political parties, religious, ethnic, educational and cultural organizations, handicapped and rehabilitation groups, and various other public service associations, as well as library representatives from both the Toronto Public Library and outside.

The seventy-five participants divided into three work groups to discuss some specific themes on which the Library was seeking opinions, and others raised independently.

In a discussion of policies on multilingual books, people stressed that library staffing at both professional and support levels, should reflect the character of the neighbourhood, and as much as possible, should be sought within the community.

The only debate about multilingual books seemed to concern the need for more in some areas now underserved.

Some of the innovations being introduced already into the system, such as comic book collections provoked debate which did not always end in a clear consensus. But one group definitely supported comic books in as much as they lead children "into reading habits and enthusiasm for reading."

Pat Zuest, Toronto Public Library Planning and Development Librarian closed the Forum. "Views expressed confirmed many of the new directions which the Library Board and citizen groups have identified as priorities, in upgrading library services to the East, West and Central area citizens of the City, in meeting the needs of multilingual and multicultural communities and in reaching out to the non-users. The process of change can be slow," she cautioned, "since it will take time to translate the demands for change into direct, accessible services. Today's discussion has re-affirmed the need for changes."

# Library staff organizes union

"We had no voice in where we were going," local union president Audrey Tobias offers in explanation for the overwhelming decision of the Toronto Public Library staff to unionize during 1976.

The changes that have prompted the staff to form CUPE Local 1996 are largely the result of the Beckman Report, commissioned by the Library Board in 1973. Miss Tobias felt that most of the staff agreed with the Board's desire to submit the system's management structure to outside examination. "I feel it was time—it had been for some time, for a good hard look at the Toronto Public Library system."

But the Report itself is another matter. "We see no evidence of participative management," the Deer Park librarian said. "I think Beckman's view was very traditional. There was not really any concept of collegiality in it."

The staff sees Mrs. Beckman's concept of participative management as being the management will listen politely to the staff and then go away and make the decisions," Miss Tobias said, pointing particularly to the fate of the Senior Library Council in support of her argument.

In its original conception, the Council was to be the supreme decision-making body within the library system, reporting to the Board. Beckman recommended that it be composed of senior management members with the four area librarians acting as liaison between the branches and the administrative officers.

"Our view was 50 per cent management and 50 per cent union. That is, 50 per cent ex officio, by reason of management position, and 50 per cent elected by the union membership" the union president counters.

The union included in its first contract bargaining agenda changes to the Library Council. "Now you see they have disbanded it," Miss Tobias points out, a change that the staff local views with disfavour. The union interprets it as an abandonment by the Board of its commitment to participatory management.

Another important area of change concerns staff evaluation. The Beckman Report suggested that some of the Library's professionals are not being used in the most efficient manner, and that the ratio of non-professional staff to librarians might be increased. The staff agrees that there should be a proper study.

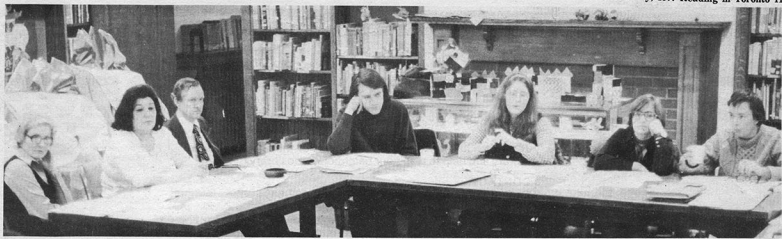
"We are looking to a bilateral job

evaluation study," Miss Tobias said. "A complete overhauling is long overdue." But, she cautioned, changes should not be attempted without union agreement, and the merits of each particular case must be carefully considered. The Toronto Public Library has provided a high level of service that should not be sacrificed, and the newly developing role of the system should be noted.

"In the inner city, I for one, and many others, have come to the conclusion that you have to work closely with the children in particular, but also with the whole community," she said. "I don't think you can make a hard and fast rule and set a ratio for system-wide application."



The subject was insects. These library enthusiasts seem intrigued by a branch library "show and tell" programme that was entitled "Insects in the City". The discussion was led by David Barr of the Royal Ontario Museum.



