

Western University

Scholarship@Western

Final Projects Winter 2023

Classification & Indexing

4-2023

Bookmobile: environmental scan and needs assessment

Angie Yuen

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Part 2: BK Stop Review

Environmental scan and needs assessment.

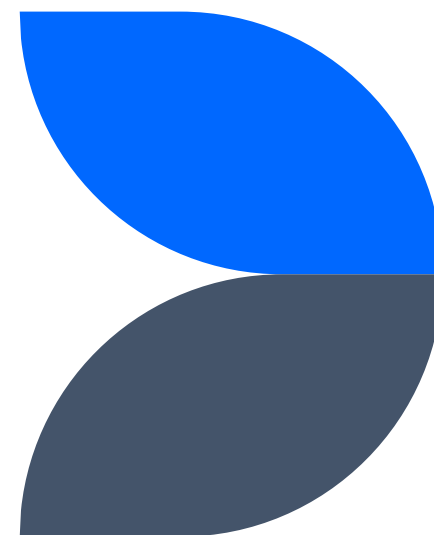
A presentation for LIS 9201

Angie Yuen



Road map and table of contents

1. Review service provision for Ward's Island and Scarborough Village.
2. *With the help of Toronto: Open Data, we will make comparison in areas such*
 - *Language*
 - *Educational attainment*
 - *Accessibility*
3. *Review service and material provision*
4. *Library classification:*
 - *BISAC: Book Industry Standard and Communication*
 - *C3: Customer centred classification*
 - *BDC: Brian Deer Classification*



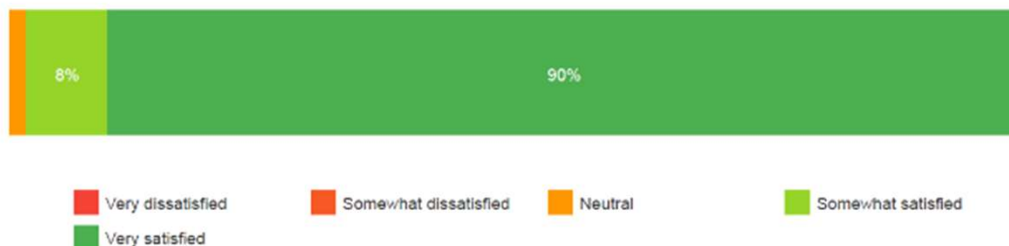
Overview of Bookmobile(BK) initial assessment report

Fig. 9 Customer Testimonials Selected from Customer Survey Responses

Customer Testimonials
- Staff are always helpful and cheerful.
- It is really good and so necessary!
- Keep doing what you're doing!
- I like the bookmobile services and conversely rely on it- every week! Keep up the good work!!
- Staff have always been very helpful! The service is a lifesaver!
- Staff are always happy, pleasant, and helpful. I really enjoy watching the interaction between the staff and customers of all ages. Staff treat customers with disabilities with great respect, always make them feel honoured and valued.
- The service has always been excellent and greatly appreciated.
- You are doing a fantastic job. Keep doing exactly what you all have been doing.

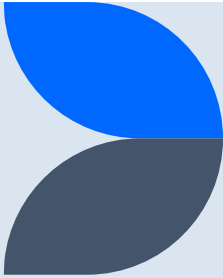
Fig. 8 Customer Overall Satisfaction Rating

How satisfied are you overall with TPL's Bookmobile service?



Resource:

- Open Toronto: <https://open.toronto.ca/>



Bookmobile circulation data

Top 3 of 28 (bookmobile stops)

Most materials checked out

Bottom 3 of 28 (bookmobile stops)

Least materials checked out

2019

1. Ward's Island

2. Glamorgan

3. Yonge Village

1. Scarborough Village

2. North Kipling

3. Braeburn

Wards island- St. Lawrence-East Bayfront.

