

DATE OF LAST REVISION: AUGUST 2014

POLICY/PROCEDURE TYPE: PUBLIC SERVICE

REVIEW SCHEDULE: 5 YEARS

PURPOSE

Markham Public Library strives to provide a welcoming, comfortable environment where our customers can imagine, create, learn and grow. Our branches are designed to accommodate many types of activities, including programming, community gatherings, collaborative work, relaxation, play and quiet study. In order to balance these various uses, Noise Zones have been introduced to help identify areas of the library available for louder activities and those intended for quiet, individual activities.

ZONES

There are three zones identified in our branches:

- QUIET ZONE** Minimal noise levels intended for individual studying or reading and other quiet activities.
- MODERATE ZONE** Some moderate noise is expected. This zone is appropriate for one-on-one and small group conversations, relaxing and other activities that can accommodate some noise. All our customer service points are considered “moderate zones”.
- SOCIAL ZONE** Areas intended for social activities including collaborative work, discussions in larger groups, and social interaction. These areas may become boisterous and lively.

ZONES BY BRANCH

QUIET ZONE	
ANGUS GLEN LIBRARY	<ul style="list-style-type: none"> All Study Rooms (unless when used by groups) 2nd Floor Study Carrels
CORNELL LIBRARY	<ul style="list-style-type: none"> Medical Library Adult Non-Fiction Health & Wellness Area All Study Rooms (unless when used by groups)
MARKHAM VILLAGE LIBRARY	<ul style="list-style-type: none"> All Study Rooms (unless when used by groups) Business Department Study Tables Large Print Area
MILLIKEN MILLS LIBRARY	<ul style="list-style-type: none"> Quiet Study Rotunda
THORNHILL C.C. LIBRARY	<ul style="list-style-type: none"> All Study Rooms (unless when used by groups) Group Study Hall

MODERATE ZONE	
ANGUS GLEN LIBRARY	<ul style="list-style-type: none"> • 2nd Floor Fireside Lounge • 1st Floor Foyer and Study Tables • Cafe area • Public Access Computer Hubs
CORNELL LIBRARY	<ul style="list-style-type: none"> • 2nd Floor Fireside Lounge • 2nd Floor Adult Area (excl. North End*) • Computer Lab • Café Area
MARKHAM VILLAGE LIBRARY	<ul style="list-style-type: none"> • 2nd Floor Reading Bay & Study Tables • 2nd Floor Fireside Lounge • Large Print Department • 1st Floor Reading Bay (Heritage Wing)
MILLIKEN MILLS LIBRARY	<ul style="list-style-type: none"> • Study carrels and tables • Periodicals Area
THORNHILL C.C. LIBRARY	<ul style="list-style-type: none"> • 2nd Floor Reading Lounge
THORNHILL VILLAGE LIBRARY	<ul style="list-style-type: none"> • Front Parlour • Non-Fiction Wing • Study Room
UNIONVILLE LIBRARY	<ul style="list-style-type: none"> • Adult Reading Room • Study Carrels
SOCIAL ZONE	
ALL BRANCHES	<ul style="list-style-type: none"> • Children's department • Teen department

LIBRARY ACTIVITIES

Many of our programs and activities are conducted in the open spaces of the branches in order to encourage participation and open access for customers. Due to the nature of these programs, noise (including loud children, singing, music, public speeches, etc.) may be expected regardless of the zone the activity is held in.

MONITORING

We encourage customers to be respectful of each other and share library spaces. If there is a noise issue, please report it to our branch staff, who will be pleased to try to find you a more suitable location to work and/or resolve the issues appropriately with the individuals creating the disturbance.