The Toronto Public Library Board in session at one of the branch libraries last March. Seated from left to right are Nell Nakoneczny, Nettie Lukow, Donald K. Durst, Board chairman James Lorimer, Becky Kane, Alderman Dorothy Thomas and Marian Engel. Missing from the picture are Sherrill Cheda and Donald F. McDonald.

## The Beckman report

# Management changes stress public service

The Toronto Public Library has embarked on a management restructuring that is being labelled in Canadian and American library circles as "a brave experiment".

Though initiated in 1975, only in 1976 did the full implications become clear. "For the library world, particularly in Canada, it is revolutionary," says Sherrill Cheda, a member of the Board who is herself a librarian.

Now chief librarian at Seneca College, she has worked in the past at four major libraries in Canada and the U.S., and at present she co-edits a journal called the *Emergency Librarian*.

Nell Nakoneczny, at present a member of the Board's staff relations committee, was chairman of the Board in 1975 when the study was undertaken. "Our intention was to make the Library more responsive to the public, and the employees," she says. "I feel employees should be able to

have some input, both in terms of their working conditions and also service to the public, because they are the front line people." Decisions made without this kind of staff consultation will not be as good for everyone, including the library user.

The Beckman Report was presented to the Board in June 1975. It's major recommendations were for a consultative rather than a hierarchical management structure, and an area focus that would be both a complement to the management set-up and act as a means of establishing better contact with the public.

The area approach meant dividing the City into four regions, Central, East, North and West, each containing a more or less equal number of library facilities. This division was to allow a more workable unit within which the branches could co-ordinate their efforts. It was also a more workable approach to the changing needs of the various neighbourhoods.

Area librarians were appointed to be a liaison between citizen groups and branch staff, and the re-organized central administrative and planning staff.

Together, the chief librarian, the area librarians and five new central staff were to comprise the Senior Library Council. It was intended to be the highest decision-making body within the system, immediately subordinate to the Board.

Also created was an Executive Committee made up of the chief librarian and the three assistant librarians. Its function, according to the Beckman Report, was to act as the planning group within the Toronto Public Library.

In its first year of operation, the Senior Library Council grew to more than twenty members and the respective responsibilities of it and the Executive Com-

mittee became clouded. "That set-up wasn't working, it was simply unwieldy," comments Board member Sherrill Cheda. Consequently, the Board decided in October, following further discussions with the Beckman management consultants, to dissolve both the Council and the Executive Committee. In their place, it established a Management Committee.

"We are probably still searching for something that suits our purposes," explains Mrs. Nakoneczny. "It's an evolutionary process." She points out that when the Board undertook this restructuring it realized the necessity of a continuing "evaluative process", particularly as the main goal was a flexible and responsive system. "We're looking for something that will work well for us," she emphasizes.

## Who's who on library board

The Library Board, unlike the Board of Education or City Council, is not directly elected by the citizenry of Toronto. Its members are appointed by those two elective bodies, and the Metro Separate School Board.

In common with the school boards, it has no direct taxation powers, but must submit its budget to City Council for approval.

There are nine members of the Board, three appointed by each of the Board of Education and the City Council, and two appointed by the Metro Separate School Board. The City's mayor is ex officio a member of the Board, but the usual custom is for that office's holder to appoint an alderman to the Board annually.

The 1976 Chairman of Toronto Public Library Board was James Lorimer, a Council appointee, who is a publisher and writer, with a special interest in city politics and citizens' groups. He also chaired the Library's Operations, Planning and Users' Services Committee.

Becky Kane was the 1976 vice-chairman. She has worked for the Toronto Public Library in community services and for OISE doing educational research. Co-author of "The Woman's Kit", she is at present a teacher. Appointed by the Board of Education in 1975, she chaired the Staff Relations Committee in 1976.

Sherrill Cheda is the chief librarian at Seneca College, an editor, teacher and public speaker. Also a Board of Education appointee, Ms. Cheda served during the

past year on both the Staff Relations and Resources Committee. She has been particularly concerned with bringing a feminist sensibility to library and other public matters.

Donald K. Durst is a chartered accountant appointed by the Metropolitan Separate School Board in 1976. He served as a Board member from 1968-69 and in 1976 on the Operations, Planning and Users' Services Committee.