Profile for **St Lawrence-East Bayfront-The Islands (166)**



- **Ward's Island hours of service:**
Every Saturday between 10:30 am –12pm
- **Population density in the district were 4354 people per square km.**

Scarborough Village

Profile for **Scarborough Village (139)**



Location: Markington Square, 3205 Eglinton Ave E. The corner of Eglinton Ave and Markham Rd.

Hours of operation:
Mondays between 6-7pm

Population density:
5395 people per Square km.
(2016)

Language : Ward's Island

Home Language in St Lawrence-East Bayfront-The Islands (166)

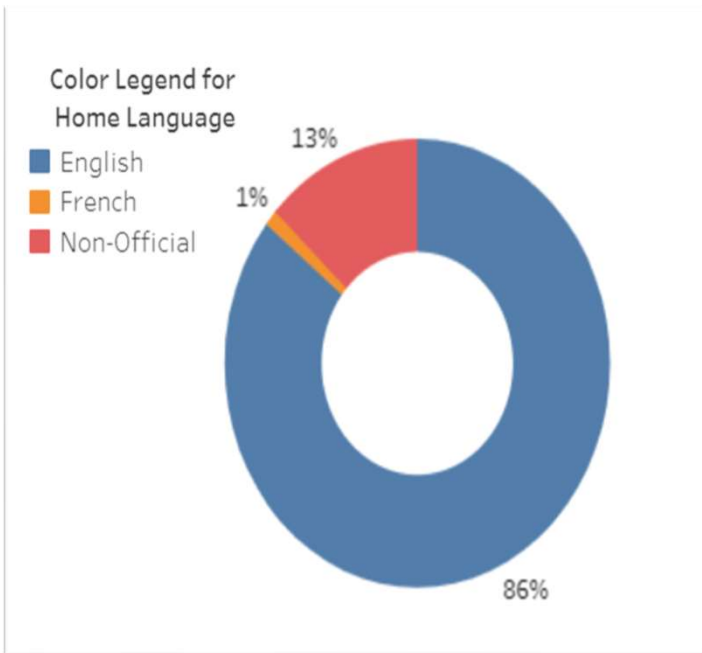


Figure 3

4/16/2023

Top-5 non-English home languages in St Lawrence-East Bayfront-The Islands (166)

