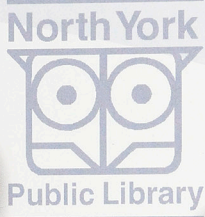


1993

Annual

Report



*"...to preserve  
and make widely  
accessible  
the record of  
human  
experience."*

*-from The Mission Statement*



# From the Board Chair

I recall an interview in the staff newsletter during 1993 with Ann Keller, our Children's Services Co-ordinator, who retired after 29 years with North York Public Library. Ann said, "With the economic conditions, everyone is working really hard right now. Everyone is really stretched. Perhaps now is the most difficult time I can remember."

These few words, spoken by one of our most experienced people, epitomize for me the economic atmosphere of the 1990s so far. I believe our staff has always worked hard, but in the past year, especially, they were asked to do more with less.

As Board Chair, I have presided over budget cuts that reduced programs, eliminated staff positions — fortunately by attrition — and closed one of our oldest community branches.

Yet despite these constraints, I see increased library usage, awards being won for technological innovation and architectural design, new and economical ways of accomplishing routine staff tasks, continued creative programming, and comprehensive collections. When a library patron walks in the door, good service remains the first priority, no matter what the economic climate.

Ann Keller, in that same interview, also said, "I know it's difficult now, but public libraries are wonderful institutions. It's a very important thing we do here." If actions are any indication, then it is clear that nobody understands this more than our staff.

As citizens of North York, we have good reason to be proud of our library.

*"Service remains the first priority, no matter what the economic climate."*



Councillor Barry Burton  
Chair, North York Public Library





# From

# the

# Chief Executive Officer

Ontario history will record 1993 as the year of the Social Contract. The resulting decrease in hours of service for patrons, and the mandatory days without pay for staff made it a difficult year for all. Fortunately, the *1992 Prioritization of Services* plan to reduce positions by attrition over three years saved jobs and services in '93 — important priorities in the City with Heart.

Of course, the Social Contract was only the latest in an ongoing program of restraint that began in 1990 and culminated in the December 30 closure of Yorkdale Community Branch after 27 years of service.



*"When times  
are tough,  
people come  
to the library."*

### ***Libraries busier than ever***

Even though the Library Board had to respond to cutbacks with a 3.7% decrease in service hours, our users responded with a 3% increase in total circulation! Our libraries were packed on the days following Social Contract closures. The public missed us, and they proved once again that when times are tough, people come to the library.

Tough times also seem to bring out the best in North York Public Library staff. Some significant and award-winning achievements in library technology proved that this year was no exception.

### ***Better service through technology***

Foremost among these was our Automatic Dialer for Patron Reserve Notification, which hit full stride in 1993 and won the Canadian Library Association - Meckler Award for Innovative Technology. Staff had worked closely with the vendor, SynreVoice Technologies, to develop a system that uses voice technology to inform patrons that their reserved items are ready for pick-up. This has eliminated the time and costs associated with staff making 200,000 repetitive calls a year.

This product is a perfect symbol of how technology can free staff for more public-service oriented tasks, and we're proud to say that it is now being successfully marketed by the vendor to the library community at large. Our partnership with SynreVoice continues, and future automation possibilities include phone renewals, overdue notification, program registration and access to online reference databases.

Better service through technology also resulted from the introduction of the new CATNYP, our online public catalogue. A sophisticated tool, CATNYP now provides superior search options and up-to-the-minute information on the availability of library material.

### ***Upgrading buildings***

Like our technology, our physical presence is also being enhanced significantly. Continuing the drive to update our Regional Branch buildings, a major program of renovations began at the Don Mills Regional Branch in November. Plans have been made for similar work to begin at Downsview Regional Branch in 1994. A two-phase project at Fairview Regional Branch is now finished, providing more public meeting space, a new children's storyroom and more. In all of these projects, we strive for results similar to those of the Barbara Frum Library and Recreation Centre. Completed in 1992, this structure won an Honourable Mention in the North York Design Awards competition in November.

Physical improvements continue on other fronts as well. Fourteen of 20 branches are now completely accessible to people with disabilities, and more will come in 1994. All branches now have Book Drops that allow patrons to return materials after the library has closed.

### ***Significant Friends in fundraising***

And finally, it's hard to believe that each year we can say more about the Friends of the Library than we did the year before. But once again this is so. With the opening of *Book Ends*, a bookstore selling withdrawn library materials, the Friends have established themselves as significant partners in library fundraising. Since their inception in 1990, the Friends have raised and donated \$62,000 to library initiatives, most of it to the Adult Literacy Program. Their efforts of organizing special events and generously supporting the library's mission are nothing short of inspiring.

