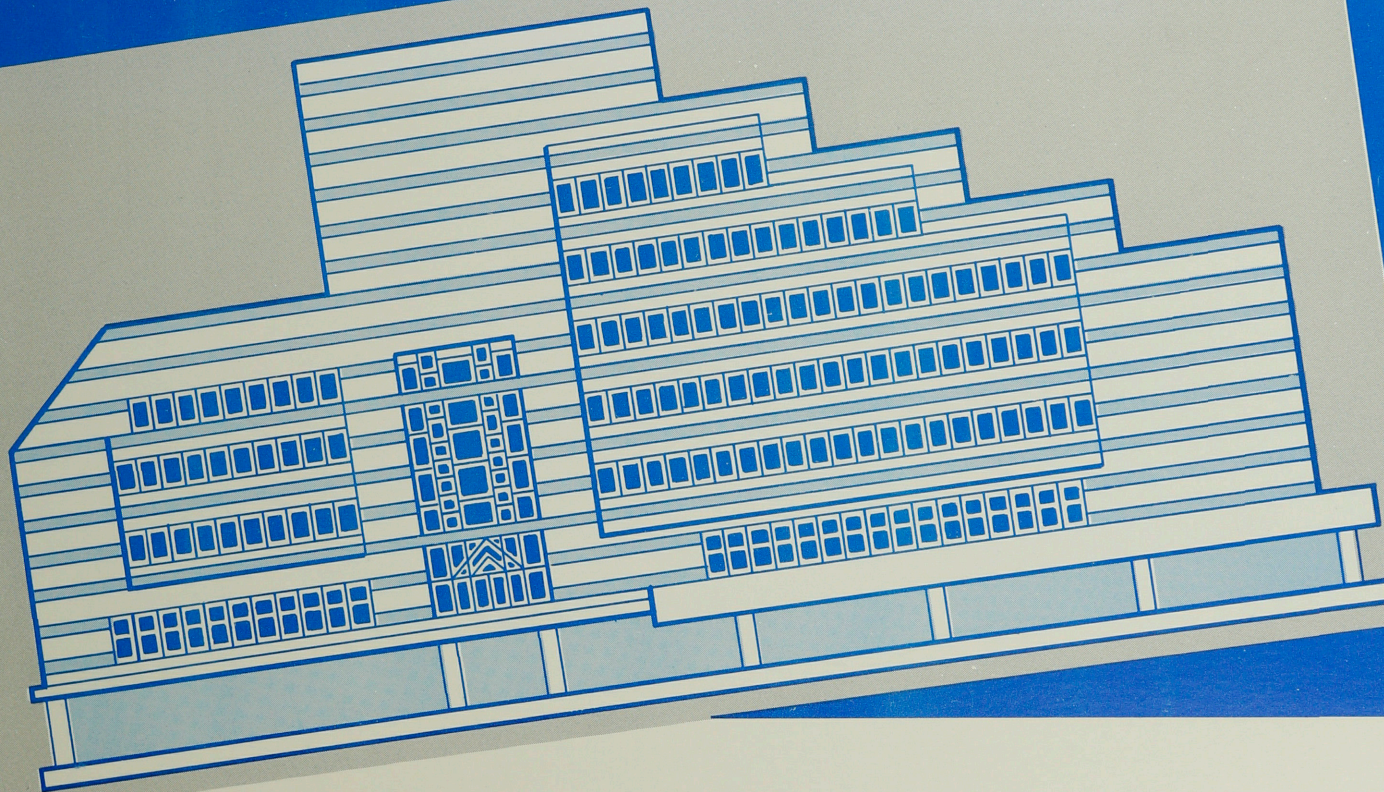

NORTH YORK PUBLIC LIBRARY



1987 ANNUAL REPORT

THE NORTH YORK PUBLIC LIBRARY

CHAIRMAN'S REMARKS



1987 was a very good year! The Board's hard work for the past five years in order to achieve a new Central Library came to a magnificent conclusion on June 4th when the Library was officially opened by the Hon. Lily Munro, Minister of Culture and Communications, Mayor Mel Lastman, and myself. The throngs of people crowding to the edge of the atrium and responding noisily and happily to the Minister's cheer for the North York Public Library was a thrilling moment.

