



Reading
in
Toronto
1982
Ninety-ninth
Annual Report
of the
Toronto
Public
Library
Board

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Father Bernie Black

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Mr. Robert Dubreuil



TORONTO PUBLIC LIBRARY

Administrative Headquarters
Library Service Centre
29 Neighbourhood Branches
Osborne and Lillian H. Smith Collections
Spaced Out Library
Marguerite G. Bagshaw Collection
Library On Wheels
Deposit Libraries and
Shut In Service

STAFF

802 (119 Librarians) includes 343 part-time

COLLECTION

1,372,648 books and bound periodicals
6,054 periodicals (by title)
176,671 multilingual materials
3,049 films/video
1,903 art prints
21,059 microfilms (film and fiche)
64,573 records and cassettes
3,899 talking books



CHAIRMAN'S REPORT

The year has witnessed further progress in the Toronto Public Library Board's program of renovating branches and adding new facilities. The George H. Locke branch and the Perth/Dupont branch, after successful operation in

temporary storefronts, are ready to open in new splendour. We have to thank the dedicated staff, the concerned citizens on building committees and architects for helping to bring us to this point. The spanking new St. Lawrence branch, with similar cooperation and longer travails, opened in October to serve the city's Market and Esplanade area. Flocks of children from local schools gave colourful witness to the new community life where dismal warehouse-land gloomed only a decade ago.

In administration the year was marked by solid results flowing from the Mid-Term Review of Goals and Objectives. Willoughby Edwards brought about improvements in our Financial Services and organized the change to a new vendor of data services. Walter Yewchyn's Planning Department brought out a report on security that gives statistical grounding for the employment of more security guards and presided over the selection of pilot electronic detection systems to be installed in Forest Hill and Bloor & Gladstone branches. The entire Management Committee completed a re-examination of its function, role and procedures.

An Information System Study led by Paula Lederman was completed on schedule and promises a future of greater and more efficient service within the Library and to the community. One of its first visible effects will be a new computerized circulation control system. City Management Services were very helpful in this project.

This year also led us to look at the past. Our Centennial Committee laid the groundwork for TPL to celebrate its 100th birthday in 1983. Staff were delighted with a fine lapel pin, a gala was planned and Margaret Penman's manuscript of our first hundred years is in press. In the first week of January, 1983, we witnessed the passing of Lillian H. Smith, boys and girls librarian extraordinaire. Across North America she is credited with having pioneered library service to children. It is a measure of her importance that when word of her death at 95 spread, national and international tributes began rolling in and have not ceased. All who were touched by her intelligence and gracefulness mourn for her.

Father Bernie Black
Chairman,
Toronto Public Library Board



CHIEF LIBRARIAN'S REPORT

In the history of the Toronto Public Library, 1982 will, I think, be recorded as a pivotal year. As our first century of service ended we had taken steps and set in motion plans for entering our second century

with projects which will have great repercussions on our growth and development.

Principal among these was the Information Systems Study which will prescribe a plan for integrated systems development in our Library for years to come. By year-end the study team had finished its concentrated work and presented its draft report for consideration. While the report will not constitute a fixed plan of automation, its task of relating all system requirements in this area should form a blueprint for development which can easily be modified according to our changing needs and priorities. The system is greatly indebted to the work of the Project Leader and her study team who, while maintaining the services and operations of their ongoing work, undertook this intensive work for a three-month period.

The role of the Management Committee was the subject of many searching discussions during the year. By September, a series of recommendations had been hammered out which indicate progress in making the Management Committee a more effective decision-making body and integrating the philosophy behind such a body into a rational system of

decision-making at appropriate and relevant levels of responsibility. This process was coordinated and aided by the efforts, over a lengthy period, of the Director of Staff Training & Development and the Area Librarian – East. The completion of the report was the occasion for a rewarding, frank and informal discussion among the Board and the Management Committee of issues and concerns. This exchange augurs well for our mutual understanding and effective communication in the future.

With the appointment of a new Director of Finance and Property Services at the beginning of the year work began on making our financial reporting systems more responsive to the needs of the Board, Management Committee and the branches and departments. Statements now appear on a more timely basis and by year-end plans were well underway for introducing a fully on-line responsive system, which has the promise of reducing staff time in inputting and retrieving data and providing managers at all levels with meaningful and timely analysis of individual operations. This accomplishment is eagerly awaited by all.