I offer my thanks to staff for their dedicated efforts, to City Council and the Library Board for their continued support, and particularly to Councillor Barry Burton, whose support and good humour as Board Chair during these lean years have been appreciated more than he may know.

If the events and achievements of 1993 are an indication of what North York Public Library can do during a recession, then bring on recovery!



*Josephine Bryant*  
Josephine Bryant  
Chief Executive Officer

**The 1993**

## **North York Public Library Board**

**"...maintaining  
North York  
Public Library  
as one of  
Canada's most  
progressive  
public library  
systems."**

**T**he hours are long, and the issues are sometimes thorny when nine dedicated citizens gather at regular monthly meetings to discuss and decide on North York Public Library's service policies.

Consisting of four City Councillors and five citizen members appointed by the City of North York, the Library Board is ultimately responsible for all materials and services available at the local library. Citizen members apply for their positions amidst considerable competition. If appointed, they help to maintain North York Public Library's position as one of Canada's most progressive public library systems.

Board members attend at least one meeting of the entire Board each month, in addition to committee meetings and special sittings. They approve all facets of library service and operations: how the budget will be spent, where library branches should be located and what hours of public service are required.

Meetings are held on the third Monday of each month from September to June in the Board Room at Central Library. Members of the public can reach Library Board members by calling the Library Board Office at 395-5504.

**Chair:** Councillor Barry Burton  
**Vice-Chair:** Lindley Massiah  
**Members:** Linda Abrams  
Councillor Frank DiGiorgio  
Councillor Michael Feldman  
Berenice Pepe  
Harold Randall  
Councillor Judy Sgro  
Nighat Sukhera



# From the Users

"Earlier this year I started to receive 'Talking Books' from your Outreach Service, and I wish to thank you and your staff. Reading had always been a pleasure for me, but deteriorating vision and pain put a stop to that. Outreach has restored my pleasure. Your choice of titles is extensive, your delivery exemplary, and your staff could not be more helpful."

*M. Wood  
North York*

"Your library is the best!"

"I started out as a librarian at North York Central Library and liked it a lot. Today I am a patron and like it even better. Your staff is providing excellent service and your online searchers are top of the line: speedy, thorough, competent."

*Jutta Szep  
Toronto*

"I've lived in many cities across Canada and made use of many different libraries. Your library is the BEST! It is staffed by courteous, helpful people. Your computer system for locating and reserving books is excellent. Your phoning to tell people their books are in is top notch. Your selection of books is very good. The evening programs are great. The business section is excellent. Your check-out system is very efficient. What a pleasure it is to visit your library."

*Vic Jendruska  
North York*

"This is a great opportunity to express our thanks for your WONDERFUL Inter-Library Loan service. You are one of the best in the business. We are fortunate to be online through our headquarters hundreds of miles away in Sudbury. We always go to our own libraries first before forwarding to the south. Sometimes, though, a needed book is not available locally. To be able to borrow from a large public library such as North York is great and of such importance to our local users."

*Joan King  
CEO, Englehart and Area Public Library  
Timiskaming, Ont.*

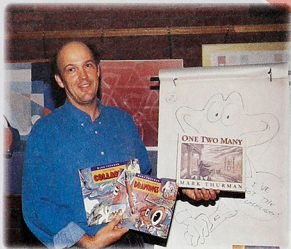
"Wonderful Children's Section!! You have made the library a wonderful and exciting place for children. The computers, toys, games, videos and books make your library come alive as an exciting educational environment. Thank you!"

*Jayne Greene-Black  
North York*

"I would like to thank the Fairview Library for the 'Storytime' program. This program not only has brought to my child the joy of learning in Persian, but it has helped him to love book reading and the library environment. Congratulations to Fairview Library and the creative instructor. We need more of these kinds of programs."

*R. Sotoodeh  
North York*

# H Highlights



*Author/illustrator Mark Thurman delighted his young audience at the 25th Anniversary celebration of Brookbanks Community Branch.*

## Bookmobile

"No complaints, lots of praise," is how Bookmobile staff assessed public response to the new Bookmobile, which went into action in July. Roomier, brighter and more accessible, the custom-made vehicle has attracted attention from libraries across North America. The Ontario Library Association called it "a prototype for bookmobiles of the future."