A strong commitment from the Mayor and Council has contributed to the present organization and financial development of the library. The Library Board and staff matched the commitment, gave their best shot at the target, and hit the mark.

1987 was a transitional year. We are now a full-fledged modern library. The contents and formats in North York's library collections allow us to function in our highly intense,

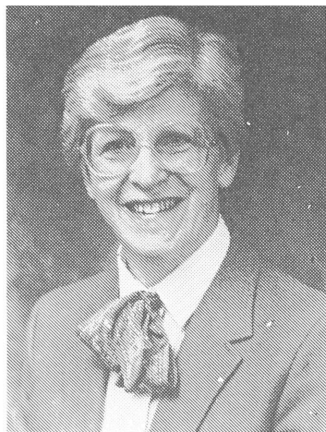
fast-paced and exciting society. Our new ATLAS computerized circulation control system and our on-line information services are examples of the Library's response to today's demands.

Our familiar and traditional library services are not being cast aside to accommodate these changes. Storytimes for children, study space for students of all ages, special materials for the physically and visually impaired, and fiction and general reading materials in the familiar print form are still the mainstay of our service.

An important study done by the Environics research group in 1987 reported that well over half of all North York residents used the Library at some time during the year. The North York Public Library Board presents its 1987 report in the following pages.

Morris Zbar

DIRECTOR'S REMARKS



Dreaming impossible dreams in a public institution is difficult. Bringing impossible dreams to fruition is a rare and wonderful experience! In 1987, all of the efforts of the North York Public Library Board, the staff, many North York politicians and City staff brought a dream to fruition in the form of a wonderfully attractive and practical new Central Library. Designed by world-renowned architect Raymond Moriyama, with interiors by Joni Inouye of the Moriyama & Teshima Architectural firm, the new library demonstrates the fine results which can come from tuning a wide variety of creative thoughts into one integrated whole.

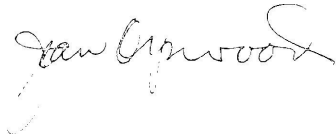
1987 was also the year in which an enhanced automated circulation control system was brought totally on stream in all branches and departments. This injection of technology meant that faster and more efficient handling of all library materials resulted in a higher quality and faster service for library users. Technology played a part, too, in the opening of our on-line information service to a wider audience. The location of this service in our new Central Library made it more visible and accessible. Within a few months time, the service proved its worth to many hundreds of users.

Services and collections made available through our 5 Regional Branches and 13 Community Branches continued at a high level again in 1987. These outlets which had been threatened with diminution through a recommendation in a 1986 management consultants' report demonstrated their viability and vitality in 1987 not only by sustaining their levels of use and service but by increasing them. Examples of these increases were found in the Don Mills and Downsview Regional Branches. Most significantly, our information service levels increased nearly 200,000 in the year for a total of 1,413,615 questions.

The North York Public Library continued its increasing development of resources in more than 30 languages. In 1987, the multilingual resource collections were enlarged through the purchase of subscriptions for newspapers and magazines. Audio visual materials such as records, cassettes and videos were also acquired to provide a full range of library materials for this segment of the North York Community.

The North York Public Library Board worked for more than five years toward the development and completion of the new Central Library. This involved many hours of intense discussions and decision-making meetings. It also involved considerable commitment to the idea of providing the residents of the City of North York with the best possible library service with monies made available primarily through City property taxes. The Library Board and the staff demonstrated their understanding of the City's slogan, Progress with Economy.

1987 was a highlight in the 37-year history of the library system. The first Chairman of the Library Board, Mrs. Gladys Allison, would have been proud.



Morris Zbar
Chairman

Lorraine Williams
Vice-Chairman

Wayne Burnett

Councillor Barry Burton

Vilma Casola

Lloyd Gesner

Campbell Hughes

Councillor Marie Labatte

Councillor Peter Li Preti

Berenice Pepe

Margaret Perschy

Jack Wigham

Malcolm Wilkinson

PROVIDING SERVICE

CENTRAL LIBRARY

The new Central Library opened to the public on May 13, 1987. The official opening celebrations included a Neighbours Preview, a cornerstone ceremony and special events highlighting each of the library's departments. During the first seven and one-half months of Central's operation, from May to December, statistics indicated its immediate popularity:

Circulation:	512,885
Information Queries:	275,000
Turnstile Count:	300,000
Programs:	485 with 16,368 in attendance
Quick Telephone Information Service:	26,141 questions answered

In our first year:

Regular tours by a well organized team of volunteers included guests from all over the world.