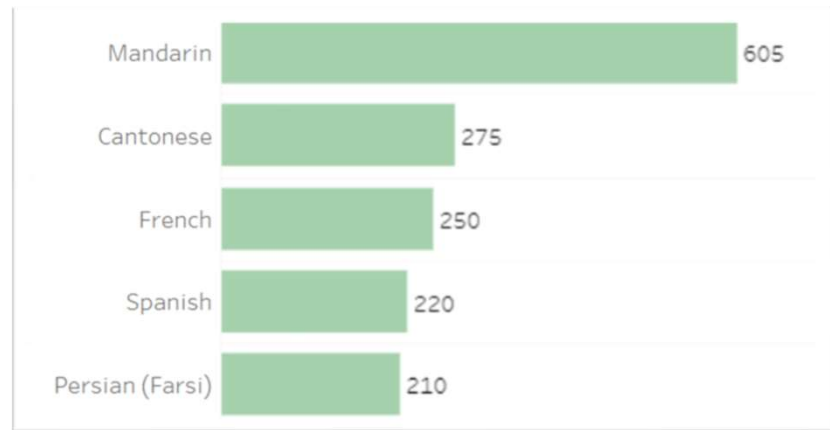


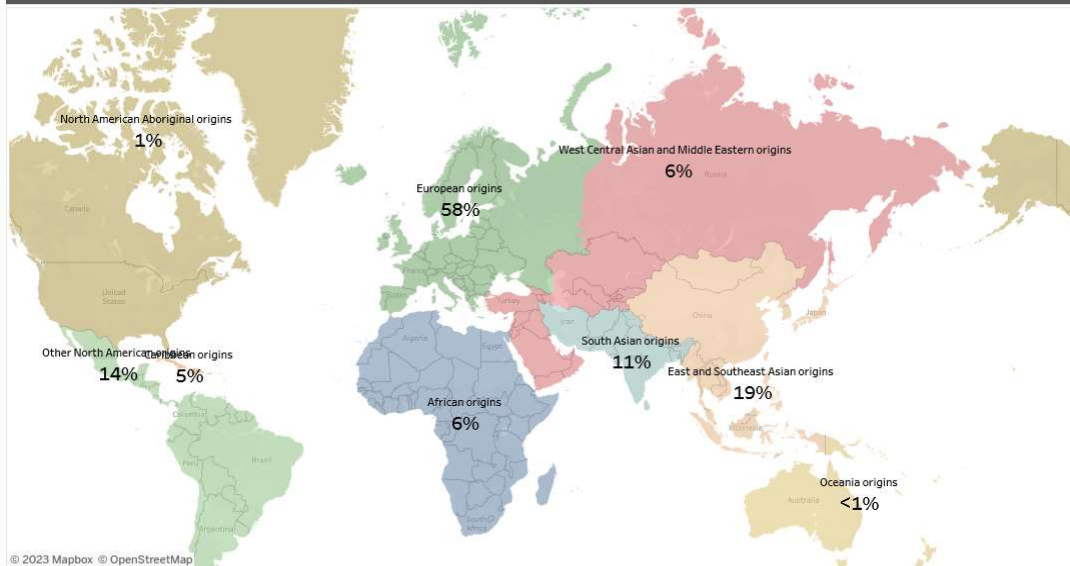
Figure 4

PRESENTATION TITLE



Ward's Island: ethnic origins

Ethnic origins by world region in St Lawrence-East Bayfront-The Islands (166)

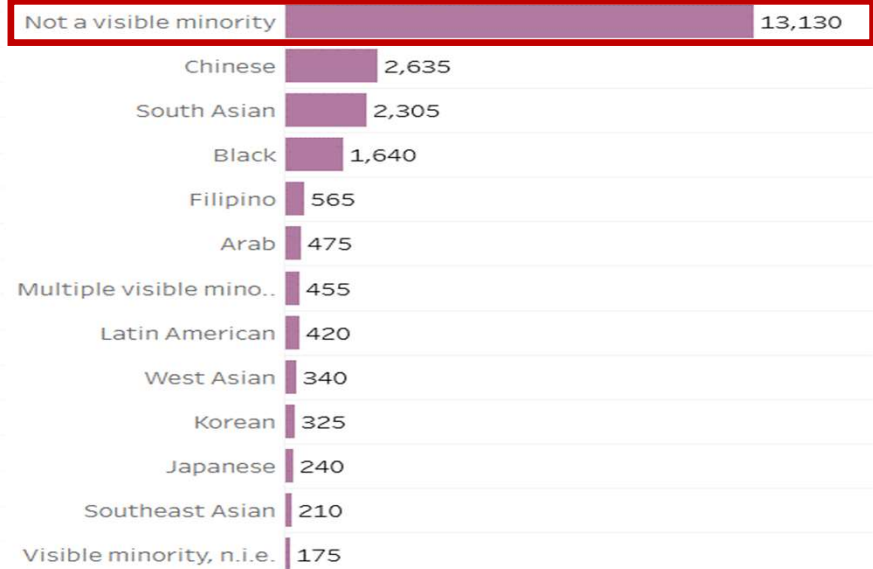


Color Legend for Ethnic origins by world region, 2016

- African ori...
- Latin; Cent...
- South Asia...
- Caribbean ...
- North Ame...
- West Cent...
- East and S...
- Oceania or...
- European ...
- Other Nort...