## P Programs

Hundreds of 1993 programs included ever-popular storytimes, the Summer Reading Club, multicultural holiday celebrations, business seminars, English as a Second Language classes, and seniors' socials. There were readings by such authors as Rohinton Mistry, Ronald Wright and Michael Coren. The "Don't Fumble, Use Your Library Card" promotion teamed libraries up with the Toronto Argonauts and sent library users to Argo games. Poet and children's author Rhea Tregebov met with 61 poets and 29 children's authors and conducted readings and writing programs during her six months as Writer-in-Residence.

## V Videos

Circulation of videos soared by 29% in 1993 despite an increase in the loan period from one day to seven. Videos continue to gain acceptance as sources not only of entertainment, but of information too. Where patrons might once have asked for a book on how to build a deck, many now want a video.

*The distinctive new Bookmobile rolled onto the streets in July, to accolades from patrons.*



# Renovations

## **Fairview Regional Branch**

Renovations undertaken in two stages provided such improvements as a new storyroom, three new meeting rooms and a refurbished periodicals lounge and second-floor information desk.

## **Don Mills Regional Branch**

Construction began in November after a long period of planning and public meetings. The \$1.35 million project calls for a new entrance, two meeting rooms, an Adult Literacy Office, a large public lounge, a solarium-style young adult area, new lighting, carpets and heating and ventilation systems. The work will rejuvenate the 32-year-old branch and add 15 years to its lifespan.



*Students from Claude Watson School for the Arts added colourful illustrations to windows in the Children's Department at Central Library.*

## **York Woods Library Theatre**

Planning and public forums began on a new 292-seat facility in January after a \$1 million provincial government grant seemed to fulfil long-standing hopes for a new community theatre. A City Council moratorium on debenture-funded projects derailed the project in July, but Mayor Mel Lastman intervened in early 1994. The project, employing North York Performing Arts Centre architects Zeidler Roberts Partnership/Architects, is now back on track.



*Each year, budding young artists submit bookmark designs during the Canadian Children's Book Week Festival. 1993 contest winners displayed their prizes in November. Their colourful designs were printed as bookmarks and distributed at libraries throughout the year.*

# Service Highlights

	1993	1992	% Change
<b>Library Users</b>			
Number of visits	3,501,563	3,450,395	1.5%
<b>Total Circulation</b>	5,591,119	5,429,500	3.0%
<b>Service Hours</b>	49,022	50,902	-3.7%
<b>Information Requests</b>			
Reference	1,292,343	1,393,080	-7.2%
Directional/General	1,420,367	1,494,141	-4.9%
<i>Total</i>	2,712,710	2,886,221	-4.4%
<b>In-House Use of Materials</b>			
Books	2,730,078	2,598,986	5.0%
Newspapers, Periodicals	1,236,716	1,139,294	8.6%
Other	836,043	859,937	-2.8%
<i>Total</i>	4,802,837	4,598,217	4.4%
<b>Programs</b>			
Programs	1,221	1,388	-12.0%
Sessions	3,901	4,045	-3.6%
Attendees	110,854	110,185	0.6%
<b>Class Visits</b>			
Visits	1,579	1,559	1.3%
Attendees	38,618	38,322	0.8%
<b>Room Rentals</b>			
Meeting Rooms	1,062	1,120	-5.2%
Music Rooms	2,067	1,947	6.2%
Auditoriums/Theatres	1,289	1,255	2.7%
Audio Visual Preview Room	2,137	2,129	0.4%
<b>Computer Services</b>			
Overdues, renewals, inquiries	50,880	49,060	3.7%
<b>Interlibrary Loan</b>			
Books Sent	6,478	6,470	0.1%
Books Received	4,847	4,750	2.0%
<b>Online Searches</b>	5,265	6,356	-17.2%
<b>LINK Community Information</b>			
Inquiries Received	15,377	16,680	-7.8%
<b>Leading to Reading/Literacy</b>			
Learners	332	293	9.9%