Canadiana was enhanced by the addition of the historical collections of both the Canadian Society of Mayflower Descendents' and the North York Historical Society.

The Society and Recreation Department opened its new Native People's collection in October.

A gift of 110 Hindi books was presented to Central Library by the Consul General of India, during an evening with Hindi poets.

Music was added as an innovative service through a Listening Centre and the new Music Room that features a Baldwin piano.

The Children's Department opened to enthusiastic response from the public. 8,261 people attended 188 programs, and school classes totalling 2,428 students came on 79 class visits by the year's end.

Science and Technology's health, astronomy and energy collections were marketed through a number of well-designed extension programs. Excellent information displays were mounted to highlight these areas.

The General and Student Reference Department co-sponsored a **"Study Skills"** course with Seneca College and a **"Continuing Education Fair"** with the North York Continuing Education Council.

BATHURST HEIGHTS REGION

Bathurst Heights Regional Branch celebrated its 25th anniversary. Many community events took place, highlighted by Rabbi Gunther Plaut's address.

The temporary closures of North York Central Library and Toronto Public's Forest Hill Library increased the number of users, and circulation at Bathurst Heights. Requested reserves expanded by 30%.

New patron services included the introduction of an audio cassette collection at both Centennial and Yorkdale Community Branches.

Due to the easier access of system resources through ATLAS, Community branches experienced increased usage of reference services.

Redevelopment plans for the adjacent plaza led staff to begin preliminary development of a building program for the library which would examine future potential for library services on the existing site.

DON MILLS REGION

The Don Mills Regional Branch introduced its much anticipated VHS video cassette collection in April of 1987. The service proved popular with library users, and by years end consisted of 333 titles.

Continuing to expand services, all three community branches introduced audio cassette collections. While still in the formative stages, these collections will continue to develop in the coming years.

The Flemingdon Park community was identified for its need of literacy services. As a result, a literacy worker was assigned to the Flemingdon Park Community Branch on a part-time basis to provide this very valuable service.

Amid a week long flurry of activities, Victoria Village Community Branch celebrated its 20th anniversary in March. As a result of the celebrations, contact was made with a community member on her way to a job posting in Tanzania. Victoria Village now periodically sends it withdrawn books to the Tanganyika Christian Refugee Service in Tanzania!

DOWNSVIEW REGION

Programs throughout the Downsview region reflected a growing emphasis on multiculturalism, the expansion of the Adult Literacy program, Citizenship classes, Legal Aid and Income Tax Clinics and the successful continuation of ESL classes in cooperation with the North York Board of Education.

Community outreach was a branch priority for Downsview in 1987. A strong community liaison was established as staff members initiated networking with local agencies and groups serving the multicultural community.

A video collection was added to the Downsview Regional Branch in May. The extremely popular collection now consists of approximately 350 titles.

Anniversary celebrations provided opportunities for fun and reminiscing for both library staff and patrons. Downsview Regional Branch celebrated its 25th anniversary in March and Amesbury Park Community Branch celebrated its 20th anniversary in May.

Black Creek Community Branch recorded a significant increase in the use of multicultural materials – from 895 in 1986 to 1,822 in 1987!

FAIRVIEW REGION

Fairview Regional Branch was visited by 474,215 people in 1987 – an increase of 15,389 from 1986 totals.

A Teen Advisory Committee of Fairview Pages was established to obtain ideas for services, materials and programs.

A pre-university English course, the library system's first cooperative program with the University of Toronto's Woodsworth College, was very successful.

Children's author Bernice Thurman Hunter visited Fairview Library in November, entertaining an audience of over 235 children.

While preschoolers and parents continued to enjoy evening storytimes, of special interest was the program which provided preschoolers with songs and games in Cantonese.

Staff began extensive work developing a building program and feasibility study to address library services in the community for the next ten years.

YORK WOODS REGION

Programming in the York Woods region targeted special needs groups. The developmentally handicapped, special interest groups and people of many different cultural backgrounds were well served by a variety of programs.