The number of projects seen to completion in the Planning and Development Department has been phenomenal. The Security Report, which recommended a 5-year plan of electronic security installations, dealt thoroughly with the vexing problem of book loss. A report recommending the construction of a Service Centre for our Library system dealt quite thoroughly with the considerations involved in such a plan. Both reports were accepted by the Board and provided a needed rationale for a request for support to City Council.

Not the least of the accomplishments in the Planning area is the capital projects program which saw our twenty-ninth branch opened this fall – the St. Lawrence branch. Plans for our

thirtieth were almost complete with the design of the College/Shaw branch and preparation for the renovations of Boys & Girls House was well in hand with the design for a full service branch and the equally much needed improvement in facilities and environment for the special collections included in this project. At year-end, nine branches were in various stages of renovation, ranging from complete renovations to improvements designed to provide accessibility for the handicapped.

Through the implementation of a new policy on job postings, recommended by the Personnel Department, gapping was brought under control. Selection procedures were also examined, and while interim measures were introduced, a major report on staff selection is expected early in the new year.

A new position, that of Classification Officer, was established replacing that of Job Evaluation Coordinator. The appointment of the Classification Officer was followed closely by the need to resolve thorny problems in the payment of retroactive salary adjustments. This delayed somewhat the planned review of positions and the job description training sessions planned for supervisors, but both programs were in place by the end of the year.

The services of the Toronto Public Library have benefitted immeasurably from the increased productivity of the Cataloguing Department through a marked improvement in service received from U.T.L.A.S. In addition, improved responsiveness in ordering procedures for adult materials and introduction of a pre-publication high demand order list and a new replacement program for children's materials has benefitted the collections in our branches.

During the year our Publicity Department was transferred to the supervision of the Assistant Librarian – Resource Support. The revamping of *TPL NEWS*, which had been the subject of much discussion in our consideration of communications in the Library, began to take place so that by year's end a real change in the publication was evident.

One of our great successes is contained in the report of the Book Collector who was appointed to this new position in February and succeeded in retrieving over \$100,000 in unreturned materials during the year.

The introduction of the microform catalogue in 1981 may account for the continued record-breaking increase in activity in the Interloan Department – 33 per cent in 1982.

The Director of Staff Training & Development has been responsible for the coordination of a wide variety of training programs, all of which have been designed to meet specific identified needs. A regular program of orientation tours has been instituted and received very favourably. This is one of the activities designed to lessen the isolation sometimes engendered in a large system, promote system awareness and communication. The relief training program has also served a real need in the system for providing a cadre of trained staff available to substitute for staff away due to illness or other emergencies. By the end of the year plans for the introduction of a supervisory training program were well developed.

A report of 1982 operations cannot fail to mention substantial increases in patron use of our services. A 30 per cent increase in film circulation over the year with a 52 per cent increase in activity in the last quarter of the year is phenomenal. Similarly, a 20 per cent increase in circulation at Boys & Girls House, a 35 per cent increase at the Queen/Saulter branch, and a 27 per

cent increase in borrowing at Deer Park are dramatic examples of increased use. Patron usage of our services has risen throughout our system. Overall circulation of materials has increased by an average of 8 per cent.

The accomplishments of 1982 represent a great deal of work, care and devotion on the part of our staff. The rise in circulation statistics means that more activity took place in each branch with the same amount of staff. More questions were answered and more patrons used the Library in a variety of ways. The increased use of services meant that materials had to be ordered, catalogued and processed at an accelerated rate. In turn, more demands were placed on all the functions which support our public services. The paying of invoices, the recruitment and training of staff, the cleaning and maintenance of buildings, the publicizing of events and services – all of these operations experienced greater pressure on their services. This is my formal opportunity to express thanks for all the effort of staff which have made this a good year. I want also to thank the Board for its hard work and support. We have also received sympathetic guidance and support from civic officials. Finally, none of our efforts would have been possible without the very real and generous support of Toronto's City Council.

The enthusiasm and activity of our Centennial Committee have been infectious. The Centennial events have been planned with affection and devotion and will give each of us many opportunities to celebrate the triumphs and talents of our colleagues, past and present. Inherent in such celebrations is a challenge – to build on TPL's accomplishments. We look forward to 1983 with excitement.