# Circulation by Branch

Branch	1993	1992	% Change
Central Library	1,274,482	1,273,105	0.1%
<b>Regional Branches</b>			
Barbara Frum	433,881	379,321	14.4%
Don Mills	472,174	480,365	-1.7%
Downsview	333,212	314,558	5.9%
Fairview	972,686	933,317	4.2%
York Woods	448,998	395,248	13.6%
<i>Total</i>	2,660,951	2,502,809	6.3%
<b>Community Branches</b>			
Amesbury Park	87,586	80,491	8.8%
Armour Heights	95,082	97,513	-2.5%
Bayview	163,284	175,238	-6.8%
Black Creek	95,390	94,005	1.5%
Brookbanks	139,657	133,848	4.3%
Centennial	133,505	125,188	6.6%
Flemingdon Park	105,369	95,133	10.8%
Hillcrest	149,106	151,518	-1.6%
Humber Summit	75,936	77,543	-2.1%
Jane Sheppard	104,827	98,894	6.0%
Pleasant View	87,392	92,502	-5.5%
Victoria Village	62,212	65,078	-4.4%
Woodview Park	84,298	80,676	4.5%
Yorkdale	73,363	85,133	-13.8%
<i>Total</i>	1,457,007	1,452,760	0.3%
<b>Community Services</b>			
Mobile Outreach	50,364	47,576	5.9%
Bookmobile	126,030	128,299	-1.8%
Deposit Collections	11,629	13,200	-11.9%
Sunnybrook Hospital	10,541	11,593	-9.1%
<i>Total</i>	198,564	200,668	-1.0%
<b>Library Services Bldg.</b>	115	158	-27.2%
<b><i>System Total</i></b>	<b>5,591,119</b>	<b>5,429,500</b>	<b>3.0%</b>



# Financial Statements

## COMBINED BALANCE SHEET DECEMBER 31, 1993

	1993	1992
<b>ASSETS</b>		
CURRENT ASSETS		
Cash in bank	134,851	-
Accounts receivable - City of North York	7,275,570	7,885,257
- Other	147,253	178,160
Prepaid expenses	164,550	226,928
	7,722,224	8,290,345
CAPITAL OUTLAY FINANCED BY LONG TERM LIABILITIES AND TO BE RECOVERED IN FUTURE YEARS	3,489,497	4,037,659
RESERVE FUNDS		
Deposit with City of North York	1,599,756	981,181
	<b>12,811,477</b>	<b>13,309,185</b>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Bank Overdraft	-	432,198
Accounts Payable & Accrued Liabilities	2,401,657	1,880,817
	2,401,657	2,313,015
LONG-TERM LIABILITIES	3,489,497	4,037,659
	5,891,154	6,350,674
FUND BALANCES		
Accumulated Net Revenue	-	829,530
Reserve Funds	1,599,756	981,181
Unexpended Capital Financing	5,320,567	5,147,800
	6,920,323	6,958,511
	<b>12,811,477</b>	<b>13,309,185</b>

## SCHEDULE OF CURRENT OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 1993

	APPROVED BUDGET 1993	ACTUAL 1993	ACTUAL 1992
SOURCES OF FINANCING			
Grants -			
City of North York	32,134,373	30,477,044	32,505,408
Province of Ontario	1,660,730	1,660,730	1,660,730
- Household			
- Other	-	30,327	60,091
	33,795,103	32,168,101	34,226,229
User Charges	917,659	884,763	860,482
Investment Income	-	125	236,211
Donations	-	1,720	2,800
Other Income	-	39,375	226,257
	917,659	925,983	1,325,750
REVENUE FROM CURRENT OPERATIONS	<b>34,712,762</b>	<b>33,094,084</b>	<b>35,551,979</b>

EXPENDITURES	APPROVED BUDGET 1993	ACTUAL 1993	ACTUAL 1992
Staff Costs	23,858,911	22,593,524	23,107,635
Materials & Supplies	930,926	917,172	920,655
Equipment & Furnishings	-	-	1,557
Purchase of Services	4,435,477	4,302,994	4,335,098
Taxes & Licences	113,994	91,987	73,070
Debtenture Debt Charges	799,653	799,653	1,822,542
Capital Lease Debt Charges	520,400	520,400	260,400
	30,659,361	29,225,730	30,520,957
APPROPRIATIONS TO CAPITAL FUNDS			
Equipment & Furnishings	127,166	161,274	100,333
Library Materials	3,259,733	3,259,733	3,260,971
Buildings	604,502	604,502	885,816
	3,991,401	4,025,509	4,247,120
APPROPRIATIONS TO RESERVE FUNDS			
Sick Leave	62,000	633,000	132,544
Library Building	-	39,375	30,510
Employee Benefits	-	-	103,203
	62,000	672,375	266,257
EXCESS (DEFICIENCY) OF FINANCING OVER EXPENDITURES FOR THE YEAR	-	(829,530)	517,645
ACCUMULATED NET REVENUE - BEGINNING OF YEAR	-	829,530	311,885
ACCUMULATED NET REVENUE - END OF YEAR	-	-	829,530