York Woods maintains one of the best attended schedules of youth programs in the city. Class visits drew over 2,400 students to the regional branch alone. **Leading to Reading**, a program which connects students with volunteers for practice reading sessions, is now offered throughout the region.

Two reports, one which explored community suggestions for improved children's programming, and another which identified collection gaps in adult materials, were completed by seven staff members and library students.



CHILDREN'S SERVICES

The Children's Literature Reference Collection, a major resource, was made accessible to the public in Central Library's Children's Department.

From January to June 1987, 11 workshops for children were given by Claire Mackay, the Children's Services Writer-in-Libraries.

The Summer Reading Club's **Headline Hunters** and **Teddybear's Story Book** attracted a total of 3,442 children.

Programs were offered at York Woods and Central Library as part of North York Library's participation in **Kidsummer '87**, a Metropolitan Toronto City-wide event.

Your Key to the Children's Library Non-Fiction bookmark and the **Toys and Books Together** leaflet were published.

Pictures drawn by Refusenik Jewish children in the Soviet Union were displayed in the Central Library October 18 to November 1, 1987. The exhibit was organized by the Committee for Soviet Jewry and co-sponsored by the Library.

COMMUNITY SERVICES

All libraries received a two volume catalogue of the large print books available in the North York Public Library's 19 branches.

Mobile Outreach reported totals of over 13,000 talking books borrowed, and over 70,000 books delivered to home-bound residents.

Literacy services added 120 new volunteer tutors in 1987. They worked with 380 learners to improve their reading and writing skills.

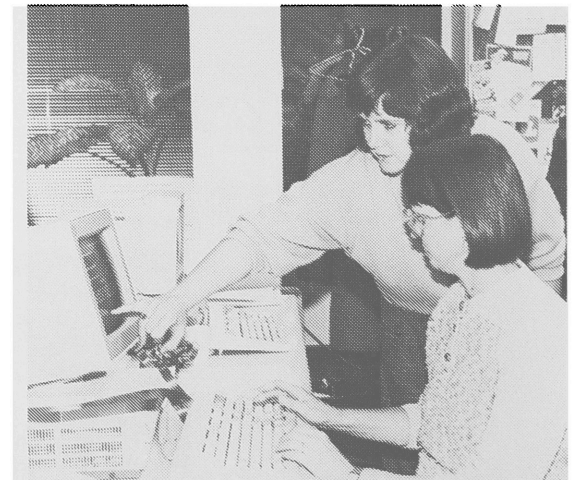
LINK's database of over 2,000 entries was automated during the year. This community information service answered over 10,000 questions.

The Audio Visual Department added 500 new video cassettes to its extremely popular collection.

Two major lists of 16 mm films were produced: **Reel Kids**, which recommended films for children, and **Films for Family Life**, which lists approximately 250 films useful for agencies and community groups.

The Information Network Office provided 2,100 online searches for information to the business community, students and interested patrons, using a total of 11 different databases. The information can now be sent directly to patrons using a new FAX machine.

Nearly 5,000 books and magazine articles were borrowed through interlibrary loan for North York Public Library users.



MAKING IT WORK

COLLECTIONS ACCESS SYSTEMS

The most significant event of 1987 for the cataloguing department was the arrival of the ATLAS computer system. ATLAS has improved the processing time for multilingual materials, bestsellers and video cassettes, and has made it possible to produce an accurate, up to date list of the entire system's holdings.

The Cataloguing Department processed the following items, for a total of 157,277.

- 100,785 books
- 9,161 records
- 11,016 cassettes
- 1,947 compact discs
- 186 video cassettes
- 12,553 multilingual material

Added to this list are over 20,000 unique book titles.

The Acquisitions Department reported the addition of 155,000 new items to the collection, including materials in all formats.

Multilingual materials were purchased in 27 different languages from vendors worldwide, including the addition of Romanian language items. 7,000 books were added to the multilingual collection, as well as periodicals, records, cassettes and videos.

Over 19,000 books, both old and new, were rebound.

Withdrawn library materials were donated to the John Howard Society, The Centre for Spanish Speaking People, the Korean Canadian Cultural Association of Metro, the Queen Street Mental Health Centre, and the Tanganyika Christian Refugee Service in Tanzania.

