Le C3 de la Bibliothèque de Markham

C3 at Markham Public Library

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Association des bibliothèques publiques du Québec





Why we did this

01

02

03

User-Centred Design

Based on informationseeking behaviour. **Customer Service**

Efficiencies for staff help support growth.

Innovation

Everything is open to improvement.

Outcomes







Customer Feedback

100% found what they were looking for 96% said it was easy to use

Material Handling

4.7X faster shelving 3.7X faster retrieval

Added Bonuses

Collaboration with vendor.

Ministry Award for Innovation

Culture of Innovation

How it Works



The Classification System

Adult & Children

Number	C3 Category	
Ranges	Adult Nonfiction	Children's Nonfiction
0000 - 0899	Health & Wellness	Mind & Body
0900 - 0999	New Age & Paranormal	Ghosts & Other Spooky Stuff
1000 - 1999	Lifestyle & Family	Home, Family & Daily Life
2000 - 2999	Home & Garden	Home, Family & Daily Life
3000 - 3899	Business & Finance	People at Work
3900 - 3999	Computers	Computers
4000 - 4199	Food & Drink	Home, Family & Daily Life
4200 - 4499	Crafts & Hobbies	Crafts & Hobbies
4500 - 4699	Sports & Games	Sports, Games & Other Fun Stuff
4700 - 4799	Cars, Bikes & Boats	Things That Go
4800 - 4999	Travel	Lands & Peoples
5000 - 5099	Humour	Sports, Games & Other Fun Stuff
5100 - 5199	Biography	What A Life!
5200 - 5299	True Crime	Social Studies
5300 - 5399	Facts & Trivia	Facts & Trivia
5400 - 5799	Languages & Learning	Languages & Learning
6000 - 6199	Philosophy & Spirituality	Religion
		Let's Celebrate
6200 - 6399	History	Lands & Peoples
		Ancient & Medieval Times
6400 - 6999	Social Issues	Legends & Fairy Tales
		Social Studies
7000 - 7999	Science & Nature	Science & Nature
		Space: The Final Frontier
		Dinosaurs
		Animals
8000 - 8999	How It Works	How It Works
9000 - 9599	The Arts	The Arts
9600 - 9999	Literature	Literature

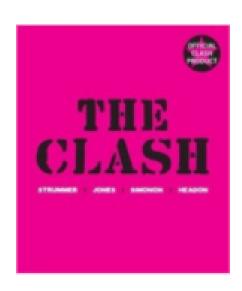


Built for Browsing

Simplified Call
Numbers
All call numbers 4-digits only

Plain Language Subject
Headings
Based on customers' use patterns

Simplified Call Numbers for Easy Retrieval:



9436 CLASH VS. 782.421660922 CLASH Music – Genres & Styles -Punk

Subject Labels for Easy Shelving:







Changes so far

O1 Managing Digitization

Growth in digital resources meant we no longer needed some separate physical collections like Cars, Bikes & Boats

O2 Changing Subject Knowledge

How It Works no longer made sense based on advances in subject area.

O3 Addressing Systemic Bias

Confronting bias in Lands & People, New Age & Paranormal

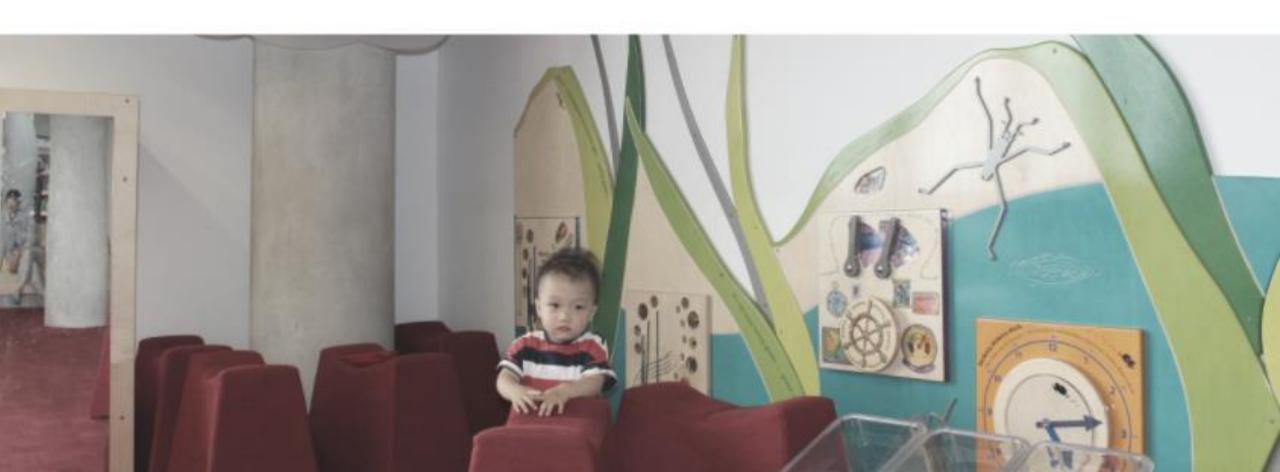
Changes to come

Decolonizing Collections

Expanding categories related to Indigenous issues & Knowledge

Diversity Audit

Addressing inclusion & equity in our collections.



Thank you.

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