E. Les Fowle
Chief Librarian &
Secretary-Treasurer

CAPITAL PROJECTS

With the support of City Council and citizens, the Library Board's continuing program of renovating and expanding neighbourhood branches continued in 1982.

St. Lawrence branch, TPL's 29th, opened at 171 Front Street East on October 30. On opening day the library was packed with children competing in a Hallowe'en costume contest and members of the community wanting to use their library cards. Renovations began on the George H. Locke branch and a new location was made ready for the Perth/Dupont library. Across the system, renovations or alterations were made to many branches to provide easy access to the libraries for the handicapped.





USER SERVICES

1982 was a year of significant accomplishment for, and cooperation among, staff within the User Services Division. If I emphasize, in the course of this report, the work of individuals or small groups of staff, one must recognize that,

without the support of all staff, this work would be meaningless.

Three staff (Marlene Archambeau, David Easson and Janice Long) were members of the Project Team that developed the Information Systems Study, the implementation of which will surely shape our future services for many years to come.

Significant, in some cases, dramatic increases in use of collections and services are noted throughout our Branches and Departments; although some of these increases can be ascribed to the economic recession, we must also recognize the improved delivery of new materials, more responsive ordering procedures, and careful maintenance of collection development policies by all staff.

Greatly increased demand for pre-school and senior citizen programming is noted, as well as acceleration of planning for our 1983 Centennial, in the form of local history files and exhibits.

In addition to internal and external workshops and task forces, staff cooperated with local school Boards and various municipal and provincial groups, in studying and recommending action on matters of mutual concern, such as service to children, neighbourhood social and recreational services and multicultural services.

TPL joined other public libraries in the province, in becoming a member of the new Ontario Biography reserve.

Our newest branch, St. Lawrence, had its official opening at the end of October. Building Committees worked on the renovation of the George H. Locke Library, and 40 St. George Street, as well as relocation of Perth/Dupont and plans for our 30th branch, College/Shaw.

1982 marked the 60th Anniversary of Boys & Girls House.

With regret I note the sudden death of Mildred Whyte and the retirement of Edith Duff, Elizabeth Morwick and Irene Korsak, four people who contributed many years of dedicated service to TPL.

The Adult/Young Peoples Coordinator, David Easson, in addition to membership on the Information Systems Study Project Team, chaired the task forces/work groups that completed the major reports and recommendations on Literacy, Rules and Regulations, and Selection procedures; as well, David and his staff coordinated system-wide workshops on legal and statistical information, basic reference and small business, problem borrowers and censorship, multilingual collections and procedures.

Ruth Osler, the Coordinator for Boys and Girls services, in addition to supervising staff and services at Boys and Girls

House and the Hospital for Sick Children, responded to staff concerns by initiating a revised replacement programme, a pre-publication 'high demand' order list, as well as increasing the scope of general order lists, and enriching the 'in-house' staff training and development programme. Ruth has also been closely involved as a member of the Building Committee in the renovation plans for 40 St. George Street.

As well as supervising the relocation of the Film Department, Anthony Metie, the Audio-Visual Coordinator, presented a major policy report, that recommended improvements to current, as well as plans for future, audio-visual services. The introduction of a circulating collection of half-inch Beta and VHS videotapes was an unqualified success (a stock of 263 tapes circulated 13,563 times in 11 months).

Douglas Stewart, the Community Services Coordinator, trained and evaluated Karen Rich, the Program Assistant in his department. He was responsible for a review of policy and procedures on Public Noticeboards, as well as scheduling an updated Renovations Display for Simcoe Day/City Hall celebration, an IFLA program, and two locations at the CNE; Income Tax Clinics and system-wide participation in the National Book Festival and Children's Book Festival Week are three further examples of the many projects that Douglas and Karen have coordinated this year.

Janice Long, Area Librarian – North, in addition to her three-month contribution to the Information Systems Study, chaired the staff committee that presented a Registration/Overdues report, a major recommendation of which (in-branch registration of patrons) will be implemented in 1983. Janice has also been closely involved with the Building Committee for the renovation of the George H. Locke Library.