Computer Services Centre

The North York Public Library became the first Canadian public library system to utilize ATLAS, the new automated circulation and cataloguing system, when all regional and community branches went "live" in April of last year. In mid-May the new Central Library also went online, increasing the number of terminals on the system to approximately 200.

An ongoing weekly program for new staff training on ATLAS, and workshops in special interest subjects were introduced throughout the latter half of the year.

Microcomputers were installed at all five Regional branches and in Central Library to handle many of the internal administrative tasks.

HUMAN RESOURCES

Staffing activity, including transfers, retirements, promotions, hiring for Sunday service and new positions, increased 64% over 1986. Existing resources were utilized to automate a Human Resource Information System (HRIS).

A new Policies and Procedures Manual was inaugurated.

In-house seminars for library personnel were conducted in conjunction with groups from government, college and the public service sector.

On-going technical training included Atlas introductory and refresher courses, as well as microcomputer training.

Staff training was offered in Orientation, First Aid and Infoglobe.

Health and Safety activities included Video Display Terminal testing and screening.

PLANNING DEPARTMENT

The Planning Department conducted a number of studies during 1987.

An information Services Survey conducted at Regional Branches which will assist in the improved selection of library materials;

A community attitude survey, conducted by the Environics research group during the summer of 1987, which showed that 55% of North York residents use their public libraries, compared to the North American average of 30-35%;

A study of the Jane Street area by Thompson & Lightstone Co. Ltd., Marketing Research and Strategic Planning, which measured user and non-user practices and attitudes;

User surveys at all Regional Branches measured needs and attitudes of library patrons.

PLANT DEPARTMENT

An off-site computer now monitors and controls all of the Central Library's heating, ventilation and air conditioning equipment. This energy saving installation will amount to an annual saving of approximately \$40,000.

The opening of Central Library created plant department staff increase of 65%, including a Building Services Supervisor, mechanics, shippers and receivers, and a 24 hour security service.

In 1987, 5,000 work orders were completed, including construction and extension of both Reference and Circulation desks.

The North York Library continued its program to make its buildings accessible to the disabled through new additions and renovations in Amesbury Park, Hillcrest and Pleasant View Community Branches.

PUBLIC RELATIONS AND PROGRAMS

As well as orchestrating the opening events of the new Central Library, Public Relations and Programs endorsed a total of over 1,104 programs in 1987.

Numerous author visits took place across the system during the year, including such well-known figures as Constance Beresford-Howe, Roch Carrier, Edward Greenspan, Gordon Korman, Gunther Plaut and Knowlton Nash.

The Art Department handled 642 assignments during the year, while a total of 3,011,397 items were printed.

New corporate colours of blue, green and white were introduced, which prompted the production of new stationery, forms, business cards and signage.

A dramatic increase in room rentals occurred due to the opening of Central Library. A total

of 2,237 room bookings was completed. Theatre rentals continued to keep pace, totalling 443 bookings.

North York's first Writer-in-Residence, Heather Robertson met with over 78 authors, read approximately 100 manuscripts and was involved in 10 seminars. The success of the program has prompted its continuance in 1988.

North York Public Library's annual series of art exhibitions was coordinated by the department. Eight branches exhibited the work of 22 different artists. As well, 14 North York libraries filled their display cases with 84 different collections.



FINANCIAL STATEMENT

THE NORTH YORK PUBLIC LIBRARY BOARD

Revenue Fund

Statement of Revenue and Expenditure
For the Year Ended December 31, 1987

	1987 Actual	1986 Actual
Expenditures		
Staff costs	15,215,136	13,031,948
Materials and supplies	994,403	525,849
Equipment and furnishings	1,334,555	1,127,858
Library materials	2,687,873	2,502,566
Purchase of services	3,681,608	2,609,706
Taxes, licenses, insurance unrecovered	61,924	51,105
Debenture costs	792,642	831,704
Contingency	—	20,159
Total Expenditures	24,768,141	20,700,895
Revenues		
City of North York	21,745,400	18,469,500
Grants	1,531,463	1,449,472
Other revenues	909,144	1,011,042
Surplus	664,370	435,251
Total Revenues	24,850,377	21,365,265
Accumulated Net Revenue End of Year	82,236	664,370

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North York Public Library