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| Revision Date: | September 2021 | Policy Type: | Public Service |
| Approval Level: | CEO | Distribution: | All Employees |
| Review Schedule: | 5 Years (or as required) | | |

1. PURPOSE

Markham Public Library (the “Library”, or “MPL”) 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. This Policy outlines MPL’s position on noise in the Library, and how MPL will balance the need for both social and quiet spaces.

2. CUSTOMER SERVICE PROMISE

This Policy supports MPL’s [“Customer Service Promise”](#), which outlines expectations for customers to share the Library’s spaces in a respectful and courteous manner. If there is a noise issue, staff will try to find customers a more suitable location to work and/or resolve the issues appropriately with the individuals creating the disturbance. All customers are asked to be courteous and respectful of each other’s needs.

3. SOCIAL SPACES IN THE LIBRARY

Throughout most spaces in the branch, social interaction is permitted and encouraged. This includes general conversation, quiet group work, service interactions between staff and customers, for example. While noise resulting from these interactions is to be expected, excessive noise is discouraged.

Some areas of the branches are generally noisier than others. The Children’s areas tend to be louder due to the presence of children playing and interacting. These areas can be quite boisterous and lively. The areas near the Borrower Services Desk can also be louder as staff assist customers with their accounts. The Makerspaces are also often louder due to the sound of the equipment.

Customers requiring quiet space should seek seating in a quieter space.

4. NOISE DURING PROGRAMS AND EVENTS

Many Library 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. The times of these programs are available on MPL’s website.

Peak service times can also result in louder than usual branch activity due to the volume of customers in the branch. During these times, it can be more challenging to provide quiet spaces.

5. QUIET AREAS

Quieter areas of the branches are also available. These areas include:

- Study carrels or study bars at all locations
- Select areas of the service floor such as Study rotunda (Milliken Mills), Business collection alcove (Markham Village), Adult Non-Fiction area (Cornell) and others areas identified by signage to indicate they are quiet areas
- Medical Library at Cornell

When not in use for programs or rentals, MPL's meeting rooms will be used for quiet study. Study rooms, unless specifically booked for collaborative group work, are also intended for quiet study.

Quieter areas of the branch are marked with signage asking customers to be mindful of noise in the area.

6. RESPONSIBILITIES

CEO / Directors shall:

- Ensure that they and their employees are acquainted with, enforce and comply with this Policy and related policies.

Managers / Supervisors shall:

- Enforce this Policy.

Employees shall:

- Comply with and enforce this Policy.

Library Administration shall:

- Develop and distribute this Policy;
- Update this Policy per the Review Schedule.