The Area Librarian – Central, Barbara Quinlan, marked the official opening of her new St. Lawrence branch this year, as well as the amalgamation of the St. Lawrence/Library-On-Wheels staff under the supervision of Vivienne James. Eighteen staff were trained for relief work at the City Hall branch; the branch librarian at Palmerston, Paula de Ronde, was heavily involved in planning for 1983, as chairperson of the Centennial Committee. A significant report on service to Native Peoples was presented, enthusiastically accepted by the Library Board, and implementation by the staff at Spadina Road has begun.

Nancy Heighton, Area Librarian – East, devoted a major portion of her time this year in preparation and presentation, with Robert Dubreuil, of a report on the Role of the Management Committee. The Riverdale Library joined City Hall in training staff for relief work in branches. A generous Wintario grant for handicapped access to libraries has resulted in a mini-renovation program for Pape/Danforth, Gerrard and Jones branches.

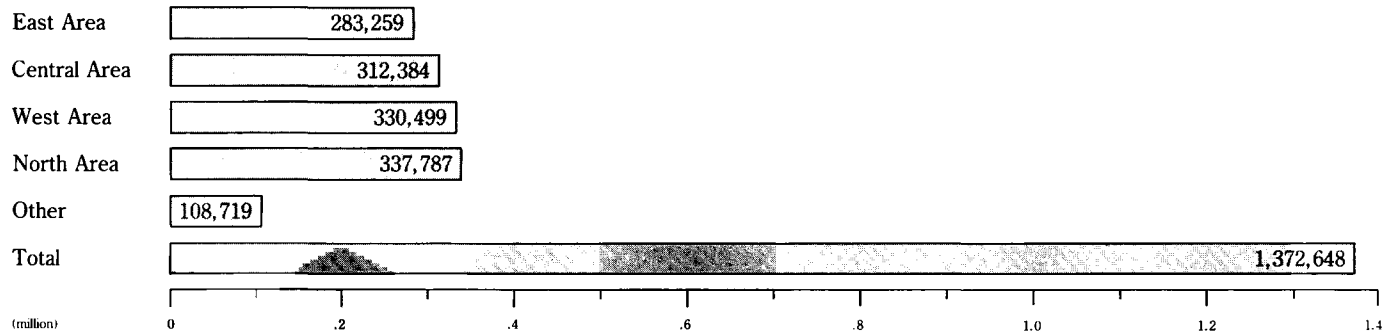
Malva Kannins, Area Librarian – West, assumed the heaviest responsibility with regard to Building Committees for new branches (Perth/Dupont and College/Shaw), as well as the most active Citizen Advisory Committees (a West Area group, as well as five 'Friends' groups in her branches).

In conclusion, I wish to acknowledge the close and positive cooperation of all other Divisions and Departments, and all their staff, in 1982: without it, we could not exist; with it, we continue to grow and prosper.

Trudie Town
Assistant Librarian – User Services.