Visible minority population in St Lawrence-East Bayfront-The Islands (166): 43%
Visible minority population in City of Toronto: 51%

Top 10 visible minority populations in St Lawrence-East Bayfront-The Islands (166)



Language: Scarborough Village

Home Language in Scarborough Village (139)

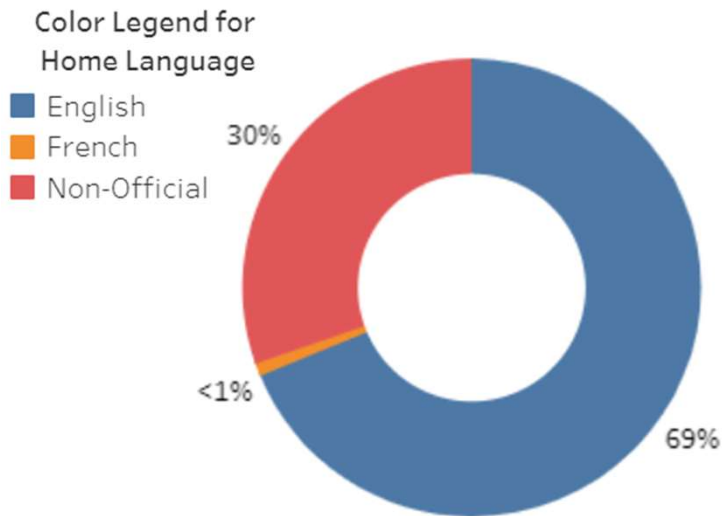


Figure 6

Top-5 non-English home languages in Scarborough Village

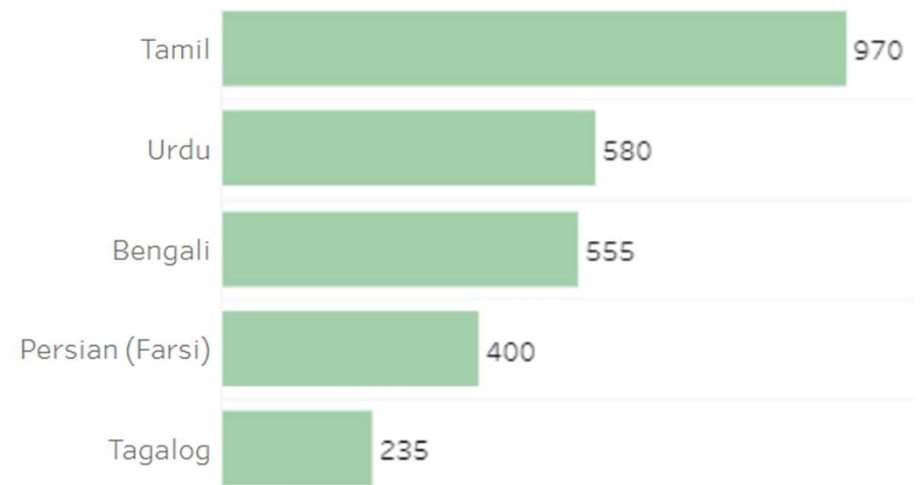
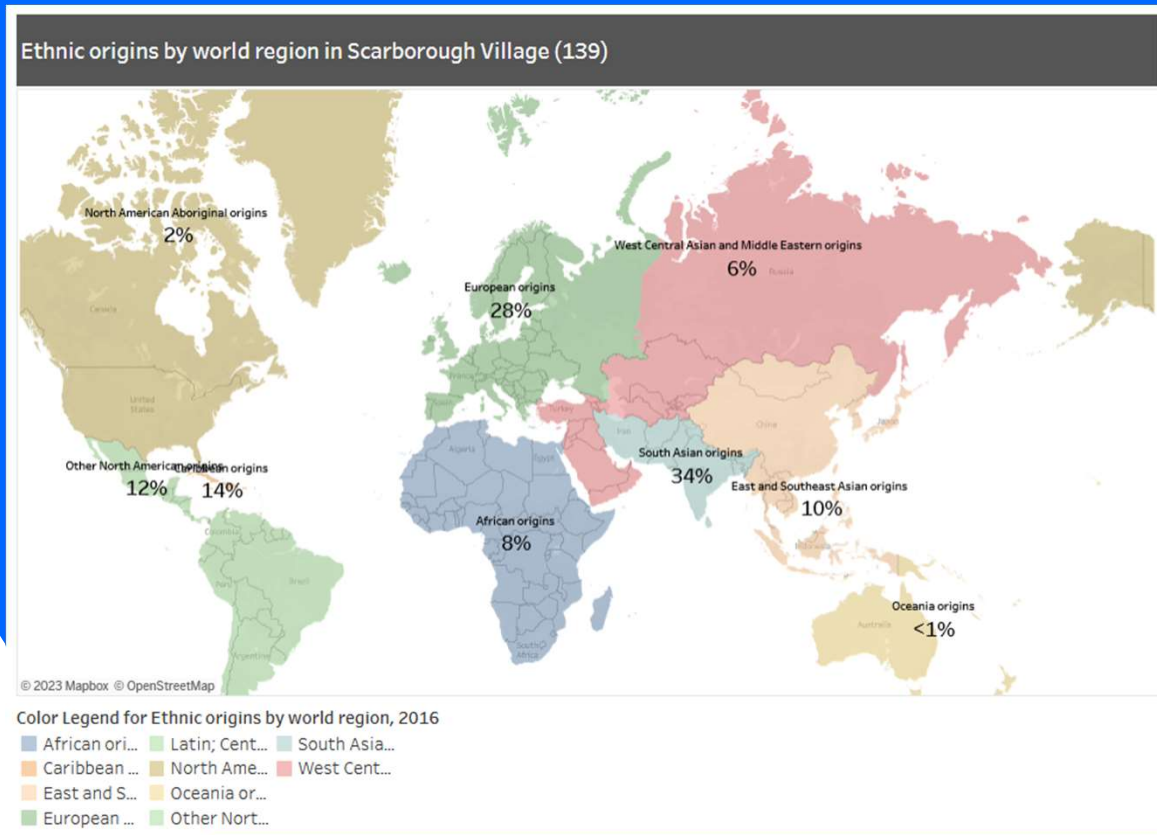
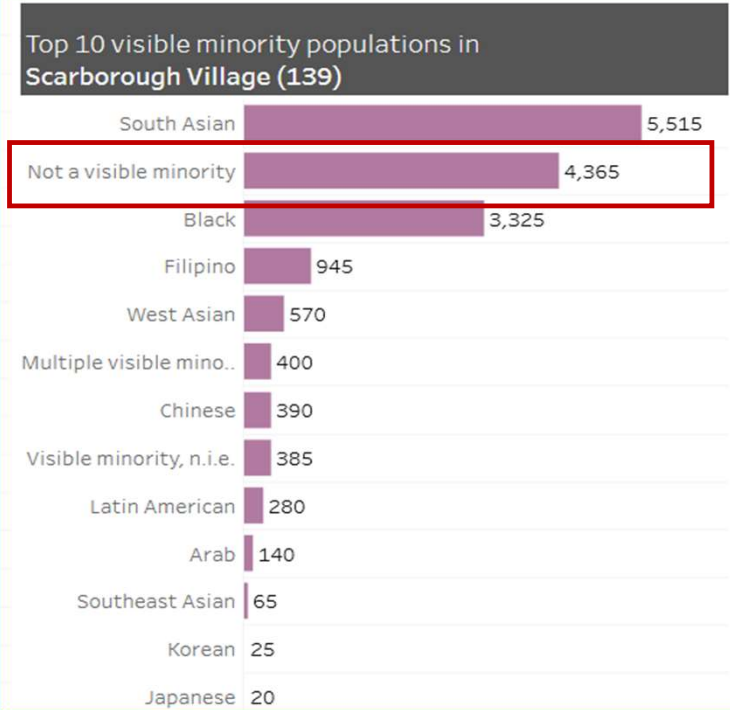


