

Le C3 de la Bibliothèque de Markham

C3 at Markham Public Library

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What is C3?

A young child with dark hair, wearing a red and white patterned shirt and grey pants, is seen from behind, looking at books on a library shelf. The child has a light blue backpack with a white pattern. The shelves are filled with children's books, including titles like 'WONDERFUL DINOS', 'DINOSAUR', 'EXTREME NATURE', 'A FIELD GUIDE TO THE', 'PREHISTORIC PLANTS', 'NOT BLAME', and 'Astronaut Firsts'. The scene is set in a library with white shelves and a white cabinet on the right.

Customer Centred Classification

Why we did this

01

User-Centred Design

Based on information-seeking behaviour.

02

Customer Service

Efficiencies for staff help support growth.

03

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 Ranges	C3 Category	
	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:

The Arts

AR



Improvements & Adaptations

We designed it to be customizable.

Changes so far

01 Managing Digitization

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

02 Changing Subject Knowledge

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

03 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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