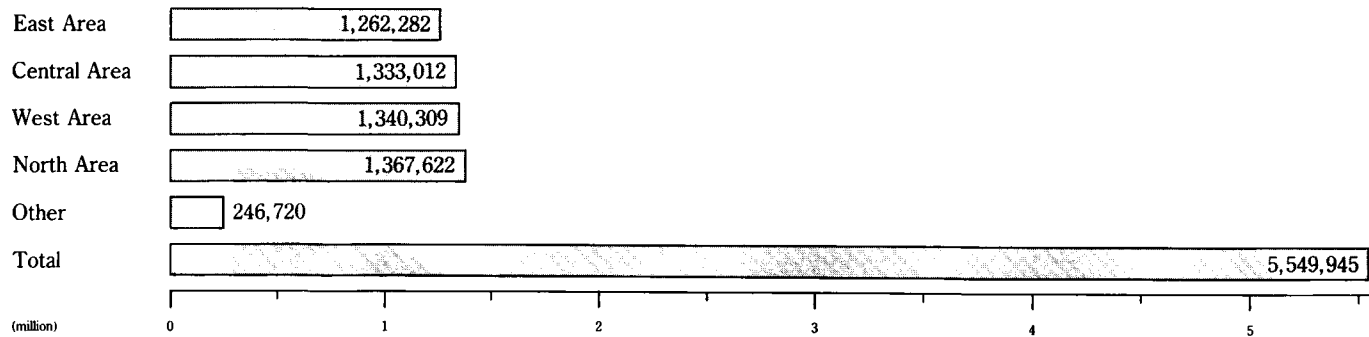
BOOK STOCK

1982



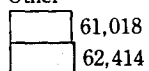
CIRCULATION

1982



USE OF LIBRARIES – In Library Use

Other



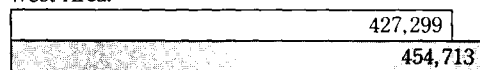
East Area



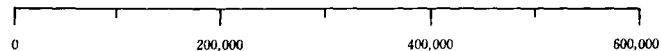
Central Area



West Area

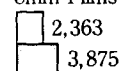


North Area

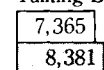


FILM DEPARTMENT

8mm Films Circulated



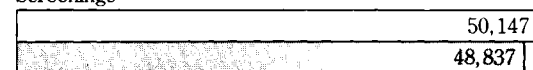
Talking Books Circulated



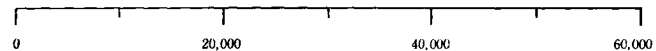
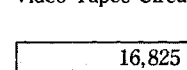
16mm Films Circulated



Screenings



Video Tapes Circulated



USER SERVICES STATISTICS

1981 ☐

1982 ☐



RESOURCE SUPPORT

TECHNICAL SERVICES

1982 saw the first full year of operation of the encumbrance system for the materials budget. It has been a learning year for all of us in analyzing and using the reports. The fact that the materials budget came in at

year-end closer to budget than has been the case for many years, is largely contributable to the fact that we now have a better information tool for managing this large budget.

The change in book selection methodology to use a substantial number of publishers' catalogues in all branches meant a considerable change in procedures in the Acquisitions Department. A new pre-publication program was initiated for boys and girls materials along the lines of the Whitehots program for adult materials and has proved successful.

In Cataloguing, the most noticeable event has been the increase in productivity. This is due to improvements in service with TPL's bibliographic utility (UTLAS) and also to the use of the automated authorities system. One of Cataloguing's priorities was the acceleration of the Boys & Girls Reclassification program to change the children's collections from a TPL classification system to Dewey.

PUBLICITY

The most significant event within the division for me, personally, was the transfer of the Publicity and Publications

Department from the Chief Librarian's Office to the Resource Support Division. I welcomed this change since I value the impact that Publicity has on the Library's image to the community.

One of the first priorities has been the revamping of *TPL NEWS* with the aid of a task group. As the year unfolded, both the format and content improved and this will continue in 1983.

Centennial celebrations for 1983 have taken a great deal of time of both myself and the Head of Publicity, Dora Avramis. The long-term planning that went into the 1983 celebrations is now beginning to become evident as we are ready for a number of special events.

SPECIAL COLLECTIONS-OSBORNE AND SPACED-OUT

Both the Osborne and Spaced-Out Collections have been actively involved in the Building Committee for the renovation of Boys and Girls House. This has meant attending many meetings of the Building Committee and consultation with the architect. The proposed design which incorporates new buildings for both collections has been well-received.

REGISTRATION

The past year was the first full year the Library used IBM cards for circulating books with the processing done by a new vendor, TEDAC. While the system is not perfect, it is a great improvement over 1981.

A decision was made this fall to change the registration procedure from central registration to branch registration. One of the advantages in this decision is the releasing of manpower in the Registration Department enabling increased support for the typing of overdues which has increased significantly, and for the Book Collector.

The success of the Book Collector who began her job in February 1982, is one of the bright points of the last year. We had hoped that we would recover over a hundred thousand dollars in materials and, indeed, this has proved to be the case as the year-to-date total of replacement value has been almost \$103,000. (This does not include the processing charge.)

INTERLOAN DEPARTMENT

The increase in the use of interloan service has been dramatic for the second year in a row (33 per cent). This, we presume, is the impact of the COM catalogue which shows the listing of books across the system rather than a listing of the specific branch holdings as was the case in the past with the card catalogue.

MATERIALS BUDGET

Materials budget 1982:

With one time money of \$82,068	\$2,413,858
Without one time money of \$82,068 . . .	\$2,336,790
Wintario grant.	\$ 5,000

The 1982 per-capita figure for the materials budget was \$3.70.

In summary, the year has been an active one. I would like to thank all my colleagues for their continued support and hard work.