Figure 7

Scarborough Village: Ethnic origins



Visible minority population in Scarborough Village (139): 73%
 Visible minority population in City of Toronto: 51%



Educational Attainment

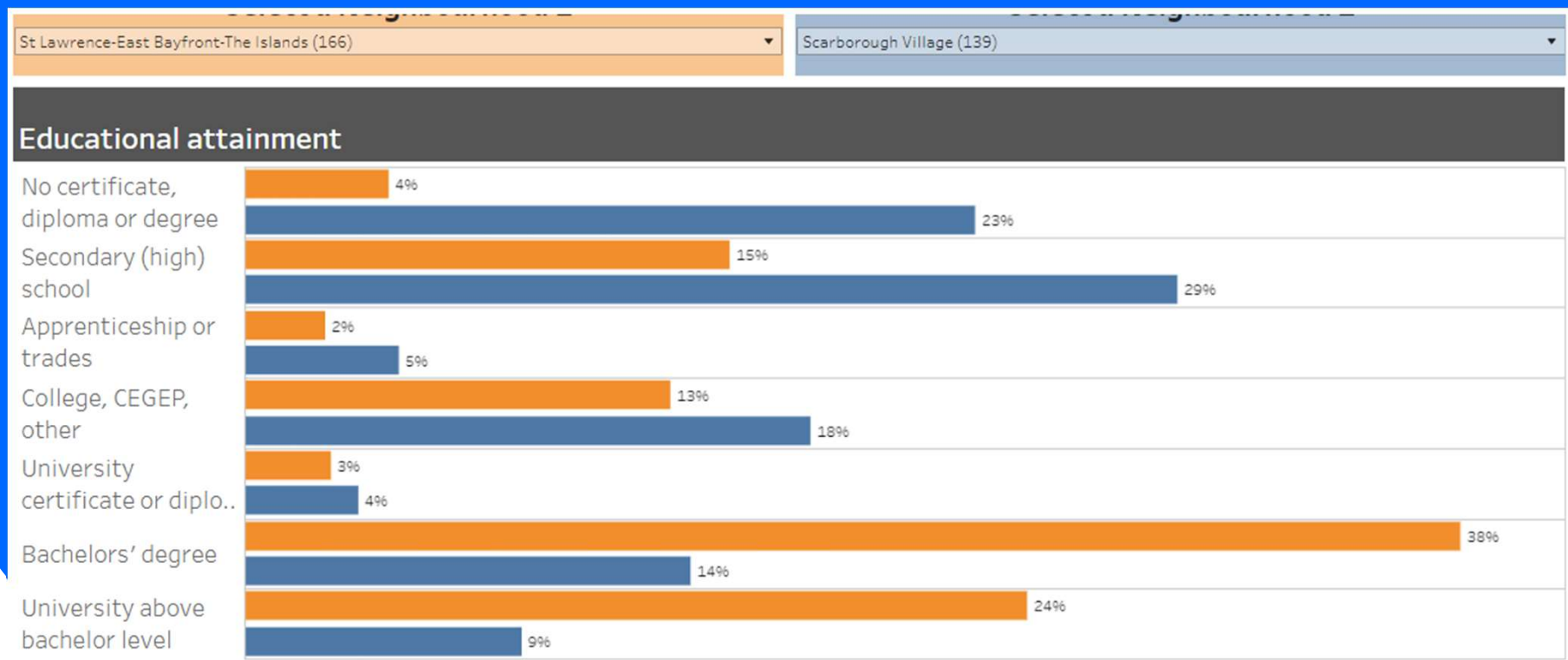


Figure 8

Accessibility: Ward's island and Scarborough Village.