Marian Engel is a City Council nominee since 1975 who chaired the Resources Committee this past year. She is an author whose most recent novel is *Bear*. Nettie Lukow was appointed to the Library Board last year by the Board of Education. She is a bank manager, and has been very active in a variety of West end community groups. She has been a member of the Resources Committee.

Donald F. McDonald, Q.C., has been a Board member since 1965. Appointed by the Metro Separate School Board, He served in 1976 on the Staff Relations Committee.

Nell Nakoneczny, a City Council appointee, is serving her second three year term. In 1975 she chaired the Board, and this past year she was a member of the Staff Relations Committee. She is a librarian and a teacher.

In 1976, Ward Nine Alderman Dorothy Thomas served as Mayor David Crombie's designate on the Board. She was a member of the Operations, Planning and Users' Services Committee.

## Boys & Girls House

40 St. George Street  
Open Monday to Friday 10 a.m. to 6 p.m.  
Saturday 9 a.m. to 5 p.m.

A Resource Centre for children's books with a circulating library used by children and adults.

The Osborne Collection of Early Children's Books, 1476-1910

The Lillian H. Smith Collection of Children's Books, 1911-1976

The Canadiana Collection of Books for Children

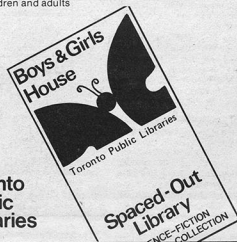
Spaced Out Library: a Reference Collection of Science Fiction and Fantasy (open Mondays to 6:30 p.m. and closed Wednesdays)

• Books and periodicals about children's books and their authors and illustrators

• Multi-language Collection of children's books

• Exhibits

• Theatre for story hours, puppet shows, films and other programmes for children and adults



Toronto  
Public  
Libraries

# Toronto Public Libraries

**JOIN** the Citizen Advisory Committees of the Toronto Public Library and help to plan your neighbourhood library.

**CONTACT:**

**Central Area Office**, 22 Yorkville Avenue. 922-6894

**Eastern Area Office**, 22 Yorkville Avenue. 924-7649

**Northern Area Office**, 40 Orchard View Boulevard. 484-8015 #217

**Western Area Office**, 145 Annette Street. 769-1522

**HEADQUARTERS:**

**Northern District Library**, 40 Orchard View Boulevard (2nd floor) 484-8015

**LIBRARIES:**

1. ANNETTE STREET  
145 Annette Street
2. BEACHES  
2161 Queen Street East
3. BLOOR & GLADSTONE  
1101 Bloor Street West
4. BOYS AND GIRLS  
HOUSE  
40 St. George Street
5. CHARLES R. SANDERSON  
725 Dundas Street West
6. CITY HALL  
Nathan Phillips Square
7. DANFORTH  
701 Pape Avenue
8. DEER PARK  
40 St. Clair Avenue East
9. DUFFERIN/ST. CLAIR  
1625 Dufferin Street
10. EASTERN  
137 Main Street
11. FOREST HILL  
700 Eglinton Avenue West
12. GEORGE H. LOCKE MEMORIAL  
3083 Yonge Street

13. GERRARD  
1432 Gerrard Street East
14. HIGH PARK  
228 Roncesvalles Avenue
15. JONES  
118 Jones Avenue
16. NORTHERN DISTRICT LIBRARY  
40 Orchard View Boulevard
17. PALMERSTON  
560 Palmerston Avenue
18. PARKDALE  
1303 Queen Street West
19. PARLIAMENT STREET  
406 Parliament Street
20. RIVERDALE  
370 Broadview Avenue
21. RUNNYMEDE  
2178 Bloor Street West
22. SWANSEA MEMORIAL  
95 Lavinia Avenue
23. WYCHWOOD  
1431 Bathurst Street
24. YORKVILLE  
22 Yorkville Avenue

**LIBRARY-ON-WHEELS STOPS:**

25. 250 DAVENPORT
26. DAVISVILLE  
Davisville-Mt. Pleasant
27. 828 KINGSTON ROAD
28. MOSS PARK
29. NORTH ROSEDALE  
Roxborough-Chorley Park
30. PELHAM PARK  
Osler-Pelham Gdns.
31. SOUTH ROSEDALE  
149 South Drive
32. SWANSEA SHOPPING CENTRE
33. TORONTO WARDS ISLAND
34. WOODGREEN CENTRE  
Queen-Booth