Stephanie Hutcheson
Assistant Librarian – Resource Support

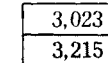
RESOURCE SUPPORT STATISTICS

ACQUISITIONS DEPARTMENT

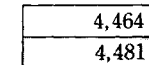
1981 ☐ 1982 ☐

Orders placed: Titles

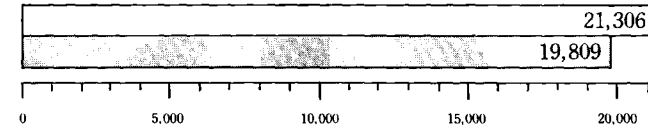
B & G



Multilingual

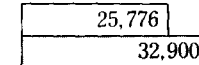


Adult/YP

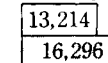


Orders placed: Volumes

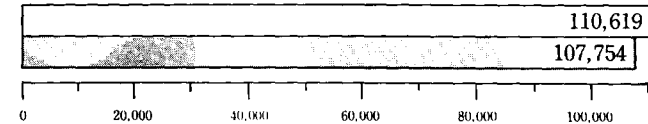
B & G



Multilingual

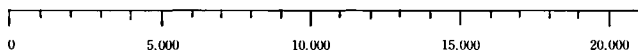
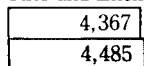


Adult/YP



ACQUISITIONS DEPARTMENT CONT. . .

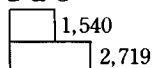
Gifts and Exchanges



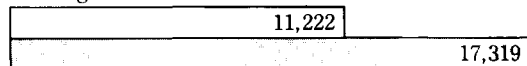
CATALOGUING DEPARTMENT

Materials catalogued: Titles

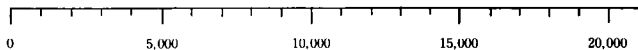
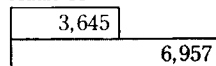
B & G



Multilingual



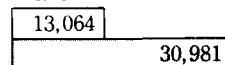
Adult/YP



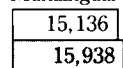
BOOK FINISHING DEPARTMENT

Materials finished: Volumes

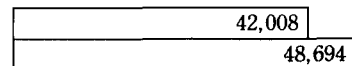
B & G



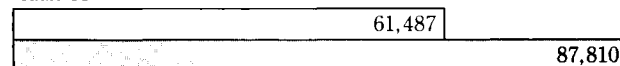
Multilingual



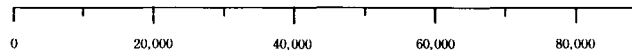
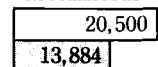
Direct Purchase



Adult/YP



Miscellaneous



RESOURCE SUPPORT STATISTICS

1981 ☐

1982 ☐

INTERLOAN DEPARTMENT

Books Supplied:

For MTL/Boroughs and non-local libraries

2,401

2,254

For TPL requests

12,364

13,954

Requests Received:

From MTL/Boroughs and non-local libraries

5,370

5,683

From TPL branches

20,567

28,771

0 5,000 10,000 15,000 20,000 25,000

REGISTRATION DEPARTMENT

Membership cards issued:

B & G

23,823

24,409

Adult

87,923

88,816

Total registration at December 31, 1982
(Three year period of Library cards)

B & G

96,770

110,884

Adult

252,513

261,857

0 50,000 100,000 150,000 200,000 250,000

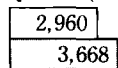
RESOURCE SUPPORT STATISTICS

1981 ☐

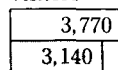
1982 ☐

OSBORNE AND LILLIAN H. SMITH COLLECTIONS

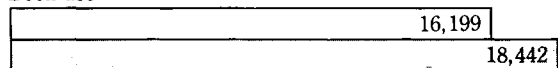
Queries (telephone)



Visitors



Book use



Book stock

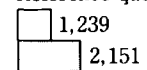


SPACED OUT LIBRARY

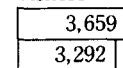
Research questions



Reference questions



Visitors



Books



RESOURCE SUPPORT STATISTICS

1981 ☐

1982 ☐

FINANCIAL REPORT

March 10, 1983
Subject to completion of
Audit by City Auditors

RECEIPTS

Surplus brought forward from 1981	\$ 116,565
Fines and Recoveries	148,884
Property Rental	302,204
Parking Income	35,178
Sale of Publications	3,751
Sundry Income	123,387
General Legislative Grant	1,402,666
Sale of Discarded Books	7,598
City Tax Levy for Library Maintenance	15,766,351
	\$17,906,584

