

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

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## **1. PURPOSE**

This policy outlines guidelines for the use of Study Rooms as a shared community resource at select MPL branches.

Study rooms are provided at several MPL branches. These rooms support learners and workers in the community, and help contribute to MPL's strategic priority to foster lifelong learning for Markham's residents. Many customers enjoy study rooms for activities that support personal growth. Study Rooms are provided free of charge for such purposes as quiet, individual use or collaborative group activities related to education and study, professional work, social change activities or other.

## **2. ACCEPTABLE USE**

The purpose of the Library's Study Rooms is to provide a variety of study/work environments suitable for a variety of purposes, including:

- Quiet research, study and reading by individual customers or groups of customers
- Team or group projects requiring group interaction
- Customers pursuing literacy or other learning opportunities, etc.
- Meetings of discussion groups and other non-profit groups
- Remote work

## **3. EXCLUDED USES**

The following uses of the Library's Study Rooms are not permitted:

- Commercial sales
- Business promotions or advertising
- Political rallies or meetings
- Religious services

These rooms are not to be used as an ongoing or permanent location for commercial or other business services, nor can the library's address be used in the promotion of such activities. No admission may be charged for meetings scheduled in the Study Rooms.

## **4. GUIDELINES FOR USE**

Study rooms are part of the shared space of the library, and the guidelines described in MPL's Customer Service Promise apply. In addition:

- Rooms are available by appointment – customers may book a room using the self-service option available online at [www.markhampubliclibrary.ca](http://www.markhampubliclibrary.ca), in person at the branch, by contacting the Information Services department by phone or through MPL's askMPL service. In order to book a study room, customers must have an account on Markham's program registration and facility booking platform to book a study room. **Bookings are limited to two-hours per day per account.**
- Capacity limits are established for each room.
- Take care to maintain the condition of the room, furniture and equipment. Customers may be responsible for damages resulting from misuse.
- Customers are responsible for their belongings and are not to leave personal items unattended. MPL is not responsible for lost or stolen items.
- If a customer has left the room during their reserved time for a period of 20 minutes or longer, their space may be made available for another customer. Similarly, if customers are more than 15 min late for their reservation, the reservation may be cancelled and the room made available for others to use.

## **11. RELATED POLICIES**

- Food and Drink (POL – Pub Serv)
- Noise Policy (POL- Pub Serv)
- Customer Service Promise