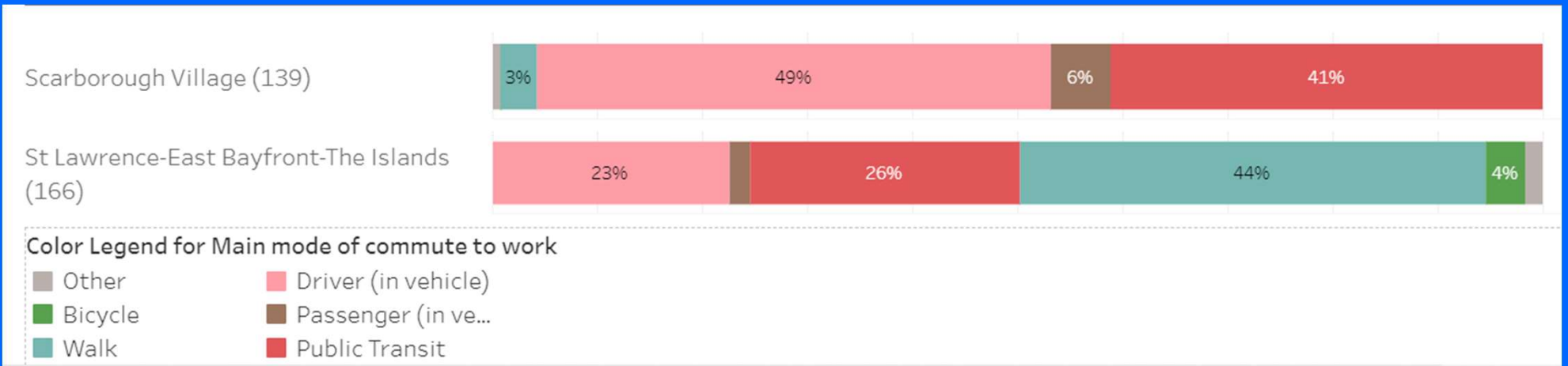


Figure 9

Observations:

Home Language in Scarborough Village (139)

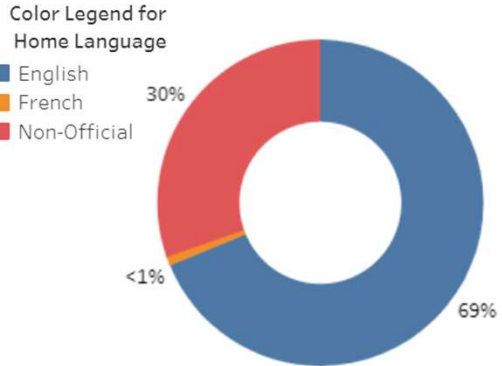


Figure 6

Top-5 non-English home languages in Scarborough Village

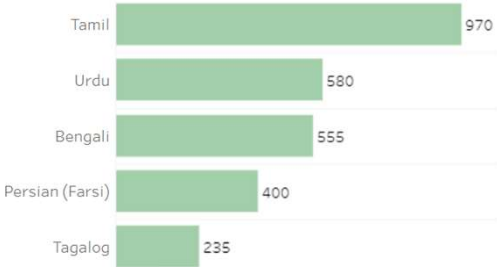


Figure 7

Educational Attainment

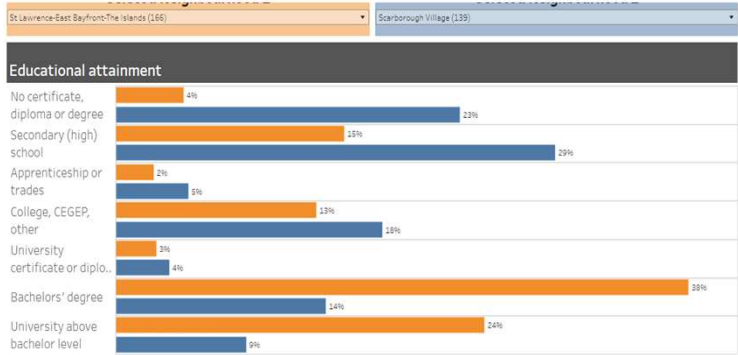
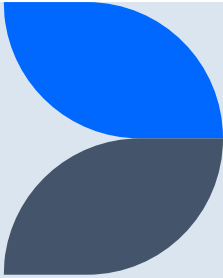