E. Les Fowle
Chief Librarian &
Secretary-Treasurer

PAYMENTS

General Salaries and Wages	\$ 9,325,681	
Fringe Benefits	1,653,406	\$10,979,087

MATERIALS FOR COLLECTIONS

Books, Periodicals, Audio-Visual	2,442,692	
Book Repair and Binding	31,346	2,474,038

MAINTENANCE OF BUILDINGS AND GROUNDS

Salaries and Wages	1,146,761	
Fringe Benefits	203,321	
Materials	500,463	
Utilities	416,817	
Property Rental and Taxes.	452,296	2,719,658

GENERAL EXPENSES

Community Services	55,080	
Printing and Publicity	111,981	
Trucking Service	113,400	
Furniture and Equipment	93,303	
Other General Expenses	1,285,110	1,658,874
		\$17,831,657

Excess of Revenue over Expenditure to be applied against 1983 Requirements	74,927
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\$17,906,584

BRANCHES

- | | | |
|--|--|---|
| <p>1 Annette St. (W.)
145 Annette St.
769-5846</p> <p>2 Beaches (E.)
2161 Queen St. E.
691-9298</p> <p>3 Bloor & Gladstone (W.)
1101 Bloor St. W.
536-3402</p> <p>4 Boys & Girls House (C.)
40 St. George St.
593-5162</p> <p>5 City Hall (C.)
Nathan Phillips Sq.
366-6330</p> <p>6 Deer Park (N.)
40 St. Clair Ave. E.
921-3177-8</p> <p>7 Dufferin/St. Clair (W.)
1625 Dufferin St.
652-1460</p> <p>8 Forest Hill (N.)
700 Eglinton Ave. W.
787-0179</p> <p>9 Gerrard/Ashdale (E.)
1432 Gerrard St. E.
466-2913</p> <p>10 High Park (W.)
228 Roncesvalles Ave.
536-9583</p> | <p>11 Jones (E.)
118 Jones Ave.
466-9057</p> <p>12 Locke (N.)
3083 Yonge St.
483-8578</p> <p>13 Main Street (E.)
137 Main St.
694-6054</p> <p>14 Northern District (N.)
40 Orchard View Blvd.
484-6087 or 484-6088</p> <p>15 Palmerston (C.)
560 Palmerston Ave.
531-2486</p> <p>16 Pape-Danforth (E.)
701 Pape Ave.
465-2421-22</p> <p>17 Parkdale (W.)
1303 Queen St. W.
532-6548</p> <p>Parkdale Community
Information Centre
532-7939</p> <p>18 Parliament St. (C.)
269 Gerrard St. E.
924-7122</p> <p>19 Perth/Dupont (W.)
1589 Dupont St.
535-7188</p> | <p>20 Queen/Saulter (E.)
765 Queen St. E.
465-2156</p> <p>21 Riverdale (E.)
370 Broadview Ave.
466-2197</p> <p>22 Runnymede (W.)
2178 Bloor St. W.
767-1051</p> <p>23 St. Clair/Silverthorn (W.)
1748 St. Clair Ave. W.
651-2738</p> <p>24 St. Lawrence/
Library-on-Wheels (C.)
171 Front St. E.
947-9260</p> <p>25 Sanderson (C.)
327 Bathurst St.
366-4664-65</p> <p>26 Spadina Road (C.)
10 Spadina Road
967-7167</p> <p>27 Swansea (W.)
95 Lavinia Ave.
769-1513</p> <p>28 Wychwood (C.)
1431 Bathurst St.
532-1128</p> <p>29 Yorkville (C.)
22 Yorkville Ave.
922-4913</p> |
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Branch Locations

