Revision Date:	November 2022	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") offers welcoming spaces and a destination for community members where they can enjoy equitable access to its facilities and services. MPL requests the cooperation of users to help maintain an environment conducive to the enjoyable and productive common use of the Library.

This Policy outlines expectations for behaviour on the part of tutors, tutoring services and participants while using any Library branch. While these entities are welcome to use the Library and its resources, their activities must not have a negative impact on other Library users. Further, they must avoid any unauthorized use of or activities within or around Library facilities, as further described within this Policy.

2.   APPLICABILITY AND SCOPE

This Policy applies to all members of the public, including tutors and tutoring groups, either informal or formal in nature. This includes but is not exclusive to tutoring services that conduct themselves as a private business enterprise that may choose to operate within Library facilities.

3.   DEFINITIONS

Tutor – A private teacher with deep knowledge or defined expertise in a particular subject or set of subjects, who teaches one or more students.

Tutoring Service – An organization that provides private academic support to groups of students using one or more tutors.

4.   POSITION STATEMENT

Library branches are a popular space for group and individual academic work, independent and guided learning, research and study. In order to meet a range of user needs, the Library offers spaces suitable for various activities from quiet individual study to collaborative group work. Regardless of the type of study, all customers should contribute to a positive shared space by:

- Supporting MPL's Customer Service Promise through courtesy shown toward other users.

- Being mindful of the needs of others when in the Library's designated Quiet Spaces – group collaborative work should not occur here.

- Utilizing Study Rooms according to [MPL's Study Room Policy](#) and guidelines. In order to support the learning needs of the entire community, paid group tutoring and group instruction is permitted only in Library Program Rooms, which must be rented by the group or organization.

Tutoring services operating within the Library must adhere to the following guidelines:

- Participants who are children are the sole responsibility of the tutor while on Library property until they are released to a parent or guardian.

- Tutors may not solicit Library customers inside any portion of the Library or its environs.

- Tutors cannot use the Library as a mailing address.

- Tutors may not post, publish or distribute advertisements or letters indicating the Library as their place of business or imply Library sponsorship of their activity.

The Library does not sponsor, recommend, or assume liability or responsibility for the work and/or activities of tutors who use or rent Library space. All arrangements must be made between the tutor, student and parents.

Home-schooling groups are encouraged to contact [Live Chat](#) to discuss how MPL can support your learning content and experience.

5.   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.

6.   RELATED POLICIES

- Unacceptable Conduct Policy (POL-Pub Serv)

- Petitions and Solicitations Policy (POL-Pub Serv)

- Room Rental Policy (POL-Pub Serv)