#### SCHEDULE OF CAPITAL OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 1993

	1993	1992
SOURCES OF FINANCING		
Appropriations from		
Current Operations	4,025,509	4,247,120
Reserve Funds	100,000	-
Donations	21,553	22,758
Federal Government - Grant	2,916	-
Province of Ontario - Grant	886,287	75,380
Investment Income	202,963	289,194
Other Income	17,136	8,404
	5,256,364	4,642,856
Proceeds from the Issue of Long-term Liabilities	330,000	400,026
	5,586,364	5,042,882
EXPENDITURES		
Capital Expenditures		
- Buildings	1,168,926	1,155,520
- Equipment & Furnishings	854,308	463,188
- Library Materials	3,390,363	3,406,088
	5,413,597	5,024,796
EXCESS OF FINANCING OVER EXPENDITURES FOR THE YEAR	172,767	18,086
UNEXPENDED CAPITAL FINANCING - BEGINNING OF YEAR	5,147,800	5,129,714
UNEXPENDED CAPITAL FINANCING - END OF YEAR	5,320,567	5,147,800

## AUDITORS' REPORT TO THE MEMBERS OF THE NORTH YORK PUBLIC LIBRARY BOARD, INHABITANTS AND TAXPAYERS OF THE CITY OF NORTH YORK

**W**e have audited the combined balance sheet of the North York Public Library Board as at December 31, 1993 and the combined statement of operations for the year then ended. These combined financial statements are the responsibility of the Library Board's management. Our responsibility is to express an opinion on these combined financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these combined financial statements present fairly, in all material respects, the financial position of the Library Board as at December 31, 1993 and the result of its operations for the year then ended in accordance with the accounting principles disclosed in note 1 to the financial statements.

*Coopers & Lybrand  
Chartered Accountants*

## Ahead for '94

**H**umber Summit Community Branch celebrates 20 years of service in May.

**D**on Mills Regional Branch re-opens in June after renovations.

**D**ownsview Regional Branch renovations begin after design and Committee of Adjustment approvals.














**W**oodview Park Community Branch celebrates 30 years of service in September.

**T**he new York Woods Library Theatre achieves substantial completion in December.



# North York Public Library

## Branches

-  **Amesbury Park Community Branch**  
1565 Lawrence Ave. W., North York, M6L 1A8  
395-5420
-  **Armour Heights Community Branch**  
2140 Avenue Rd., North York, M5M 4M7  
395-5430
-  **Barbara Frum Library**  
20 Covington Rd., North York, M6A 3C1  
395-5440
-  **Bayview Community Branch**  
2901 Bayview Ave., North York, M2K 1E6  
395-5460
- Black Creek Community Branch**  
2141 Jane St., North York, M3M 1A2  
395-5470
-  **Brookbanks Community Branch**  
210 Brookbanks Dr., North York, M3A 2T8  
395-5480
-  **Centennial Community Branch**  
578 Finch Ave. W., North York, M2R 1N7  
395-5490
-  **Central Library**  
5120 Yonge St., North York, M2N 5N9  
395-5700
-  **Don Mills Regional Branch**  
888 Lawrence Ave. E., North York, M3C 1P6  
395-5710
- Downsview Regional Branch**  
2793 Keele St., North York, M3M 2G3  
395-5720
-  **Executive Offices**  
5120 Yonge St., North York, M2N 5N9  
395-5500
-  **Fairview Regional Branch**  
35 Fairview Mall Dr., North York, M2J 4S4  
395-5750
-  **Flemingdon Park Community Branch**  
29 St. Dennis Dr., North York, M3C 3J3  
395-5820
-  **Hillcrest Community Branch**  
5801 Leslie St., North York, M2H 1J8  
395-5830
- Humber Summit Community Branch**  
2990 Islington Ave., North York, M9L 2K6  
395-5840
-  **Jane Sheppard Community Branch**  
Jane Sheppard Mall, Unit 11  
2721 Jane St., North York, M3L 1S3  
395-5966
-  **Pleasant View Community Branch**  
575 Van Horne Ave., North York, M2J 4S8  
395-5940
- Victoria Village Community Branch**  
184 Sloane Ave., North York, M4A 2C4  
395-5950
- Woodview Park Community Branch**  
16-18 Bradstock Rd., North York, M9M 1M8  
395-5960
-  **York Woods Regional Branch**  
1785 Finch Ave. W., North York, M3N 1M6  
(Finch & Tobermory)  
395-5980
-  **Yorkdale Community Branch**  
Yorkdale Shopping Centre, North York, M6A 2Tk,  
395-5970

...a **lot** more than  
**BOOKS!**