(C.) Central
(W.) Western
(N.) Northern
(E.) Eastern

SPECIAL COLLECTIONS & SERVICES

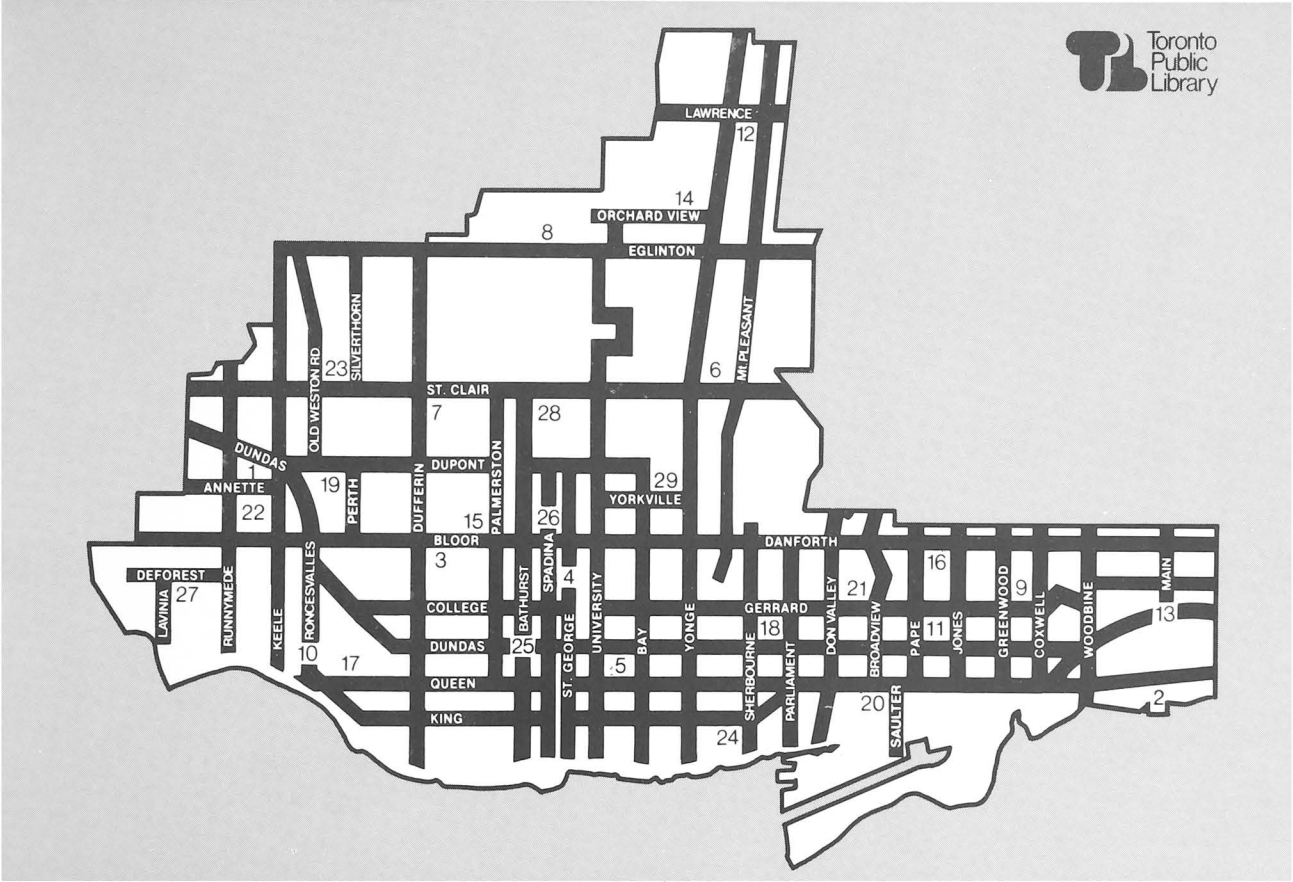
Film Department
40 Orchard View Blvd.
484-8250

Osborne Collection
Boys & Girls House
40 St. George St.
593-5350

Spaced-Out Library
40 St. George St.
593-5351

**Travelling Branch
(Shut-In Service)**
40 Orchard View Blvd.
484-8015 ex. 266

Publicity Office
Toronto Public Library
40 Orchard View Blvd.
484-8015 ex. 235 & 242



"Kids on the Block",
puppetry at Locke



Traditional Chinese entertainment at Pape/Danforth



Choir at Forest Hill's annual Jewish Festival



Rick Salutin,
Poet in Residence
at Northern District