Figure 8



Library Classifications:

1

“BISAC”
Book Industry Standard and
Communication

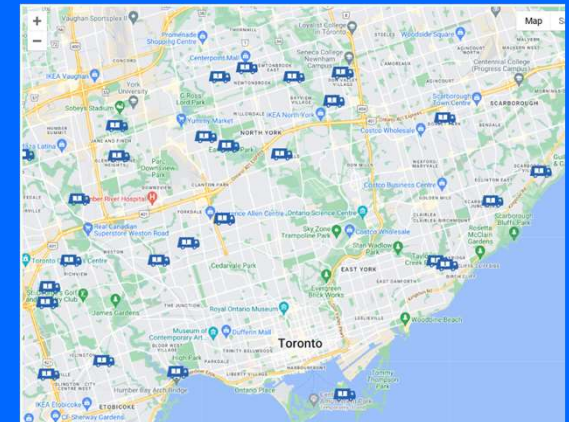
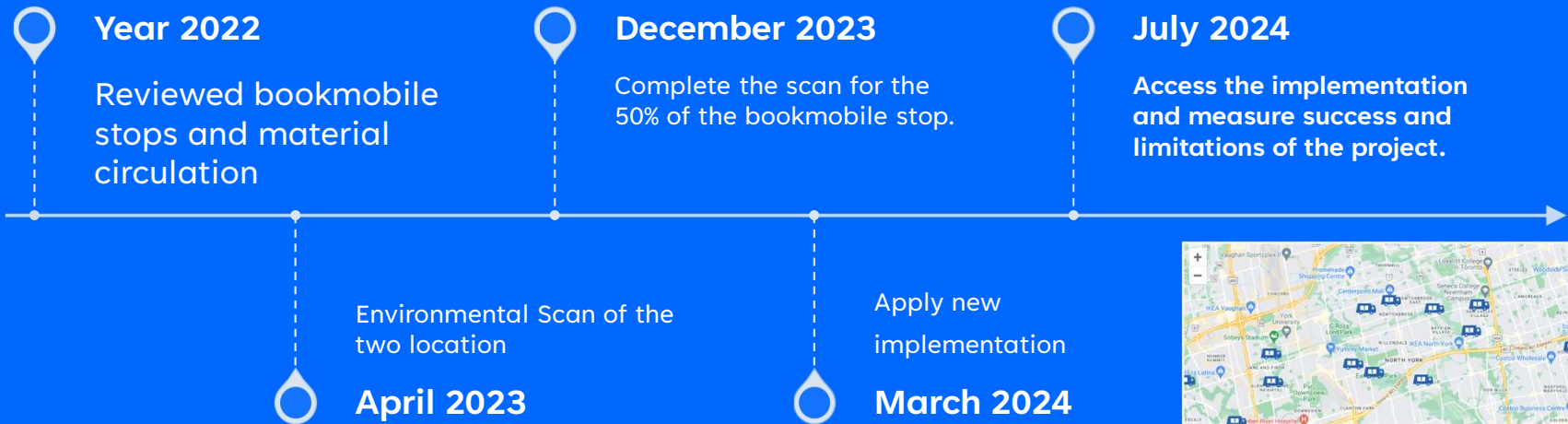
2

“C3”
Customer Centered
Classification
* deselection method:
“ ‘WORST’ -Worn out, Out of
date, Rarely used, System (in-
library equipment) cannot
support, and Trivial (faddish)”
(Johnson, 2018).

3

“ BDC”
Brian Deer Classification

Summary





Thank you

Angie Yuen

ayuen27@uwo.ca

LIS 9201

